

THE BROADMOOR

Event Services Guidelines

The following information is provided to assist you in the planning of your event at The Broadmoor. This information outlines services that are available through The Broadmoor Conference Services team and its Contractors. Also included are various building policies and procedures of which you should be aware. Should you have any additional questions please contact your assigned Conference Services Manager.

ADA Compliance

The Hotel represents that, as a place of "public accommodation", it is in compliance with all regulations implementing Title III of the Americans with Disabilities Act. The Hotel facilities including, but not limited to, meeting space, restrooms, other common areas, sufficient guest rooms, and any transportation services shall be reasonably accessible and usable by persons with disabilities. Group will provide the Hotel with the specific number of sleeping rooms requiring accessibility for persons with disabilities. Group agrees to notify The Broadmoor in writing at least ten (10) days prior to arrival of any special or unique requirements of any attendees that may involve specific measure to accommodate such attendees regarding ADA.

Advertising/Signage & Decorations

The Broadmoor reserves the right to approve all signage, staging, props, and décor. Signs, banners, or posters are not to be stapled, nailed, taped or affixed in any other manner to the walls or columns of the Hotel or Exhibit Hall, nor should they obstruct permanent Hotel or Exhibit Hall signage from view. The Broadmoor reserves the right to prohibit the erection of props or free-standing display items in the Hotel, Exhibit Hall and other public areas.

Audio Visual

The Broadmoor has selected the J&S Audio Visual, Inc. (JSAV) as their preferred audio visual provider. JSAV is committed to providing exceptional customer service, an extensive inventory of the latest production equipment, as well as knowledgeable and experienced staff. Outside companies are permitted to interface equipment with the hotel's permanent systems exclusively under the supervision of the in-house A/V provider, JSAV. Patching fees will be assessed at the prevailing rates.

JSAV must provide an on-site technician when outside companies require access to meeting space PA system or lighting systems. Charges will be posted at the hourly rate.

Please see the JSAV Event Technology Service Guidelines provided at the end of this document for additional information on services offered.

Banner Hanging

All Interior and Exterior banners/signage requires advance approval by The Broadmoor Hotel and its in-house rigging provider (JSAV). Arrangements for banner hanging should be made in advance through your Conference Services Manager at a minimum of thirty (30) days prior to your event. JSAV is proud to serve as the exclusive in-house rigging contractor for the Broadmoor.

Carpet Protection

All carpeted areas must be protected in advance of load-in and load-out. Areas requiring protection include, but are not limited to, hotel ballrooms, meeting rooms, storage rooms, production areas, audio visual storage room, etc. Carpet protection is required under all production stages as well as the backstage area. When bringing in road cases, freight or any equipment across carpeted floors, PolyTak (or another Hotel approved material) must be applied in the area to be traversed in order to prevent damage to the carpet. Lifts must remain on PolyTak at all times while on carpeted surfaces. Damage repair costs caused by lifts or other equipment will be the responsibility of the Group and/or its General Services/Tradeshow Contractor.

Cleaning

The contracted areas of The Broadmoor meeting space and Exhibit Hall will be provided to you in clean condition. During your event, The Broadmoor Hotel operations staff will maintain all public areas and meeting spaces except when these areas are utilized as exhibit space. When using these areas as exhibit space, maintaining cleanliness will be the responsibility of the Tradeshow Contractor or Decorator. As an optional service, The Broadmoor can provide show cleaning services (current labor rates will apply) to your Group.

It is the responsibility of the Group and Tradeshow Contractor for the removal and disposal of all tape, trash, crates, pallets, packing material, etc. prior, during, and upon completion of use, at your expense. Items are to be placed in the appropriate refuse or recycling bins located in the loading dock area.

A \$500 fee, in addition to required labor billed at the hourly rate, will be imposed on the group's master account if the Group or Tradeshow Contractor is unable to meet the above requirements.

Clings/Adhesive Branding

Freeman and FedEx Office are exclusive to the printing and install/removal on all cling or adhesive based branding options.

Damages

The Broadmoor will make every effort to inform you of any damages as soon as they are discovered. We ask that any damage(s) you notice be reported immediately to a Broadmoor staff member. If any portions of the premise or furnishings are damaged through the negligence or fault of your group, its agents, or guests, you will be responsible for any cost associated to return the area(s) to its original condition.

Decorations/Balloons/Banners

All props, table coverings, drapes, etc., must meet fire code regulations, be approved in advance as part of the floorplan, and have any required fire certifications.

The use of helium balloons, glitter and confetti are not permitted without prior approval by the assigned Conference Services Manager. Any loose balloons will be subject to a per balloon retrieval fee at the prevailing Rigging Rates.

Adhesive backed decals and stickers may not be used or distributed without written consent of the assigned Conference Services Manager.

Decorations, banners and similar displays may not be fastened to existing hotel digital signage, ceilings, painted surfaces, wall coverings, air walls, columns or doors. If you have a special request, please contact your Conference Services Manager.

Digital Signage

All digital signage locations are shared information devices. Your Conference Services Manager will work with The Broadmoor Marketing team to coordinate the screen display and pricing options to Groups and Exhibitors.

Electrical Services/Utilities

The Broadmoor requires an Electrical Technician to install all electrical needs within contracted hotel meeting space and exhibit hall. Electrical requirements shall be communicated directly to your assigned Conference Services Manager, and services will be charged to the Group Master Account at the prevailing rates.

The Broadmoor will provide all utility services (electrical, water/drain). The hotel reserves the right to inspect all exhibitor and production equipment for safety and/or code compliance. The hotel will be responsible for the installation and removal of all equipment, parts, fittings, connectors, etc., necessary to provide such utilizes.

Please see The Broadmoor's prevailing Electrical Services/Utilities order form, with pricing, provided at the end of this document.

Equipment Inventory and Rates

Equipment is available to you as inventory permits and The Broadmoor will make every effort to accommodate the needs of our guests. Please consult with your Conference Services Manager for current information. The costs for supplemental equipment will vary based on the quantity, availability, etc. If you have special requests for furnishings outside of our inventory, the Conference Services Manager will assist you in making arrangements to secure the equipment.

Fire Regulations and Life Safety

Compliance with all federal, state, and local fire and building code is required for all group activity. All emergency equipment, exits, aisles, and walkways must remain unobstructed. Curtains, drapes or decorations shall not visually or physically obstruct exit doors, exit signs, fire alarms, audio/visual devices, hose connection cabinets, standpipes, fire extinguishers or fire extinguisher cabinets, or other life safety equipment at any time. If the permanent exit signs are obstructed from view, additional temporary signs shall be provided indicating the route to the exit door. Exit paths shall remain clear of obstructions. This includes the service corridor and pre-function areas.

Special permits are required for events or exhibits that involve pyrotechnics, cooking, covered or multi-level exhibits or other potentially hazardous situations (e.g. vehicles, open flame use or demonstration of equipment using liquid fuel inside of building). Permit information can be obtained through your Conference Services Manager and The Broadmoor Fire & Rescue Services.

Floor Plans

Exhibit and production floor plans must be submitted a minimum of thirty (30) days prior to the event for approval and permitting by The Broadmoor's Fire & Rescue Service. The plan should include the following:

1. Layout of exhibits, seating/table arrangements, staging and audio/visual as well as use of building
2. Exits: mark egress aisles and exit doors
3. All temporary curtain walls
4. Fire Extinguisher Equipment: size, location and type
5. Dates: move-in, move-out and times open to the public
6. Contacts: Names and telephone numbers of all contact persons involved
7. Any structure constructed inside of the building: detailed plans must be submitted thirty (30) business days prior to the event
8. Vehicles: type and number with diagram of placement.

Note: Should food and beverage be served in the Exhibit Hall, a banquet food and beverage service area must be provided. Your Conference Services Manager will determine the appropriate minimum amount of floor space required based on the events that will take place.

Food & Beverage

Outside food or beverages are not permitted within the facility. The Broadmoor's in-house culinary & catering team(s) is the only firm permitted to serve or provide food and beverage services of any kind on the property.

Consumables/Giveaways that are to be given away free of charge must be pre-approved with the in-house Catering team.

The Broadmoor is the only licensed authority to sell and serve liquor for consumption on the premises. Law requires persons to be a minimum of 21 years of age to consume alcoholic beverages. The hotel reserves the right to refuse alcohol service to anyone.

Additional information on Food & Beverage policies and procedures for The Broadmoor meeting space and exhibit hall can be provided by your Conference Services Manager.

Information Center/Guest Services

Our concierge desk is located in the mezzanine level of our Main Building. Our concierge staff assists patrons by providing information and access to book in-house Activities which include Broadmoor Outfitters, Golf, The Spa, Broadmoor Adventures, Pool, Tennis club, etc. Our team is also able to assist with securing tee times, arranging dining reservations, etc.

Information Technology Services

The Broadmoor's in-house Information Technology department is the sole provider for all communication and network service needs. Please note there are charges for IT use in both the Meeting Rooms and Exhibit Hall. Please contact your Conference Services Manager to review your needs.

For individual exhibitors, please see the Internet Access Service Order form at the end of this document.

Keys/Room Security

You may request keys for your meeting space/exhibit hall through your Conference Services Manager. Current rates are as follows:

- \$75.00++ re-key charge per meeting room
- \$5.00++ charge per key if you require more than five (5) total keys, per room
- \$25.00++ each for any unreturned or damaged keys

Lockdown & Unlock of Exhibit Hall

- One officer will conduct a sweep of the hall to inform occupants that the lights will be turned off and secure all doors. This charge will apply when the customer has elected to not have any security watch their exhibit area during the time in which the hall is closed.
- A fee of \$150.00 for each lock and unlock will apply.

Loading Docks

The loading dock area is located on the east end of the building and offers easy and efficient access to The Broadmoor's Exhibit Hall. The largest of our roll up doors is 16' high and 16' wide and is ground level. Marshalling facilities are located nearby the Exhibit Hall and access can be arranged through your Conference Services Manager. It is the responsibility of the Group, General Services/Tradeshow Contractor or Production Company to secure access thirty (30) days in advance of arrival.

All basic safety and OSHA guidelines are to be followed during designated load-in/out times, including but not limited to:

- The safe operation of equipment and tools
- No smoking within 25 feet of any exterior doors and only in the designated smoking areas
- No drinking of alcoholic beverages or use of illegal substances on Broadmoor property or parking lots

- No refueling, de-fueling, storage of gasoline, kerosene, liquid propane gas or other fuels and liquids

Hallways, doors and fire lanes may not be blocked with freight, equipment, display material, etc. at any time.

Crate Storage is not permitted in the exhibit hall or interior of the building unless approved by the designated Conference Services Manager and The Broadmoor Fire & Rescue Services.

Load In/Load Out

Load In/Load Out is to be coordinated between the Group's General Service/Tradeshow Contractor and the assigned Conference Services Manager. To protect the hotel's finishes, loading and unloading of equipment or freight is not permitted through the public entrance areas. This includes the hotel main lobby(s), pre-function space or other heavily trafficked guest areas.

All carpeted areas must be protected in advance of load-in and load-out with PolyTak (or Hotel approved substitute) and/or Masonite based upon discussion with Conference Services or .

Requests for additional Load-in or Load-out time within the Exhibit Hall should be made through your assigned Conference Services Manager. Approved requests and subsequent rates are based upon time of request and Hotel's forecasted business levels over the requested timeframe.

Lobby Areas

The designated lobby and foyer space areas are considered public space and are set aside for uses such as registration, information, hospitality, food service, etc. and use of these areas is subject to approval by The Broadmoor. Equipment for these areas such as telephones, IT and electrical services, etc., are not included but available for an additional charge.

No motorized vehicles, forklifts, gas/electric carts may be used in public areas without approval from the Conference Services Manager.

Parking

Valet Parking: The overnight Valet Parking Fee for Hotel Guests is \$35.00 per night. Based upon availability, Valet parking for those visiting our restaurants or shops is complimentary.

Parking Garage: The overnight Self-Parking Fee for Hotel Guests is \$25.00 per night with full in and out privileges.

For those guests visiting property, but not staying overnight, Garage Parking is available. The hourly charge begins at \$2.00 for the first 30 minutes, with an additional \$2.00 per half hour up to 10 hours or \$12.00. Any parking exceeding that amount of time will be tallied at a maximum daily charge of \$25.00

Tradeshow Contractors should make arrangements with the designated Conference Services Manager regarding parking for trucks/trailers. All personnel/tradeshow contractor's labor should park in areas designated by the Hotel. All van lines or trailers are to be staged in an area approved the Conference Services Manager.

Power Cables and Lines

Power cables and lines may not block any ingress or egress or any designated emergency exit doorways. Cable ramps and yellow jackets are permitted with thirty (30) days advance notice and with prior approval from your Conference Services Manager. For additional details or information on this Fire Code, please contact your Conference Services Manager.

Recycling

Recycling is a key part of The Broadmoor culture. The Broadmoor recycles paper, cardboard, plastic, cans, bottles, wood pallets, etc. Please contact your Conference Services Manager for a copy of our property-wide initiatives which include, but are not limited to, Energy Use, Waste Generation, Water Use and our individual department initiatives.

Rigging Services

J&S Audio Visual, Inc. (JSAV) is proud to serve as the exclusive in-house rigging contractor for the Broadmoor. JSAV is required to approve all rigging designs and provide all rigging labor and chain hoists for your event. Their primary responsibility is to ensure the safety of the staff and guests of The Broadmoor as well as to enforce all safety requirements to meet OSHA standards. To better serve you, JSAV has compiled a complete list of guidelines that must be followed when an event utilizes the ceiling or supported structures of the facility.

Please see J&S Audio Visual Inc.'s Rigging Policy, with prevailing rates, provided at the end of this document.

Security

The Broadmoor personnel maintain 24 hour security coverage at the property and its facilities and is the exclusive provider of onsite security needs. All security rates and minimums are quoted directly through your Conference Services Manager and our Loss Prevention Department.

During Load-in and Load-out within the designated Ballroom(s) or Exhibit Hall, a minimum of three (3) in-house security personnel will be required to be present with a four (4) hour minimum per personnel. The final determination of staff will be evaluated and confirmed by your Conference Services Manager.

Additional security may be required for your event and will be dependent on the size and type of show, expected number of attendees, amount of drayage or decorator needs, etc. Any requirements for armed security must be coordinated and vetted through your Conference Services Manager and our Director of Loss Prevention.

Requests for additional staffing (e.g. badge checking, overnight security, etc.) is at the expense and discretion of the Group. Requests must be submitted no later than thirty (30) days prior to the event.

Shipping & Receiving

FedEx Office is a proud partner of The Broadmoor and is available onsite for your shipping and receiving needs. Meetings organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to The Broadmoor Hotel with any specific questions. If you have any special needs such as refrigeration requirements, afterhour's delivery requests or changes to your meeting dates or rooms, please work directly with your Conference Services Manager as they will communicate these needs to FedEx Office in advance of your event.

FedEx Office also offers shipping and receiving, instructions and rates, to Decorators/Tradeshows Contractors for your event.

Please see The Broadmoor Package Shipping Instructions for prevailing rates and services, provided at the end of this document.

Tabletop Exhibits

Up to five (5) table tops will be offered complimentary and will include the following, based on hotel inventory and space availability: One (1) 6' rectangular table with two (2) chairs and one (1) small wastebasket. Additional tabletops can be provided at \$75.00++ each. The Broadmoor will require the use of a decorator for needs that exceed twenty (20) total tabletops.

Tradeshows Contractors/Decorators

Freeman is The Broadmoor's preferred, in-house, Tradeshow Contractor. Should you decide to utilize another Tradeshow Contractor/Decorator please provide your Conference Services with the name and contact information of

your preferred vendor. The Conference Services will work directly with your chosen Contractor/Decorator to ensure necessary arrangements are made for the Exhibit Hall.

Transportation

Our historic hotel is close to both Colorado Springs Airport and Denver International Airport, and offers a variety of transportation services and assistance for groups hosting an event at the resort.

- Colorado Springs Airport is Approximately 8.3 Miles/15 Minutes from The Broadmoor
- Denver International Airport is Approximately 89 Miles/75 Minutes from The Broadmoor
- CO Springs Airport One-Way Direct Shuttle Transportation - \$24
- Denver Airport One-Way Direct Shuttle Transportation - \$95. Service available year-round.
- Private sedans and SUV's also available by reservation