



## HOTEL POLICIES & PROCEDURES

December 2007

### HOTEL INFORMATION:

**Audio Visual Requirements:** Arrangements can be made directly with Presentation Services at (310) 286-7683. Charges will be billed separately.

A standby technician is required in the Los Angeles, Beverly Hills, Santa Monica (Los Angeles Ballroom) during all load-ins, setups and strikes. Separate charges to be billed directly by Presentation Services.

**Business Center:** Located on the Plaza Level and available for guest use, services include: typing, photocopying, facsimile, telex, Federal Express and UPS shipping and Internet access. Hours of operation: Monday through Friday, 7:30AM –7:00PM and Saturday 9:00AM – 5:00PM. Closed on Sundays.

**Deliveries:** Any materials sent to the hotel will be subject to a delivery charge and will be posted to the master account:

Inside Room - \$4.00

Under door materials - \$3.00

### **Electrical Charges:**

#### **Outlets:**

Double Outlet 1000 Watts - \$90.00 Regular Time - \$132.00 Over Time

Quad Box Dedicated 2000 Watts - \$110.00 Regular Time - \$160.00 Over Time

#### **Extension Cord:**

4-Way Extension Cord: \$25.00 Regular Time & \$35.00 Over Time

Surge Protector: \$25.00 Regular Time & \$35.00 Over Time

#### **Supplementary Power-Show Panels:**

80 AMP - \$700.00 – Regular Time & \$1,125.00 Over Time

100 AMP - \$1,000.00 – Regular Time & \$1,550.00 Over Time

#### **Supplementary Power-Los Angeles Ballroom Only:**

100 AMP - \$1,250.00 – Regular Time & \$1,250.00 Over Time

400 AMP - \$1,350.00 – Regular Time & \$1,800.00 Over Time



**Internet & Telephone Requirements:** Installation and usage of electrical services and special telephone lines will be incurred at Group expense. All requirements must be directed in writing to hotel's Convention Services Department at least one (1) month in advance of the meeting to ensure adequate time for installation orders to be processed.

**Internet charge:**

First Connection \$500.00 per day for each room including one IP  
Additional Connection \$75.00 per day for each additional IP

**Phone Charges:**

DID phone line \$200.00 installation, \$50.00 per day instrument rental  
Speaker Phone (Polycom) \$200.00 installation, \$95.00 per day instrument rental

**Keys:**

The Hotel has the ability to re-key all meeting rooms at a charge of \$60.00 per key, max 5 keys per door. Please advise the number of keys required for each office or meeting rooms 48 hours in advance. Client will be responsible for returning the keys at the conclusion of the convention; a charge of \$5.00 per key will be applied for unreturned key.

**Guest Faxes:**

All faxes for hotel guests should be sent to (310) 551 - 3355. Please do not publish the hotel administrative office fax number for guest use. The hotel cannot be held responsible for delays in delivery or non-delivery of guest faxes sent to the administrative offices.

**Loss or Damage:** Hotel will not assume any responsibility for damages or loss of any merchandise or articles left in any area of the Hotel prior to, during or following the Group functions. It is the responsibility of Group to notify attendees that no valuables should be left in function rooms or foyers. Group is responsible for any damage or destruction to the premises during the period of time that the guest, attendees, invites; employees, or independent contractors hired by Group are under Group's jurisdiction.

**Incoming Materials:** Hotel will accept only pre-paid packages. The Hotel will refuse any packages delivered COD and the Hotel will make no notification to the shipper. All packages must contain a label giving the following information:

**TO: Convention Name  
Convention Service Manager Name  
2025 Avenue of the Stars  
Los Angeles, CA. 90067  
Guest Name / Arrival Date**



**Packages/Package Handling:** Due to lack of storage space, we regret that we are unable to accept shipments earlier than **three** calendar days prior to your conference. A handling charge of \$7.50 per box or \$150.00 per pallet each way will apply to all incoming and outgoing boxes. Boxes stored longer than three days will incur a charge of \$7.50 per box, per day.

Exhibitors are advised to ship all materials directly to the drayage company or show decorator. All exhibitor materials directed to the hotel will be refused and re-routed to the drayage company or show decorator. This will usually result in secondary delivery charges and possibly storage fees.

The Hotel shall not be liable for safe or timely arrival of any packages sent to the Hotel by or for the Group. It is the Group's responsibility to check on the arrival of any packages and to check to insure that the contents are intact. The Hotel accepts no liability for lost, stolen or damaged goods.

**Porterage:** \$8.00 per person roundtrip

**Promotional Materials/Signage:** Nothing should be posted on, nailed, screwed, or otherwise attached to columns, walls, floors or other parts of the building or furniture. Distribution of promotional gummed stickers or labels is strictly prohibited. Anything in connection, therewith, necessary or proper for the protection of the building, equipment, or furniture will be at the expense of the Group.

**Security:** The Group acknowledges the Hotel cannot be responsible for the safekeeping of equipment (i.e. laptop/notebook computers, etc.), supplies, written material or any other valuable items left in function rooms by the Group. Accordingly, the Group acknowledges that it will be responsible to provide security of any such above mentioned items and hereby assumes the responsibility of loss thereof. Group further agrees to provide attendees with same information in their own advance collateral as a preventive measure.

The California Showroom, our exhibit area, cannot be locked. Security officer(s) are required at all times when the showroom is in use for exhibits. A charge for security will be billed to the client separately.

Please advise the hotel security officer charge is \$50.00 per hour, per officer, four-hour minimum.

It is necessary to contact the hotel's Security Supervisor, telephone extension 2100, for requirements regarding the hiring of outside security companies.



**Special Event Insurance Coverage & Waivers:** Any events planned of a “unique’ nature should be reviewed with the Hotel in advance and once approved by Hotel, group may be required to provide evidence of insurance in amounts sufficient to provide coverage for any liabilities arising out of or resulting from the respective obligations pursuant to this contract. Or, you may be required to obtain appropriate waivers of liability as required subsequent to Hyatt Corporation Legal Department review.

**Tax Exemption Claims:** Hotel must be notified at least one month in advance, by written notice containing appropriate documentation, of any claims or notification of “Tax Exempt Status”. City of Los Angeles ordinances do not recognize many such claims; and, by law override Federal and State jurisdiction.

**Day Parking:** Valet or self-parking is available on an individual basis or can be validated and charged to the master account. A charge of \$12.00 for Self Park and \$15.00 for Valet Park will apply. These prices are good for 10 hours only and does not include in and out privileges. Additional charges will apply after 10 hours.

**Overnight Parking:** Overnight valet parking is available at a cost of \$31.00 per night. Overnight self-parking is available at a cost of \$20.00 per night.

**Outlets:**

***Breeze:***

<b>Breakfast:</b>	Monday - Sunday	6:30AM - 11: 30AM
<b>Lunch:</b>	Monday - Sunday	11:30AM - 2:30PM
<b>Dinner:</b>	Monday - Sunday	5:30PM - 10:00PM

***Starbuck’s Coffee:*** Monday - Sunday 6:00AM – 2:00PM

***Lobby Court Bar:*** Monday - Sunday 11:00AM - 11:00PM

***X-Bar:*** Monday - Saturday 4:00PM – 2:00AM

***Room Service*** Monday - Sunday 24 hours

**MEETING SERVICES:**

**Sales Tax:** 8.25% California sales tax will be added to your account on all food, beverage, gratuity, administrative fee and labor charges.

**Service Charge:** 22% service charge on all banquet food & beverage.



**Seating/Meeting Room Sets:** The room (s) designated for your event carries a minimum guarantee. If your final guaranteed number is lower than this minimum, the hotel reserves the right to transfer your party to another function room and/or charge a rental fee based on the established hotel rental schedule.

**Electronic Reader Boards:** Hotel is able to add company logo or introduction page to the electronic readers boards which are located on the lobby level, Mezzanine level, Plaza level and California Level. The material must be in JPEG format or a PowerPoint. The fee is \$250 per day.

**Guarantee:** The guaranteed number of guests is required for all functions no later than seventy-two (72) hours preceding the function. The seventy-two (72) hours is to be within the normal workweek, Monday through Friday. You will be charged for this number even if less attends. Should the host not provide the exact count, the estimate on the Banquet Event Order will be considered the guarantee. A 3% allowance over the guarantee can be provided for events except fewer than 20 guests, buffet meals or hors d'oeuvres receptions.

The hotel reserves the right to inspect and control all private functions. The client agrees to begin its function on the scheduled time and agrees to have its guests, invitees and other persons vacate the designated function space at the closing hour indicated. The client further agrees to reimburse the hotel for any overtime wage payments or other expenses incurred by the hotel because of the clients' failure to comply with these guidelines.

**Meal Functions:** Meal functions are served at round tables of 10 guests each, unless otherwise specified. Please advise if head table is required, and if so, how many guests.

If multiple entrees are required, the price of the highest entrée will apply for both, including all alternates. Exact number for multiple entrees must be submitted 3 business days prior to your function.

**Non-Smoking:** In accordance with California State Law, our hotel is a non-smoking facility. Smoking is permitted outside, open-air areas only.

**Labor Fee:** A minimum of 30 people is required for all food functions. If this minimum is not met, a \$100.00 labor fee will apply.

**Linen:** Please select tablecloths and napkins from the following colors: Black, White and Cognac. A \$20.00 fee per table will apply for double linens and floor length linen.



**Signs & Banners:** It is hotel policy that signs are permitted on meeting and banquet room levels only. One sign is permitted on the lobby level by the down escalator only. The Hotel has electronic hotel reader boards on each level that list daily hotel functions.

No material is to be affixed to the walls inside the banquet rooms. The hotel has easels available on request at no charge. Banners are not permitted in the foyers. Posters, signs, etc. are to be in good taste and may be displayed on easels only.

A labor charge of \$75.00 per banner will apply for banners that do not require the use of an airlift. Should an airlift be required, please contact the Presentation Services Department at (310) 286-7683. Separate charges will apply.

### **DECORATIONS:**

**Five-Branched Silver Candelabra:** With white tapered candles (Fire Marshall Approved), charge \$45.00 per candelabra.

**Ice Carvings:** Available beginning charge of \$450.00 per block. Additional charges may apply based on the intricacy of the design.

**All decorations, props or material brought into the hotel must meet with approval of the Los Angeles Fire Prevention Bureau, Inspector Manny Hernandez (213) 978-3640.**

### **BANQUETS:**

**Music:** Baby Grand Piano and Upright Piano available at \$150.00 each. If piano tuning is required a \$150.00 charge will apply.

**White Glove Service:** A charge of \$1.00 per person will apply for White Glove Service.

**Attendant:** A charge of \$150.00 will apply for Coatroom or Restroom Attendant for 4 hours.

**Bartender Fee:** \$150.00 per bartender, plus tax and gratuity.

**Hostess for Receptions/Escort Card Table:** \$150.00 each.

**Band/Photographer/Vendor Meals:** \$35.00 per person, cold meal price, plus tax and gratuity; and \$45.00 per person, hot meal price, plus tax and gratuity



**Final Guarantee:** The final number of guests must be submitted to this office three (3) business days prior to the event. You will be charged for this number, even if less attend. Should the host **not** provide the exact count, the estimate of the Banquet Event Order will be considered the guarantee.

**Minimums:** Food and Beverage minimums apply to all meeting rooms or rentals. Should the Food and Beverage fall below the minimum for a given room, rental will be assessed for the difference, plus the 22% taxable set up fee.

**Flags:** The following flags are available complimentary upon request: United States and California.

**Control:** By invitation. Please advise if tickets are to be collected by waiters for any meal functions. Control tables will be provided at the entrance to each room, if required. Please advise how many tables and chairs and location desired.

### **EXHIBITS:**

All displays, exhibits, decorations, equipment, musicians/entertainers must enter the hotel through the Los Angeles Ballroom service entrance accessible via Constellation Boulevard or Century Park West. Delivery time must be coordinated with the hotel in advance. **Special ingress and egress requirements apply in the case of events with décor, sets, special lighting or special sound for all Los Angeles Ballroom, California Showroom and California Lounge. For any event in these areas with décor, outside lighting and/or sound and/or audio visual companies, a hotel designated security guard will be required at \$50.00 per hour/four hour minimum for set up and tear down. In addition, a \$5,000 deposit or Certificate of Insurance will be required two weeks prior to the event. Nothing may be attached to the walls and ceilings. A walk through is to be arranged with a designated person and hotel representative after the dismantling.**

It is specifically understood that the client assumes responsibility and liability for any space used for exhibits and/or displays. This shall include the drayage and removal of any and all exhibits and display booths, equipment, rubbish, and associated materials to and from the Century Plaza prior to and following the convention. In the event any discarded materials are not removed from the hotel grounds following the convention, the Century Plaza reserves the right to charge client for any costs incurred by the removal of such materials. Please refer to separate listing for fire regulations.