

Operating Policies & Procedures

Contracts

A signed contract is required for all events. It is the purpose of the contract to provide for the terms and conditions of the rental and all other costs associated with the facility, i.e. catering, equipment, staffing, etc. for both the Party and Shrine Auditorium.

A signed contract and deposit are due two weeks from date of a verbal agreement. If they are not received within the time allotted, the Shrine Auditorium can terminate the agreement without notice.

Space will only be considered confirmed (“Firm”) when applicable deposit and signed contract have been received.

All contract signers will be referred to as the “party” going forward in this document.

Payment Terms and Deposits

A damage deposit will be due upon execution of the contract. **All remaining known and estimated expenses will be due no later than (30) thirty days prior to the event date.** Deposit amounts are as follows: *Ballroom - \$2000, Fiesta & Red Fez Room - \$800, Fiesta Room - \$500 and Meeting Rooms - \$150.*

For those events the Shrine Auditorium has permitted to, the contract may carry a balance through the close of their scheduled event. A pre-authorized credit card must remain on file. Final payment will be due upon receipt of invoice.

Payments will be made in the form of check, cash or credit card. A completed credit card authorization must remain on file. No personal checks will be accepted within (30) thirty days of the first date of the event. Please discuss payment options with the event manager.

For events booked within 30 days of the event date, payment will be due in full immediately, and will only be accepted in the form of cash, cashiers check, master card or visa.

All estimated charges will be due 30 days prior to scheduled event. Any additional services rendered at the time of event are due and payable in full at end of event. If the

Party fails to do so within (30) thirty days of receipt of invoice, the Shrine Auditorium may refer unpaid account to collections for the outstanding balance.

Damage Deposits

Following the conclusion of the event, the damage deposit will be retained until a building inspection is completed. The Party shall be charged at the time of final settlement for any damages.

If no damage is found, or if the deposit posted exceeds the damage claim, the excess damage deposit will be applied to any outstanding charges for rental, equipment, or services. Any remaining deposit balance will be refunded by an El Zaribah Shrine check or credited to the original credit card.

Cancellations

Should the Party cancel a booking less than six (6) months before the scheduled day of the event, the Shrine Auditorium shall retain the initial deposit as liquidated damages.

If cancellation is between three (3) months to (6) months before the scheduled day of the event, the full rental amount, or initial deposit shall be due whichever is greater.

Cancellation within three (3) months: If cancellation request is within 3 months of the scheduled day of the event, the full estimated amount of the event would be due.

Notice of cancellation by the Party must be made in writing to the El Zaribah Shrine.

In the event that the El Zaribah Shrine is unable to deliver possession of the facilities, deposits and rental payments will be refunded.

Insurance Requirements

When required, Parties are to secure and furnish to the El Zaribah Shrine, thirty (30) days prior to occupancy, a policy or policies of insurance written by an insurance company acceptable to the El Zaribah Shrine, for insurance coverage's appropriate to the nature of the event.

Insurance requirements:

- \$1 million: Consumer shows: exhibit shows; trade shows; social events open to the public.
- \$2 million: Concerts; venue-wide events such as car shows and festivals; any event with a high-risk potential as designated by the Management.

Rental Regulations

Services and facilities included in basic rental:

- General room lighting, heat and air conditioning.
- One standard meeting room set-up per day –Your room setup may include any combination of the tables listed below:

Chairs: Folding chrome frames, upholstered padded seats and backs.

Up to 100 – 8’ Banquet Tables (30”x96”) available.

Up to 24 Classroom Banquets (18”x96”) available.

Up to 90 – 60” Round Tables available

- Two 8’ skirted tables per room set.
- White table linen will be provided for all catered events and meetings set in U-Shape. Table linens are available at an additional fee for meetings set either Classroom or Rounds (non-catered).

All other services not included in basic rental:

- Show management electrical service
- Show management telecommunications service
- Audio-visual equipment and dedicated labor
- Catering/liquor service
- Table linens for non-catered events (skirting)
- Additional equipment rental
- Speaker’s platform
- Water service for attendees
- Changeover fees
- Concession services

- Trash haul fees
- Insurance
- Security or police officer services
- Emergency Medical Technician services
- Fire Inspector services
- Usher and /or ticket taker services
- Damages to the Shrine Auditorium physical plant and equipment

Rates do not include technicians, stagehands, ticket takers, ticket sellers, door guards, police, security personnel, ushers, etc. The number, identity and qualifications of such persons are subject to the approval of the Events Manager or designee. Charges shall be assessed for additional/special/extra services, facilities, equipment, material, technicians, etc., at prevailing rates and conditions. All rates are subject to change.

Varying uses of these facilities do not make it possible for the Shrine Auditorium to list all charges herein. It is the Licensee’s responsibility to define specific requirements and inquire about costs and charges to verify if they are covered under the rental rates

Events for which admission is charged may be subject to profit sharing as a basis for rental charges.

All room sets and decorations must comply with City of Phoenix Fire Code and are subject to inspection.

Holidays/Hours of Operation

Services provided on holiday may be subject to overtime rates.

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| New Years Day | MLK Holiday | Presidents’ Day |
| Memorial Day | Independence Day | Labor Day |
| Veterans’ Day | Thanksgiving Day | Day after Thanksgiving |
| Christmas Day | | |

Hours of Operations:	Monday – Thursday	6 AM to 11 PM
	Friday – Saturday	6 AM to 12 AM
	Sunday	8 AM to 6 PM

Booking hours are Monday – Friday, 9 am to 5 PM. Call Shirley for an appointment to tour the facility at 602-231-0300 ext. 24 or 480-326-0873

Facility overtime charges shall be charged if the occupancy exceeds the time specified on the license agreement. Parties are advised that the overtime rates apply for services provided on holidays or if occupancy exceeds the standard hours of operations, unless noted in license agreement.

Facility over-time rental rates are quoted per hour. Any fraction of an hour is calculated as a full hour and shall be applied when the facility is used in excess of the contracted rental period. Facility over-time rental fees do not include the cost of any other additional services.

Move-In and Move-Out

Please direct freight carriers not to deliver prior to move-in or arrange drayage with the Events Manager. Early arriving freight will be refused. In like manner, all exhibit materials must be removed during move-out or consigned to the Events Manager. Any exhibit materials remaining at the conclusion of move-out are considered abandoned and will be disposed of.

Event Floor Plan

One (1) copy of the event floor plan must be submitted to the Events Manager for review and approval at least 2 weeks prior to the event. The plans should be no smaller than 8.5” x 11” in size, and should clearly show:

- Name & date of Event
- Labeled location of all exits
- Dimensions of all aisle widths, booths and other structures
- Lobby and other public access layouts

If the final floor plan is different from the initially approved floor plan, it must be submitted for approval. The resubmitted plan must be approved before the first day of move-in.

Life safety guidelines for acceptable exhibit floor plans are as follows:

- All points of egress and degress should have a minimum of 6 feet clear space on all sides. Specific clearances are established for each major entrance and exit, and may be confirmed with the Event Manager.
- All aisles leading to an exit must be a minimum of 8 feet wide.
- A person should not have to travel more than 200 feet from any point in the hall to the nearest exit.
- Dead end aisles may be no longer than 50 feet.
- All fire extinguisher cabinets and alarm call stations must be visible at all times with 3 feet clearance.
- Any column located in an aisle must have a minimum of 6 feet clear passage on at least three sides of the column.

Services and Equipment

Audio-Visual Services

Full-scale audio-visual services are provided. Audio and visual equipment along with operator rates is outlined in our Event Estimate. If clients choose to use an offsite audio-visual provider, a \$300 per day audio-visual buyout will be assessed to them to ensure public safety and adherence to Fire Code for their event. Patches into our audio system are not available to clients using an outside audio-visual vender.

Event Personnel

The Shrine Auditorium requires the use of its employees to be paid for by lessee at the prevailing rate for the following categories: security guards, ticket sellers, ticket takers, ushers, operations and other similar categories of various categories shall be at the discretion of the Events Manager after consultation with Lessee.

Rental of Equipment

The Shrine Auditorium owns and maintains a large inventory of rental equipment. The prevailing rates for the equipment are outlined in our rate schedule. All Center equipment will be set-up and operated by authorized personnel. Tables and chairs, when used for exhibits will be charged for at the prevailing rates. Unless included in rate schedule, any labor charges for operators shall be in addition to the rental charge for the equipment.

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Cleaning and Trash Removal in the Exhibit Hall

The Shrine Auditorium will clean and maintain public space and aisles (excluding exhibit booths) within exhibit area during move-in, event & move-out at prevailing labor rates. Additional custodial charges may be assessed for events open to the public. A minimum \$250 clean-up fee per event for trash removal will be assessed to all exhibit shows. An additional \$150 compactor charge will be assessed for each additional pickup, if applicable.

Electrical, Telephone, Utility services and Internet

The Parties and exhibitors may request the provision of electrical services from the Shrine Auditorium. Consult your Events Manager for information.

The Shrine Auditorium offers limited telephone service for Parties and exhibitors, subject to line availability. This service can be ordered through your Events Manager.

Meeting planners are encouraged to include a registration desk telephone in their plans. The Shrine Auditorium can provide the telephone number for this phone well in advance, allowing it to be published for the benefit of attendees.

The Shrine Auditorium has high speed DSL service available for connection into the Internet. Internet Service is available from any location in the building. Charges for Internet Services are listed on a separate rate schedule.

Concessions, Catering and Liquor Service

All food, beverages and concessions are provided and controlled exclusively by the Shrine Auditorium's Event Manager. All food and beverage arrangements must be made through the Shrine Auditorium. No food or beverage will be allowed on premises unless purchased through the Shrine Auditorium.

Concessions

The Shrine Auditorium provides all concessions. For all events, concession service can be arranged at a revenue guarantee of \$100 per hour with a 4-hour minimum (This includes two stand workers). Additional servers are billed at \$25.00 per hour, numbers will be determined by the Events Manager.

Alcohol Services

Exclusively the Shrine Auditorium provides alcoholic beverage service.

No beer, wine, or spirits of any kind shall be sold or brought onto the premises by the Parties or its agents, sub Parties, exhibitors, employees, or guests. Beer, wine and spirits shall be available only through the Shrine Auditorium. In the event that beer, wine, or spirits are donated to an event, the Events Manager must first approve such donation. The donated product must be received and served by the Shrine Auditorium, which may charge reasonable corkage fees for the service.

Consumption of beer, wine or spirits shall only occur in designed locations on the premises.

The Shrine Auditorium reserves the right to restrict service of beer, wine or spirits to any person or event when Events Manager or designee determines it is in the best interest of the public and the Shrine Auditorium.

No person or entity may bring opened containers of beer, wine or spirits onto the sidewalks, streets or other public ways abutting or adjacent to the facilities.

Parties shall conform to all the state and local laws, rules and regulations governing the serving and consumption of beer, wine and spirits. Violation of any of the provisions related to the sale, use or consumption of beer, wine or spirits affords the Shrine Auditorium to impose restriction and penalties, including, but not limited to, the cancellation of the event without notice at the discretion of the Events Manager.

Food Samples

The Shrine Auditorium reserves unto itself all food and beverage distribution rights. Exhibitors who wish to give away or sell any food or beverage item must make arrangements with the Events Manager in advance or such privilege will be denied.

Exhibitors who process or distribute food in their normal course of business and would like to distribute food samples may be allowed, provided their food samples are no larger than bite size, and the beverages are no larger than two (2) ounces. An exhibitor who does not manufacture, process or distribute food as their normal course of business and would like to distribute food must purchase their food samples from the Shrine, at retail prices and no restriction on the size will be applied. Exhibitors are prohibited from selling samples to patrons.

Any equipment needed for sample preparation MUST comply with Fire Code and be approved in advance by the Fire Inspector. Please contact the Event Manager for clarification.

Decorations/Cleaning and Protection of Building Furnishings, Equipment and Finishes

Decorations are not permitted on ceilings, painted surfaces, columns, fabric, decorative walls or fire sprinklers. All decorative material must be flameproof in accordance with Fire Regulations. No adhesive backed decals; signs, etc. are allowed on or permitted to be given out on the premises.

Any type of tape to be applied to the floor (including any brand of double-faced carpet tape) must be approved in advance by the Event Manager. Licensee is forewarned that many brands of double-faced tape do not come off the floor and the cost for clean up will be billed to the Contracting Party.

Following the close of the event, the Party must remove all decorations and tape. Any decorations or tape remaining from the event will be removed by the Shine staff at the prevailing labor rate.

Under no circumstances may The Party staple decorations onto any tables owned by the Shrine.

Any damage to walls, floors, windows, or any other surface or furnishings due to decorations will be billed to the Contracted Party.

No helium filled balloons are permitted without approval from the Event Manager. Helium tanks must be on approved carts or bases. In special circumstances, balloons that are secured to exhibit booths or architectural features may be allowed with the prior approval of the Event Manager. In such an event, the Party will remain responsible for the cost of retrieving any stray balloons. Rice, birdseed, glitter and confetti are not permitted in the facility. A cleaning service charge will be levied should such items be brought on site for an event.

Candles and/or open-flamed devices must be pre-approved by the Event Manager and must be in compliance with Fire Code.

Temporary Floor coverings – Carpet runners, show carpet or other temporary floor covering over permanent carpet must be approved in advance. Contact the Event Manager for specification of approved tapes to use when installing carpet. Double- faced tape and heat tape is prohibited for direct application to permanent carpeted areas.

Tape removal from exhibit hall floor is the responsibility of the Party and their service contractor(s).

Facility planters and furnishings may not be removed or repositioned. Shrine personnel shall handle any movement of furniture for event purposes.

Janitorial Services – Shrine personnel will clean common use public areas, restrooms, meeting rooms (except when utilized as exhibit area). All other janitorial and cleaning service, beginning with the first day of move-in during shows day and through final day or move out, is the responsibility of The Party and will be billed at the prevailing rate.

Signs & Banners

Large exterior signs and banners are not permitted unless approved by Events Manager. Exterior signage is not permitted on the city streets or right-of-way. The placement of signs or advertising in the city requires proper license & permits.

Any signs or banners to be located on the Shrine premises, inside or outside, must have the approval of the Event Manager as to size, number, quality, content, location, and the method of hanging. The Shrine will remove – at The Parties expense – any unauthorized signs. The method for hanging signs must conform to the instructions under “Decorations” as approved by the Event Manager.

Small directional and show promotional signs may be placed in the interior entrances subject to approval in advance

