BALLROOM and EXHIBIT HALL REGULATIONS
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**INTRODUCTION**

Thank you for choosing the WALT DISNEY WORLD SWAN AND DOLPHIN as the site for your upcoming meeting. Below you will find information to help you plan and understand the rules and regulations that pertain to all meetings held at the Swan and Dolphin. As you review these guidelines, you are encouraged to contact your assigned Event Manager with questions and/or any clarification of issues you may have.

Our in-house preferred audio visual company, Presentation Services (PSAV), will assign a technical representative for your program. The PSAV representative will act on behalf of our clients to ensure complete satisfaction with regard to production move-in, setup and move-out, as scheduled by your contracted Audio Visual provider. This responsibility includes familiarization and instruction on the use of all ballroom/exhibit halls, sound and lighting systems, and the installation and operation of lighting remotes. PSAV will be available to supplement your program with any additional equipment needs on-site, offer advice and assistance with meeting room layout, and act as technical liaison with Engineering and other applicable Hotel departments. PSAV will monitor audio visual services to ensure your program is in conformance with in-house standards and Fire Marshal requirements. PSAV will also be the exclusive provider of microphones and sound equipment when using the house sound systems.

In addition, PSAV is our exclusive rigging contractor and is responsible for all rigging and related overhead safety on the properties. PSAV staff will provide all necessary rigging labor for productions at the Swan and Dolphin. All rigging activities defined as follows must meet the following minimum standards.

The WALT DISNEY WORLD SWAN AND DOLPHIN offers exceptional exhibit facilities that are easily accessible and well lit, making your exhibits one of the highlights of your convention or meeting. As you perform your exhibit planning, remember the following points:

- Know the exhibit hall, ballroom and foyer specifications.
- Understand all points of access.
- Obtain floor plans – see [http://www.swandolphinmedia.com](http://www.swandolphinmedia.com) to view floor plans
- Know what utilities you may need, and what is available in the hall.
- Understand your contracted space rates.
- Ask about any additional charges.
- Be aware of your move in/out schedules.

Our preferred exposition services contractor, GES Exposition Services, is capable of providing every possible exhibitor or show management service from sophisticated signage and entrance treatments, to furniture and equipment rentals. GES representatives will work closely with you to develop your show’s load in/out schedule and floor plan in compliance with the fire and safety requirements of the Reedy Creek Improvement District.

GES Electrical Service – our exclusive electrical contractor provides a complete range of electrical services.
The WALT DISNEY WORLD SWAN AND DOLPHIN has five distinct venues capable of housing exhibits, trade shows, General Session production and/or major banquet events.

1. Swan Ballroom:
   a. 22,582 square feet with the capability to divide into (10) primary sections
   b. Ceiling height is 22’10”
   c. Floor covering is a high-grade wool carpet
   d. Floor is concrete construction with a load limit of 300 PSF

The Swan Ballroom is accessible from ground level or docks with/without adjustable dock plates.

2. Northern Hemisphere Ballroom:
   a. 33,556 square feet with the capability to divide into (11) primary sections
   b. Ceiling height is 22’10” to 26’10”
   c. Floor covering is a high-grade wool carpet
   d. Floor load limit is 150 PSF

3. Southern Hemisphere Ballroom:
   a. 18,881 square feet with the capability to divide into (5) primary sections
   b. Ceiling height is 22’10”
   c. Floor covering is a high-grade wool carpet
   d. Floor load limit is 150 PSF

Please note that Northern and Southern Hemisphere Ballrooms can be combined to form one ballroom (Hemispheres Ballroom) that is 54,238 square feet in size. The Hemisphere Ballrooms are located on the fifth level of the Dolphin Wing and are accessible by a (6) ton capacity freight elevator when weight is distributed equally.

4. Pacific Hall:
   a. 48,755 square feet with the capability to divide into (3) primary sections
   b. The ceiling is an exposed I-beam truss structure with 33’ of clearance. The rigid truss is 25’10” from the floor
   c. Floor covering consists of high quality wool carpet squares
   d. Floor is concrete construction with a load limit of 300 PSF

5. Atlantic Hall:
   a. 61,064 square feet
   b. 34’ (upper ceiling) – 14’ (lower ceiling)
   c. Ceiling height is 14’ in Section A and 30’ in Sections B and C with a 14’ portion along part of the perimeter
   d. Floor covering consists of high quality wool carpet squares.
   e. Floor is concrete construction with a load limit of 300 PSF
Both Atlantic and Pacific Halls are full service exhibit halls with all utilities – water, electricity, telephone, data, and compressed air. Both halls have loading docks and drive up access, located on ground level away from street traffic and in close proximity to guest parking.

The Convention Docks are for exclusive use of groups and not used for normal Hotel food/supply delivery. The Hotel docks and freight elevator are under the control of Event Support within the Event Services Department. The Event Support Team will interact directly with Exhibition or Production Company (“Outside Contractor”), PSAV (rigging), GES (electrical services), destination management companies, and all vendors providing services and products to Hemisphere Ballroom, Swan Ballroom, Pacific Hall and Atlantic Hall.

Should you be utilizing the Osprey Ballroom, please consult your Event Manager for move in/out procedures and features of the room.

**OUTSIDE CONTRACTOR’S MOVE IN / MOVE OUT STANDARDS**

All move-ins of any type, including but not limited to loading dock, freight elevator and Convention Center Drive access, is to be scheduled in advance through your Event Manager.

To ensure the integrity of the Hotel, as well as all outside material brought into the Hotel, Hotel arranged Security is to be employed and stationed to monitor all unloading and move-in activity at all points of entry. **Convention Loading Dock move-in and out will require a minimum of two Security Officers to monitor the Loading Dock and the route / final destination location, all other locations should require only one.**

The cost of these Security Officers will be consistent with the general security fees at a cost of $38.00 per hour with a four-hour minimum. A Security presence is required for freight elevator access and usage. Prevailing rates will apply.

The smaller service elevators near the Hotel Receiving Dock and kitchens are not designed for powered pallet jacks, only for hand trucks.

The hotel requires a move-in inspection of all destination locations (and the move–in/out route) to be used by Outside Contractor. This inspection can be arranged by your Event Manager and will need to be completed before move-in process starts.

Following move-out a teardown inspection to record the condition of all destination locations (and the move–in/out route) will be conducted with the Outside Contractor. Any damage that occurred during the move–in / event / move-out will be the responsibility of the Outside Contractor.

Outside Contractor’s are required to arrange with the Event Services Manager for the removal of refuse, during and post production. Charges for dumpsters are outlined in the Hotel Introductory Letter ($600.00 per open top dumpster removed).

We do ask that the hotel areas be returned to their original condition after move out and if not returned to the original state, a cleanup fee will result. Post event cleaning as necessary can be contracted through GES.
GENERAL INFORMATION

1. FLOOR PLANS

   a. The Reedy Creek Improvement District is responsible for enforcing fire and safety regulations on Walt Disney World property. They are dedicated to providing a safe and enjoyable experience for all participants.

   b. All Meeting and Banquet events for 250 ppl or larger require the submission and approval of a floor plan with detailed specifications. These must be submitted to the Fire Marshal’s office for approval by Outside Contractor, no later than 2 weeks prior to move-in.

   c. All staging with Public Access, or 30” or more in height, will need a Reedy Creek Non-Structure TP Building Permit obtained directly from RCID PRIOR to submitting floorplans for Fire Marshal approval. Licensed contractors must be registered with RCID Building and Safety prior to submitting a permit application. Please include a separate drawing of the stage elevation and detailed information on stage construction. The cost for the building permit is currently $75.00 (subject to change). One (1) copy of the floor plan with a separate drawing of the stage elevation and detailed information on stage construction should be additionally sent to: RCIDPermits@rcid.org T: (407) 828-2034

      For details, please refer to rcid.org/doing-business/building-department/building-permit/

   d. NEW RCFD Floor Plan Submission Requirements:

      Stages must to be labeled as “NO PUBLIC ACCESS” or “PUBLIC ACCESS”. Public Access* = any non-presenter /entertainer (audience) that has not “rehearsed” and will be coming on stage. *Public Access will require a RCID TP Building Permit and inspection, even if Hotel Stages (of any height) are used, as well as stairs with ADA railing and some form of edge protection.

      The permittee shall prepare and submit a seating plan to the RCFD for approval. The current edition of the Florida Fire Prevention Code shall be referenced on the submitted drawings. Plans shall be a Portable Document Format (PDF), illustrate compliance with applicable codes, and shall contain all of the following information:

      1. A brief narrative or scope of event(s) including the name of the event, if Applicable.
      2. Building address and event location, to include the convention center name or ballroom names.
      3. Date of event and specific hours of event. If there are multiple events or setups, they shall be on separate sheets.
      4. Date of setup and removal.
NEW RCFD Floor Plan Submission Requirements CONTINUED:

5. Name of event coordinator and contact information
6. Detailed plans of the rooms drawn to scale and the scaled used showing:
   a. All marked exits from the space. The exit width of each door in inches shall be provided. Exit aisle widths and aisle access widths in inches shall be included where necessary. Where exiting to a pre-function space or lobby, these spaces shall also be included on the plan. Complete exiting to the outside of the building shall be shown.
   b. All chairs, tables including buffet setups, foliage, and pipe and drape arrangements.
   c. Location of sprinkler heads, fire alarm pull stations, and notification appliances (if temporary walls, including Pipe and Drape, are being erected).
   d. Location of any support equipment (sound /tech booths, risers for videotaping, translator booths).
   e. Stages (permanent or temp): All dimensions are required to be identified on drawings including the height. Stages shall be identified as “Public Access” or “No Public Access” according to its use. For stages 30” or higher or any stage with public access, a separate (TP) permit will be required before a floor plan can be approved.


   e. Please forward all floor plans electronically to the following address for approval at least two weeks prior to group arrival:
   Email: fireprevention@RCID1.onmicrosoft.com
   Reedy Creek Improvement District
   P.O. Box 10170
   Lake Buena Vista, FL 32830-0170

   f. Once floor plans are approved, please forward (1) copy to your Hotel Event Manager.
2. **MOVE-IN/OUT**

   a. The meeting planner is responsible for ensuring that Outside Contractor’s make appropriate arrangements and provide adequate labor so that move-in and move-out schedules are coordinated and followed in accordance with the Sales Contract. Your Event Manager must be advised of all details in writing at least ten days prior to move-in, so that arrangements can be made to block adequate loading dock and/or freight elevator time and schedule security as required.

   b. The Event Manager must approve any front of the house load-in/out in advance. If approved, generally this is done before 6AM or after 6PM to avoid conflicts or noise for scheduled events in the area.

   c. All load in/out, activity will require carpet protection with visqueen or polytak to include drape line / back of house as a minimum. This can be purchased through the Hotel and installed by Hotel staff or the Outside Contractor.

   d. Prior to move in, you or your Outside Contractor’s representatives will be required to sign a copy of these regulations. Prior to move out there will be a joint inspection of the premises to identify any damage.

   e. Outside Contractors are required to arrange with the Event Manager / Event Services Team for the removal of refuse curing and post production. Charges for open top dumpsters are outlined in the Hotel Introductory Letter ($600 per plus tax).

   f. In the event that ceiling lifts, forklifts, or other types of material handling equipment are utilized during move-in/out please note:

      1. Visqueen or polytak must cover all areas of the carpet over which material handling equipment or lifts will be driven, or wheels of same must be covered with tire booties.

      2. Equipment tires should be free of dirt and debris. Usage of non-marking pneumatic tires is preferable.

      3. Use of forklifts require plywood or masonite in the pathways, only electric forklifts are allowed in the ballrooms/enclosed spaces as propane if forbidden.

   g. It is the responsibility of the Outside Contractor’s to clean any area that they use and to remove any tape, residue, polytak, used tape balls or large stains.

   The WALT DISNEY WORLD SWAN AND DOLPHIN does not provide cleaning materials, supplies, vacuums, or janitorial services for the ballroom areas. Removal of trash from the ballrooms is the responsibility of Outside Contractor.
h. At the conclusion of the program, the ballroom and loading docks used by Outside Contractor’s must be presentable for the next day’s business prior to leaving the property. An inspection will be conducted prior to move in and upon completion of the load out by the Event Services Team, Hotel Security and Outside Contractor.

Damages to the fixtures and equipment in any of our space are the responsibility of Outside Contractor.

An acknowledgement of damages, if any, will be presented to Outside Contractor’s and the meeting planner at the end of the program.

All claims for damages will be forwarded to Outside Contractor’s in writing within ten (10) business days following the final walk through.

3. **STORAGE**

All road cases and excess Outside Contractor’s equipment must be stored in your trailers, behind stages or in a meeting room secured by the planner. The Hotel does not provide parking facilities for trucks or trailers. **No cases or equipment should ever be stored in service hallways and corridors.**

Please ensure that your exhibitor kits contain information advising exhibitors not to ship directly to the Hotel due to our lack of storage space. If exhibits are shipped directly to the Hotel it will be necessary to impose handling and storage charges, at the prevailing rates, if we are able to accept the freight.
4. **SECURITY**

The Walt Disney World Swan and Dolphin Security Department is the exclusive provider of security services for all events at the resort. The cost of these Security Officers will be consistent with the general security fees at a cost of $38.00 per hour with a four-hour minimum.

a. The WALT DISNEY WORLD SWAN AND DOLPHIN Security Department monitors the premises with uniformed officers on a 24-hour basis.

b. Armed security is not permitted however armed law enforcement officers can be contracted through the Convention Security Manager.

c. Private security companies will not be allowed on the premises without first having been cleared through the Director of Security sufficiently in advance to permit confirmation of licenses, periodic background/drug testing as well as insurance coverage.

d. Please note that the meeting room doors for Swan Ballrooms, Swan Osprey Room, the Dolphin Pacific Hall, Dolphin Atlantic Hall, Dolphin Southern and Northern Ballrooms cannot be locked and overnight security is available for asset protection.
5. **STAGING**

a. Production staging is not available through the Hotel. Many suppliers are available to provide specialty staging. Hotel risers are only available to supplement main stage requirements. Of course, as with all of our meeting equipment, risers are provided on an availability basis. Pricing for risers/staging is noted in your Hotel Introductory Letter. Risers provided for main stages are at a charge of $105.00 + tax each, one-time charge, and are only available in 6’ x 8’ x 16” / 24”. The Hotel does not stack risers.

b. All staging 30” or more in height will need a Reedy Creek Non-Structure TP Building Permit obtained directly from RCID in addition to Fire Marshal approval. **Licensed contractors must be registered with RCID Building and Safety prior to submitting a permit application.** Please include a separate drawing of the stage elevation and detailed information on stage construction. The cost for the building permit is currently $75.00 (subject to change) and (1) copy of the floor plan with a separate drawing of the stage elevation and detailed information on stage construction should be additionally sent to: RCIDPermits@rcid.org T: (407) 828-2034

For details, please refer to [rcid.org/doing-business/building-department/building-permit/](http://rcid.org/doing-business/building-department/building-permit/)

c. The installation and assembly of wooden stages may not be done unless visqueen is installed under the entire area that the stage is going to encompass. No nails or bracing wires used in production setups may be attached to the building. No painting, mixing of chemicals or explosive materials are allowed inside the Hotel. No sawing or cutting of materials is allowed within the Hotel.

d. During move in/out, backstage areas and pathways are required to be protected by visqueen or polytak.
6. **PERSONNEL**

   a. All personnel are required to wear visible photo identification at all times. There are absolutely no exceptions to this requirement.

   b. Outside Contractor’s are responsible to hire competent personnel to setup, operate and remove their equipment, and are responsible for the actions of any personnel attached to or associated with their staff.

   c. All labor employed by Outside Contractor’s, regardless of their craft, must wear a uniform shirt (excluding open body style) identifying the company for which they work. T-shirts are acceptable. Service contractor employee’s clothing will be neat, reflecting an overall tidy appearance.

   d. Smoking, eating or drinking are prohibited within all exhibit areas. Room service or catered meals are allowed, per the client’s request, at a cost. Beverages will be restricted to non-alcoholic during setup and teardown. Food and beverages staged or stored in Hotel service corridors is Swan and Dolphin property and not to be touched by exposition service companies.

   e. The possession or use of intoxicants on Swan and Dolphin property is prohibited. Possession or use of drugs is prohibited, other than medicine prescribed by the employee’s physician. Violation will result in immediate removal of the individual from the premises.

   f. The possession of firearms, explosives or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct or the use of abusive language is a violation of Hotel policy, and will result in immediate removal of the individual from the premises.

   g. Theft, attempted theft, misappropriation of property or the aiding of such acts will result in immediate removal and possible criminal prosecution.

7. **ELECTRICAL POWER DISTRIBUTION**

   All electrical distribution must meet National Electrical Code and Reedy Creek safety requirements. GES Electrical Services can assist you to ensure compliance. All power hookups will be the responsibility of the WALT DISNEY WORLD SWAN AND DOLPHIN through GES Electrical Services. Backstage cabling across exits and walkways must be covered with rubber mats and taped down to ensure safe egress. Frequently, the Fire Marshal representative will visit the hotel during productions to ensure these requirements are met.
8. **RIGGING GUIDELINES**

The WALT DISNEY WORLD SWAN AND DOLPHIN hotel is equipped with complete rigging systems in order to assist our clients with productions requiring overhead rigging. These systems were designed and installed in order to expedite the move-in and move-out process. In order to help assist our clients in utilizing these systems to their full capacity we have selected PSAV as our exclusive rigging contractor. PSAV is responsible for all rigging and related overhead safety at the resort. PSAV staff will provide all necessary rigging labor for productions at the Swan and Dolphin. All rigging activities defined as follows must meet the following minimum standards.

a. Rigging encompasses attaching to the physical building other than surface graphics to include hardware to ceilings, rigging motors, trussing, lighting, and audio. Riggers are responsible for inspecting all equipment flown and assisting with load factors insuring that weight limits are strictly enforced and that no damage is imposed to the ceilings.

b. PSAV riggers are responsible for overhead as well as all truss, speaker and other attachments on the ground utilizing polyester round slings, wire rope slings, etc.

c. PSAV can supply all rigging design, materials and equipment for use on your event. We reserve the right to inspect any and all equipment supplied by outside sources to determine its safety for its intended application. We recommend contacting the PSAV office during your initial design stage in order to utilize the Hotel's facilities to their full potential.

d. PSAV must receive all proposed rigging drawings **no later than thirty (30) calendar days prior to scheduled load in. Failure of appropriate notification will result in overtime rates.** Included with the drawing should be an agenda or on-site schedule so that we may properly schedule all necessary personnel. Lighting and sound equipment rigging plots are strongly recommended. The Hotel and PSAV will not be responsible for lost time or additional costs resulting from rigging modifications, adjustments, or changes required on-site.

e. Banner Hanging is considered Rigging:
   - PSAV requires a minimum of 24-hour notice Monday-Friday, 8:00 AM-6:00 PM to schedule banner riggers.
   - PSAV requires 48-hour notice on weekends, holidays, and after hours to schedule banner riggers.
   - A (4) hour minimum call will apply for banner riggers
   - For banner calls where a scissor lift is not required and the banner is less than (10) square feet, only (1) banner rigger is required.
   - For banner calls where a scissor lift is required and the banner is over (10) square feet, (2) or more banner riggers are required.
9. **RIGGING CAPABILITIES**

a. Hemispheres Ballrooms:
   - Rigging track capacity 750 lbs. per 10’
   - Rigging eyebolts capacity 750 lbs. per point
   - Rigging is not permitted from the airwall tracks
   - A scissors lift with 24’ deck height is required
   - Rigging is only possible from the permanently installed rigging system.

b. Swan Ballroom:
   - Rigging track capacity 750 lbs. per 10’
   - Rigging point capacity 750 lbs.
   - Rigging is not permitted from the airwall tracks
   - A scissors lift with 20’ deck height is required
   - Rigging is only possible from the permanently installed rigging system.

c. Pacific Hall:
   - Rigging capacity is 2000 lbs. per panel point on the main beam
   - Rigging capacity is 1000 lbs. between panel points on the main beam
   - Rigging capacity is 1000 lbs. per spanner beam
   - Rigging is not allowed from any other locations
   - There is no rigging in the transition space
   - A 26’ scissors lift is required for all rigging calls in the Pacific Hall.

d. Atlantic Hall:
   - 365 lbs. per 10’ of track (no motors allowed, dead hangs only), 26’ scissor required

10. **RIGGING/BANNER HANGING RATES**

    Please contact:
    PSAV
    Walt Disney World Swan and Dolphin
    1500 Epcot Resorts Blvd.
    Lake Buena Vista, FL 32830
    407/939-5786
11. AUDIO VISUAL CONSIDERATIONS

a. PSAV will be the exclusive provider of microphones and sound equipment when using the house sound systems. Outside Contractor’s will not be able to patch into the house sound system and use their own microphones. Outside Contractor’s will be permitted to use their own floor or truss supported sound systems if so desired.

b. Outside Contractor’s will provide radio and wireless microphone frequencies to the in-house audio visual services company prior to using this equipment in or around the Hotel. The frequencies will be compared to the Hotel’s frequencies and if there is a conflict, Outside Contractor’s will make arrangements to utilize other frequencies.

c. All road cases and excess Outside Contractor’s equipment must be stored in your trailers, behind stages or in a meeting room secured by the planner. The Hotel does not provide parking facilities for trucks or trailers. No cases or equipment should ever be stored in service hallways and corridors.

MISCELLANEOUS OPERATIONAL CONSIDERATIONS

1. SOUND LEVELS/REHEARSALS

Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Actual meetings in progress take precedence over any sound check or rehearsal. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to terminate any event in the case of inappropriate sound level.

2. WALLS

Generally speaking, anything “adhered” to the Hotel’s physical structure other than rigging (PSAV) is to be produced / installed / removed by 11th Hour Business Center.

Additionally, nothing may be placed, leaned against or affixed to any wall surfaces of the Convention Center area. This includes writing, tacking, taping, crates, road boxes, scaffolding, panels, pallets, etc.

Ballroom walls are decorated with hand painted canvas. These are genuine works of art, and Outside Contractors are requested to take extraordinary measures to guard against damaging these canvas. Under no circumstances will cables or wire be draped across the canvas. Special care must be taken when operating work platforms/scissor lifts in their vicinity.
3. **AIRWALL POCKETS**

Airwall pockets are for the use of authorized Hotel personnel only and are under no circumstances to be used for storage or office space by Outside Contractor’s or any other vendors working in the ballroom.

4. **BALLROOM LIGHTS**

Under no circumstances should ceiling lights be loosened or removed. This practice creates a safety hazard for production staff and the audience. If the complete removal of a light bulb is required to enhance the lighting effect, a request must be made to the Event Manager who will engage hotel engineers to assist.
LIGHTING REMOTE

If you require a remote control for house lighting in any of the ballrooms or the Pacific Hall they will be provided by PSAV at $150++ per day and should be ordered a minimum of 2 weeks in advance of need to secure. **NOTE: The maximum length of a remote is 25 feet from any port.**

5. **SCISSOR LIFTS**

Only **electrical** scissor lifts are allowed in the ballroom areas, preferably those with non-marking pneumatic wheels.

Lifts may be delivered the day prior to an event set-up and must be removed from property no later than the day after teardown.

Outside Contractors are responsible for the scheduling of delivery and pick-up of all lift equipment. Additional handling charges will result if equipment is not removed as mentioned above.

Under no circumstances may scaffolding, ladders, chairs or similar devices be placed on platforms/scissor lifts to increase the technician’s reach. Unsafe practices that could endanger the operator or damage the facility cannot be tolerated.

Work platforms/scissor lifts may not be driven in the elevated position.

The Resort reserves the right to refuse the use of any lift deemed unsafe by the Event Manager.

6. **CARPETED AREAS**

a. All carpeted areas must be protected during move in/out with polytak or booties on equipment.

b. Plywood sections, over ballroom carpet or thresholds leading to the ballroom, must be used to protect these areas when heavy equipment or materials are moved from point to point.

c. Exhibit booths located on carpeted areas may be placed on clean, decorator-provided booth carpeting.

7. **EXIT ACCESS**

All events shall be designed in such a manner as not to interfere in any way with access to required exits or exit signs, nor shall any fire equipment be blocked. Only the Reedy Creek Improvement District Code Compliance Branch can advise or approve exceptions to their fire regulations.
8. **FOG MACHINES, LASERS, PYROTECHNICS**

Certain types of special effects systems require that ventilation and air system alarms be subdued during their usage. The use of fog, lasers and other similar effects must be permitted/approved. It is the responsibility of Outside Contractor’s to obtain written approval from the Reedy Creek Code Compliance Branch. A fire watch Security Officer will be required when placing the fire alarm system on bypass for haze or any other approved reason at the rate of $45.00 per hour.

**NOTE:** Pyrotechnics or flame/fireworks are NOT allowed indoors at WALT DISNEY WORLD SWAN AND DOLPHIN. Only water based foggers or hazers are permitted for use in the ballroom. Oil based devices that produce grease laden vapors may not be used.

A complete schedule must be provided to your Event Manager and Reedy Creek at least ten days prior to your first rehearsal or show.

9. **SPECIAL EFFECTS**

Use of glitter is prohibited. Streamers and confetti are allowed provided you advise the Event Manager in advance and arrangements are made for clean up by Outside Contractor. If clean up is performed by Hotel personnel a $500 per room charge will be posted to the master account.

10. **FLAMMABLES/GASES**

Flammable liquids or substances and caustic chemicals are not allowed in exhibit halls. Propane tanks may not be exhibited unless they are empty and certified as never having held propane gas. Neon tubing and devices may only be utilized if strict protection criteria is followed. If you plan on using neon you must obtain Fire Marshal approval. A Certificate of Fire Retardant Treatment shall be available within an exhibit as proof of flame retardant treatment.

11. **COOKING**

Any use of cooking equipment is allowed in trade shows only through Fire Marshal approval. Contact your Event Manager if you wish to understand this prohibition.

There shall be no grease producing equipment (electrical or gas) in any convention area. A vent-less hood cooker with a factory installed fire protection system may be acceptable with prior approval of the Fire Official (e.g., self-contained extinguishing units that are FM [Factory Mutual] or UL [Underwriters Laboratory] approved. Systems will require hoods and extinguishing pull starter at a minimum).
12. **EMPLOYEE CAFETERIALS/PRE-FUNCTION AREA**

Outside Contractor’s Staff is not to enter the employee cafeterias between the hours of 12pm and 1pm.

Pre-function areas on Ballroom and Exhibit Hall are not designated break areas.

Smoking is only allowed in posted/designated back of house areas.

13. **MARSHALING FACILITIES**

Tractor trailer off-site parking requires a 45-day notice in advance to first day of move-in.

Due to a limited access road, parking and safety concerns, drivers do not report to the convention loading area until the contracted decorator contacts them.

14. **EXHIBITS**

a. Exhibit booths must be constructed in such a manner that fire extinguishing chemicals and sprinkler system water are not impeded should there be a fire emergency. If a booth is to have a covering, it must be of a water permeable material or clearly have alternate open strips of no less than three feet in width throughout the entire top covering.

b. Minimal aisle width allowable is eight feet. Ten foot aisles are preferred and encouraged.

c. All materials used in booth decoration must be flame retardant.

d. Exhibit booths shall be constructed of non-combustible materials.

e. All packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage.

f. All items on display may be in operation provided they comply with safety regulations, local ordinances and noise restrictions. Noisy equipment used in demonstrations should be operated intermittently.

g. Loud speaking or shouting, mechanical sound or any unnecessary noises to attract attention will not be permitted.

h. Flood lighting or other lights may not be installed in such a way that the glare is annoying to visitors or neighboring exhibitors.

i. In general, two-level booths are not allowed in the Resorts exhibition space.
15.  **WASTE REMOVAL/CUSTODIAL SERVICES**

GES is the exclusive provider of trade show cleaning services to include pre-show, nightly, post-show and exhibitor cleaning services. In keeping with our cleaning standards, we have prepared Clean Hall Policy. The following areas are the responsibility of GES at the expense of the decorator or Show Organizer.

The following areas should be cleaned throughout the event, including move-in and move-out and should be left free of debris, including tape and tape residue, at the end of the event:

a. Exhibition floor (including aisle trash, booths, and carpet)

b. Registration Area(s)

c. Any areas used by the Show Organizer (including outside overhangs, lobbies, and contractor offices)

d. Show Organizer MUST have labor on site from GES for cleaning of the Exhibit Halls and Loading Docks during ALL contracted move-in, show and move-out days. Partial cleaning schedules and schedules providing post-event cleaning will not be accepted.

e. All loading dock areas utilized by the contracted decorator must be cleaned every night prior to end of the decorator workday.

f. The group is responsible for all show related waste, this includes but is not limited to bulk trash, production and stage related waste to include Polytak and Visqueen, exhibitor waste and adhesive products. Dumpsters accumulated throughout the trade show will be charged to the group master account. Bulk Trash (crates, carpet, pallets, etc.) are the responsibility of the decorator. Bulk materials not removed by the group / decorator / production companies will be removed by GES staff and billed at the prevailing rate. Outside Contractors are required to arrange with the Event Manager / Event Services Team for the removal of refuse curing and post production. Charges for open top dumpsters are outlined in the Hotel Introductory Letter (or $600 per plus tax).

g. It is the responsibility of the group to return the assigned hotel space to ‘move-in condition’.

The hotel provides at no charge, custodial services for all public areas, restrooms and meeting rooms.
16. **ELECTRICAL SERVICES**

a. Rates quoted for electrical services cover the bringing of outlets to the back of the booth in the most convenient manner.

b. Payment must accompany all orders 21 days prior to show move-in date.

c. Exhibitors requiring an electrician for other than normal installation to the electrical outlets in the back of the booth will be charged an additional labor and/or material charge.

d. Voltage available: 110V, A.C. Single Phase, 60 cycle
   
   208V, A.C. Single Phase, 60 cycle
   
   208V, A.C. 3 Phase, 60 cycle

   Other voltages are available, when notified in advance, at an additional charge.

e. Use of open clip sockets, latex or lamp cord wire, in exhibits is prohibited.

f. Permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.

g. All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.

h. All exhibitor’s 120 volt cords must be of the 3-wire, grounded type. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.

i. The hotel reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the hotel’s electrical supervisors.

j. Electrical wires may not be taped to floors in front of doors or hallways, but must be strung and fastened overhead.

k. All wires on floors must be taped or covered to prevent a safety hazard.

l. In Pacific Hall, Hemispheres Ballroom and Swan Ballroom, the electrical covers cannot have heavy items placed on them. These floor plates must also be returned to their original position upon conclusion of the show.
17. **MOTORIZED VEHICLES**

Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine using Class I or Class II fuel, such as, but not limited to automobiles, trucks, motorcycles, aircraft, mowing equipment and watercraft. No motorized vehicles of any type are allowed in Foyers.

a. All motorized vehicles which are displayed shall have at least one battery cable removed from each battery.

b. Fuel tanks should not be more than 1/8 full.

c. All fuel tank openings shall be taped in a manner that prevents the escape of vapors.

d. Propane bottles on recreational or other types of vehicles are to be removed from vehicles prior to moving into the exhibit area/building. Whether full or empty, such bottles are prohibited inside the exhibit hall/hotel.

e. Drip pans, plastic drop cloths, or other acceptable devices will be placed under motorized vehicles to protect floors from oil and lubricant leakage.

f. If motorized vehicles are to be displayed on Hotel carpeting, additional protection in the form of visqueen, plywood or plastic runners, and decorator carpet, is required.

g. Motorized vehicles will be displayed with a minimum of six feet free space around all four sides outlined with decorator’s stanchions.

h. Fueling and de-fueling of vehicles is prohibited.

i. Vehicles shall be man-handled into and out of position, and not moved during show hours.

j. A fire extinguisher must be placed within 3’ of the vehicle.
18. **MATERIAL HANDLING EQUIPMENT**

Motorized material handling equipment is not available for use/rental from the Hotel.

Material handling equipment driven by internal combustion engines may not be utilized within *enclosed* ballrooms or exhibit halls.

Pallet jacks and electric or hydraulically operated material handling equipment may be utilized provided carpeted areas are adequately protected from staining and tearing through the use of “booties, plywood, visqueen or other similar products.

Use of forklifts require plywood or Masonite in the pathways. Only electric forklifts are allowed in the ballrooms / enclosed spaces as propane if forbidden.
**MISCELLANEOUS CHARGES**

Below are listed some of the possible miscellaneous charges you may want to consider during your planning. All prices are subject to change.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>SERVICE</th>
<th>SERVICE DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VALET PARKING RATES:</strong></td>
<td>Day Use Valet</td>
<td>$35.00 plus tax each exit</td>
</tr>
<tr>
<td></td>
<td>Overnight Valet</td>
<td>$35.00 plus tax per day</td>
</tr>
<tr>
<td><strong>SELF-PARKING RATES:</strong></td>
<td>Day Parking</td>
<td>$25.00 plus tax each exit</td>
</tr>
<tr>
<td></td>
<td>Overnight Guest Parking</td>
<td>$25.00 plus tax per day</td>
</tr>
<tr>
<td><strong>FRONT DESK DISTRIBUTION OF ITEMS</strong></td>
<td>Generic Welcome Letters</td>
<td>Per guest: $1.00 first item, each additional $.50 (subject to change)</td>
</tr>
<tr>
<td></td>
<td>Personalized Items</td>
<td>Must be handled by Front Services as an in-room delivery (see room deliveries)</td>
</tr>
<tr>
<td></td>
<td>Custom room keys</td>
<td>$2.00 per room administrative fee / based on peak night pickup</td>
</tr>
<tr>
<td><strong>BELLMAN SERVICES</strong></td>
<td>Porterage</td>
<td>$12.00 per person, round trip</td>
</tr>
<tr>
<td></td>
<td>Arrival:</td>
<td>Includes pulling bag from transport, sorting, and delivering to guest rooms.</td>
</tr>
<tr>
<td></td>
<td>Departure:</td>
<td>Includes pulling bags from guest rooms, taking luggage down to designated area and loading on to transportation. (Porterage does not include storage of bags if required or a secondary movement from storage to bus for departure)</td>
</tr>
<tr>
<td></td>
<td>Luggage Storage/Attendant</td>
<td>$35.00 per bellman /per hour</td>
</tr>
<tr>
<td><strong>ROOM DELIVERIES</strong></td>
<td>Under door delivery / per sponsor/vendor per room</td>
<td>per person, $2.00 1st item, each additional item (same delivery) $0.50</td>
</tr>
<tr>
<td>(Cannot be done prior to check in as room may change)</td>
<td>In-room delivery / per sponsor/vendor per room</td>
<td>per person, $3.00 1st item, each additional item (same delivery) $0.50</td>
</tr>
<tr>
<td><strong>FUNCTION ROOM KEYS</strong></td>
<td>Function Room re-key</td>
<td>$100.00 per room</td>
</tr>
<tr>
<td></td>
<td>Convenience Keys</td>
<td>$2.50/per key</td>
</tr>
<tr>
<td><strong>EQUIPMENT</strong></td>
<td>Risers</td>
<td>$105.00 per 6x8 riser for the duration of event</td>
</tr>
<tr>
<td></td>
<td>Easels</td>
<td>$15.00 each for the duration of event</td>
</tr>
<tr>
<td></td>
<td>Executive Chair</td>
<td>$75.00 per day (limited availability)</td>
</tr>
<tr>
<td></td>
<td>Bar Stool</td>
<td>$50.00 per day (limited availability)</td>
</tr>
<tr>
<td></td>
<td>Dance Floors</td>
<td>$5.00 per square foot</td>
</tr>
<tr>
<td></td>
<td>Not to be Utilized for Tap Dancing</td>
<td>$5.00 per square foot</td>
</tr>
<tr>
<td></td>
<td>Signs / Frames</td>
<td>$20.00 each</td>
</tr>
<tr>
<td></td>
<td>Standing Purell Hand Sanitizers</td>
<td>$70.00 per sanitizer station for duration of program</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>SERVICE</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>WATER SERVICE</td>
<td>Zephyrhills Spring Water Bubblers (Includes COMP Podium / Head Table / Bottle Water)</td>
<td>$1 ++ per person based upon the largest attended event per day.</td>
</tr>
<tr>
<td></td>
<td>Bottle Service with Glassware on Meeting Set</td>
<td>$12.95 ++ per liter bottle</td>
</tr>
<tr>
<td>EXHIBIT HALL / PRODUCTION COMPANIES</td>
<td>Open Top Dumpsters for removal of trade show / production trash</td>
<td>$600.00 per dumpster load</td>
</tr>
<tr>
<td></td>
<td>Poly-Tac for covering the carpet during load-in, all backstage areas and load-out</td>
<td>$575.00 per roll each roll measures 48” x 1,000’ $38.00 per hour / 4-hour minimum labor charge</td>
</tr>
<tr>
<td>CONFETTI</td>
<td>Confetti Clean Up</td>
<td>$500.00 per room</td>
</tr>
<tr>
<td>FREIGHT ELEVATOR</td>
<td>Freight Elevator Operator</td>
<td>$38.00 per hour / 4-hour minimum</td>
</tr>
<tr>
<td>SECURITY</td>
<td>Security Officer</td>
<td>$38.00 per hour / 4-hour minimum (72-hour advance notice) $48.00 per hour / 4-hour minimum (within 72-hour notice)</td>
</tr>
<tr>
<td>SURFACE GRAPHICS (11th HOUR) MARKETING FEE</td>
<td>In the Convention Center: $1.00 per square foot* In Public Space &amp; Outdoors (as approved): $3.00 per square foot*</td>
<td>*In addition to pricing provided by 11th Hour</td>
</tr>
<tr>
<td>FOOD &amp; BEVERAGE LABELS</td>
<td>Individual Labels &amp; Dietary Labels</td>
<td>$25.00++ per buffet (1-8x11 complimentary on buffet)</td>
</tr>
<tr>
<td>OUTDOOR EVENTS</td>
<td>Outdoor Function Space Set</td>
<td>$7.00 + per person, $500 ++ minimum</td>
</tr>
<tr>
<td></td>
<td>Furniture Removal Fee (POOL EVENTS ONLY)</td>
<td>$2000.00 + total</td>
</tr>
<tr>
<td></td>
<td>Causeway Set Up / Location Fee</td>
<td>$15.00 + per person</td>
</tr>
<tr>
<td>CAUSEWAY BANNERS (BETWEEN SWAN AND DOLPHIN)</td>
<td>Pole signage rental on causeway – $2,000.00 plus tax</td>
<td></td>
</tr>
<tr>
<td>BANNER HANGING</td>
<td>Exclusively provided by PSAV, for pricing please contact PSAV directly.</td>
<td></td>
</tr>
<tr>
<td>TELEPHONE LINE INSTALLATION / INSTRUMENTS</td>
<td>Exclusively provided by Xponet, for pricing please contact Xponet.</td>
<td></td>
</tr>
<tr>
<td>FURNITURE REMOVAL (GUEST ROOMS)</td>
<td>$275.00 Per Room / 3 Room Minimum Room must be pre-blocked on pre &amp; post nights for room prep / bed removal / set-up &amp; teardown</td>
<td></td>
</tr>
</tbody>
</table>
Greetings,

As we look forward to future opportunities to have your team to service our customers, we wanted to remind you of parking policies at the Walt Disney Swan and Dolphin Resort and inform you of recent updates to our cast parking lot aka “A-lot.”

Since 2004, we have had paid parking for both the Swan and Dolphin, which is managed by our partners Towne Park. At that time all but the Dolphin Cast Only parking lot had parking gates installed for controlled access. While it was never the intent to have non-cast park in this area, it was also not monitored.

Starting June 12, 2017 the Dolphin Cast Only parking lot will have a similar gate for controlled access and only those with hotel ID will be able to enter the cast parking area. Moving forward, all non-cast parking will be in the hotel guest self-parking lots.

We do value your working relationships with our customers and recognize the added costs this will bring. With this in mind, we will provide a special “vendor partner” discount which is 50% off our regular self-parking rate. To receive this rate, please fill out the request form on next page and contact your WDW Swan and Dolphin Resort Event Manager who can distribute you the discounted parking passes for all members of your team.

Thank you in advance for your understanding and assistance!
## Vendor Discounted Self-Parking Request Form

To ensure proper ticket distribution, inventory, rates and staffing, please submit this request at least 14 days before the date needed.

<table>
<thead>
<tr>
<th>Date of Request:</th>
<th>Name of Group:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Company Name:</td>
<td>Vendor Contact Name and Phone #:</td>
</tr>
<tr>
<td>Location of Main Function:</td>
<td>Total # of Parking Passes Needed:</td>
</tr>
<tr>
<td>Parking Access Start Date:</td>
<td>Parking Access Expire Date:</td>
</tr>
</tbody>
</table>

** Please save the white parking ticket you received upon entry. When you leave at the gate, please insert your parking ticket first, then scan the discounted parking pass and 50% off discount will appear on the screen.

** If you have any parking questions or other special needs please email your event manager contact.
OUTSIDE CONTRACTOR’S CHECKLIST
For Move-in/Out

Today’s Date: ____________________________________________________________

Group Name: ________________________________________________________________________________

Outside Contractor’s Name: ________________________________________________________________________________

Contact/Phone: ___________________________ Contact/Fax: ___________________________

Date/Time of Move-in: ____________________________________________________________

Date/Time of Move-out: ____________________________________________________________

Location/Room: ________________________________________________________________________________

Event Manager: ________________________________________________________________________________

To be completed at walk-through:

Outside Contractor’s Representative: (Print Name and signature) ______________________

Hotel Representative: ________________________________________________________________

General Condition of (note cleanliness and existing damage):

<table>
<thead>
<tr>
<th>Loading Dock:</th>
<th>IN Clean</th>
<th>Damage</th>
<th>OUT Clean</th>
<th>Damage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freight Elevators (Self and Freight):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Hall Floor:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Entry Doors (Service):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet at Entry (Service):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes: ________________________________________________________________

______________________________________________________________

Reviewed Procedure of Carpet Protection? Yes No

Review Procedure of 2’ Clearance to walls? Yes No

Please walk room and note any existing damage on Floor Plan on Reverse.

To be completed at move-out:

Outside Contractor’s Representative: (Print Name and signature) ______________________

Hotel Representative: ________________________________________________________________
I have read and will adhere to the policies as outlined. I understand that failure to observe these policies may result in financial penalties.

Signature: __________________________________________

Company: __________________________________________

Group Name: ________________________________________

Group Dates: ________________________________________

Event Manager: ______________________________________

Date: ______________________________________________