

Hyatt Regency San Francisco Airport  
123 Bayshore Highway  
Burlingame, California 94010 , USA



Telephone: 650.347.1234  
Sales & Catering FAX: 650.347.5948  
Hotel FAX: 650.696.2669

January 26, 2000



Dear [REDACTED]

The staff and management of the Hyatt Regency San Francisco Airport are delighted at the prospect of hosting the December 28 January 1, 2001 4th Annual Western Area Conference of Young People in AA.

I am sending you a copy of the contract with both signatures. Meeting and function space have been held for you on a definite basis. Should you need more information or assistance for your meetings, please feel free to call me.

Again, we thank you for choosing our hotel. We are very excited at the opportunity to work with you to create a successful stay at Hyatt Regency San Francisco Airport.

Sincerely,

[REDACTED]  
Sales Manager

SJ/vj  
Enclosure

Group Sales Contract

Date Prepared: November 5, 1999  
 (Revised November 15, 1999)  
 (Revised January 6, 2000)  
 (Revised January 10, 2000)

Group Name: Western Area Conference of Young People in AA

Group Contact: [REDACTED]

Title: Advisory Council Chairman

Organization: Western Area Conference of Young People in AA

Address: [REDACTED]

Telephone #: [REDACTED]

Mobile #: [REDACTED]

Fax #: [REDACTED]

Function Name: Western Area Conference of Young People in AA  
 (4th Annual),

Official Event Dates: December 28, 2000 - January 1, 2001

Hyatt Sales Person: [REDACTED]

Title: Sales Manager

Telephone #: 650-696-2656

Fax #: 650-347-5948

Western Area Conference of Young People in AA ("Group") and Hyatt Regency San Francisco Airport ("Hotel") agree as follows:

The Hotel agrees to hold the space listed below on a tentative basis until **January 10, 2000**. If the Hotel and Group do not have a fully executed contract on **January 10, 2000**, the Hotel will release the space for sale to the public. If a request is received more than (72) seventy-two hours in advance of this date by another party, the Hotel will notify Group and Group will have seventy-two (72) hours from the time of notification by the Hotel to confirm by signature of this agreement or release the space.

**Planned ROOM BLOCK**

	Day:	Thursday	Friday	Saturday	Sunday
	Date:	12/28/00	12/29/00	12/30/00	12/31 /00
Sleeping Rooms:		25	100	100	75
Total Rooms:		25	100	100	75

The Hotel and the Group agree that the room block shall be reserved for the Group at the guest room rates agreed to by the parties in this contract subject to the terms and conditions of this contract.

**ROOM AND SPACE BLOCK REVIEW**

The Group and the Hotel agree to review the room and space commitment on or before the following dates:

- a. March 28, 2000
- b. August 28, 2000

On these dates the parties will evaluate the room and space commitments based on research of the Group's previous usage, current pick-up to date and other relevant factors. If necessary, and subject to availability, the Hotel and the Group shall mutually agree to any adjustments to the room and space block. All room and space commitments will be finalized on the date set forth in (b) above. The Hotel shall confirm in writing any changes to the contract which result from the review by the Group and the Hotel of the room and space commitments agreed to and outlined in the Program of Events, which is attached and made part of this agreement. Any adjustments to the room block will result in a proportionate adjustment in the Group's meeting and function space block.

**GROUP COMMITMENT**

Meeting room rental for the outlined function space is normally \$16,500.00 per day, plus applicable federal, state and local taxes. The Hotel will provide all of the outlined function and meeting space on a complimentary basis based on the Group's actual use of at least ninety percent (90%) of the total room block commitment detailed in the original room block provision. If the Group and the Hotel have mutually agreed to adjust the room block, then the Group will receive complimentary meeting space if the Group utilizes ninety percent (90%) of the adjusted room block. In the event that the total room nights fall below ninety percent (90%) of that total room block, meeting/function room rental fees will be assessed according to the following scale:

89%-80%	- \$ 3,000.00 Per Day
79%-70%	- \$ 4,000.00 Per Day
69%-60%	- \$ 5,000.00 Per Day
59% or below	- \$ 6,000.00 Per Day

Function/Meeting room rental fees are assessed separately and are not in lieu of any liquidated damages for room revenue or food and beverage revenue set forth herein.

All function and meeting space is assigned by the Hotel according to the number of persons guaranteed to attend the Group's function. The Hotel reserves the right to reassign the space listed on the Program of Events to accommodate both the Group and all other groups or parties using the Hotel's facilities during the Group's meeting. A failure to submit a finalized Program of Events to the Hotel by the date required by the terms of this Contract may result in a release by the Hotel of the space being held by the Group and/or a reassignment to space more suitable for the finalized Program of Events once submitted. The Group agrees to promptly notify the Hotel of any changes in its function or meeting space requirements. All fees for meeting and function space are subject to appropriate federal, state and local taxes.

The Hotel is currently holding function space based on the attached Program of Events dated January 6, 2000. This is considered to be a firm commitment by the Group and any increase or decrease to that commitment may result in additional charges by the Hotel.

Before any changes, the Convention Services Manager will contact the designated Hotel chairperson to confirm such changes.

Four (4) months prior to the Event, Group agrees to reconfirm with Hotel, -function space requirements, including updated attendance figures based upon history. At that time, Hotel will release any space currently held for Group that is not required for use.

The Hotel is currently holding the function space for December 31, 2000 outlined in the attached Program of Events. On July 15, 2000, the Hotel will advise Group of Grand Peninsula Ballroom availability.

#### GUEST ROOM RATES

The Hotel's current rack rates are as follows:

	Single	Double	Triple	Quad
Regular Guest Rooms	\$250.00	\$275.00	\$300.00	\$325.00
Corporate Rate	\$230.00	\$255.00	\$280.00	\$305.00

Business Plan Rooms	+\$20.00 to the quoted room rate			
Regency Club Rooms	+\$35.00 to the quoted room rate			
One Bedroom Hospitality Suite	\$429.00			
VIP Suite	\$469.00			
Deluxe/Bayshore Suite	\$679.00			

#### PRICING

The Hotel is pleased to confirm the following discounted guest room rates for your group:

Single	Double	Triple	Quad
Occup.	Occup.	Occup.	Occup.
\$89.00	\$89.00	\$89.00	\$89.00

Regency Club accommodations are offered at an additional charge of \$35.00 per room based on availability.

Business Club accommodations are offered at an additional charge of \$20.00 per room based on availability.

All suite prices are quoted with one bedroom. These rates are subject to the appropriate state, local and any occupancy taxes in effect at the time of the Group's meeting. These taxes are currently ten percent (10%) percent per room night occupied.

The rates provided for the Group have been negotiated based on the needs and the size of the Group, as well as the number of food and beverage functions and meeting space required over the dates specified. Any existing volume account rates for individual travelers, or other promotional rates, will not be honored for attendees of this conference, and registered attendees with this conference will be subject to a rate change to reflect the appropriate conference rates. Group agrees to advise attendees of this agreement in any advance literature regarding the conference.

#### PRE AND POST

The discounted group rate will be available three (3) days before and three (3) days after the official room block, subject to availability.

NON-COMMISSIONABLE

These rates are confirmed on a net, non-commissionable basis. COMPLIMENTARY ROOMS

The Hotel agrees to provide the Group with one (1) complimentary unit per every fifty

Paid rooms occupied on a cumulative basis by the Group's attendees over the official dates of the Group's meeting at the convention rate. The official dates of the meeting are those dates listed on the first page of the contract. This shall be computed by adding together the total paid room usage per night during the meeting period and dividing by fifty (50). These credits for units may be applied as follows:

Room Type	Units Applied
Guest Room	1 Unit
Regency Club Room	2 Units
Hospitality Suite	4 Units
VIP Suite	5 Units
Deluxe Suite	6 Units

Complimentary room units may not be used as credit.  
Complimentary room nights not used have no value.

In the event that the Group picks up a minimum of ninety percent (90%) of the aforementioned room block, the Hotel, as a special consideration to the Group, will provide the following for use by the Group over and above the complimentary rooms above:

One (1) Complimentary Hospitality Suite

SPECIAL CONSIDERATIONS• Coffee Prices

Coffee price will be discussed with the Convention Services Manager and will be priced accordingly reflecting market rates near the time of the event. This will be negotiated with the Convention Services Manager.

• Smoking

Smoking will only be allowed in smoking rooms and allocated smoking function space. There will be a \$50.00 fee for smoking in a non-smoking room. Any charges will be billed to the individual.

• Shuttle Service

Hotel can provide limited shuttle service, based on availability with airport pick up being first priority, of 1-2 shuffles for one day from the conferences site to a mutually agreed upon destination not to exceed more than fifteen (15) miles in each direction.

• Pool Hours

Pools hours will be extended provided there are no challenges with guest disturbances. The host committee will make this point clear in any of their program announcements.

CUT OFF DATE

The "cut-off" date is December 10, 2000. Hotel will take Group's discounted group rate after cut-off, based on space availability.

CREDIT ARRANGEMENTS

Individuals shall be responsible for their own room, tax, incidental charges, and any other charges not authorized by the Group to be billed to the Master Account. All charges incurred are to be paid upon checkout. The Group's Master Account is limited to charges for meeting/function room rental, food and beverage functions and other requested services.

Credit application must be completed and returned no later than 6 months prior.

Credit not requested or not approved, payment of the Master due 30 days prior to arrival.

In the event that the Group wishes to set up direct billing for the Master Account, a credit application must be completed and returned no later than six (6) months prior to arrival in order to be processed for approval. Credit procedures are provided by the Hotel upon the request of the Group for a credit application.

In the event that credit is not requested or is not approved, payment of the Group's total estimated Master Account will be due to the Hotel thirty (30) days prior to arrival.

Failure to remit the appropriate payment on a timely basis will result in cancellation of all arrangements outlined in this contract and the Group shall be liable for amounts as described in the cancellation provision.

CANCELLATION OPTION

Either the Hotel or the Group may cancel this contract without cause upon written notice to the other party at any time prior to the event and upon payment of an amount based on the following scale:

More than ten (10) months from arrival date - \$ 5,200.00

Six (6) months to ten (10) months from arrival date	-	\$ 10,400.00
Less than six (6) months from arrival date	-	\$ 15,600.00

The exercise by the canceling party of the option to cancel is agreed by the parties to constitute the exercise of a contractual option and not a default, and in no event shall the canceling party be liable for more than the option price paid hereunder.

Payment due as a result of cancellation of this contract under this provision shall be made by the canceling party to the non-canceling party at the time the contract is canceled by written notice.

Nothing contained in the above section is intended to allow the Group the right to cancel for the purpose of holding the same meeting in another facility or city, or to allow the Hotel the right to cancel for the purpose of holding another event on the same dates.

**RIGHTS OF TERMINATION FOR CAUSE**

Except as otherwise provided in the Contract, neither party shall have the right to terminate their obligations under this Contract. This Contract is, however, subject to termination for cause without liability to the terminating party, under any of the following conditions:

- a. The parties' performance under this Contract is subject to acts of God, war, government regulation, terrorism, disaster, strikes, civil disorder, curtailment of transportation facilities, or any other emergency beyond the parties' control, making it inadvisable, illegal or which materially affects a party's ability to perform its obligations under this Contract. Either party may terminate this Contract for any one or more of such reasons upon written notice to the other party within three (3) days of such occurrence or receipt of notice of any of the above occurrences.
- b. In the event that either party shall make a voluntary or involuntary assignment for the benefit of creditors or enter into bankruptcy proceedings, become insolvent or subject to foreclosure, or take any other action for the benefit of creditors or relief of debtors prior to the date of the

Group's meeting, the other party shall have the right to cancel this contract without liability upon written notice to the other.

C. The Hotel shall promptly notify the Group if there is a change in the management company which operates the Hotel prior to the meeting, and the Group shall have the right to terminate this Contract without liability upon written notice to the Hotel.

d. The phrase "without liability" wherever used in this Contract shall be deemed to include a refund by the Hotel of all deposits and prepayments made within thirty (30) days of the notice of termination.

**INDEMNIFICATION AND HOLD HARMLESS**

Hyatt and Customer each agree to defend, indemnify and hold harmless the other party from and against all claims, actions or causes of action, liabilities, including attorneys' fees, and costs arising from the defense of any claim, action, cause of action or liabilities arising out of or resulting from any act taken or committed by Hyatt or Customer pursuant to the performance of each party's obligations hereunder. Hyatt

and Customer each agree to defend, indemnify and hold harmless the other party for any claim, action, cause of action and liabilities which may be asserted by third parties arising out of the performance of either party's obligations pursuant to this Contract, except for the willful misconduct or gross negligence of the other party.

**AMERICANS WITH DISABILITIES AC**

Compliance by the Hotel - The Hotel shall be responsible for complying with the public accommodations requirements of the Americans with Disabilities Act ("ADA") not otherwise allocated to the Group in this agreement, including: (i) the "readily achievable" removal of physical barriers to access to the meeting rooms (e.g. speakers' platform and public address systems), sleeping rooms, and common areas (e.g., restaurants, rest rooms, and public telephones); (ii) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is treated differently by the Hotel other than other individuals (e.g., Braille room services menus or reader); and (iii) the modification of the Hotel's policies, practices, and procedures applicable to all guests and/or groups as necessary to provide goods and services to disabled individuals (e.g., emergency procedures and policy of holding accessible rooms for hearing and mobility impaired open for disabled individuals until all remaining rooms are occupied). Any extraordinary costs for special auxiliary aids requested by the Group shall be borne by the Group provided the Hotel notifies the Group in writing.

Compliance by the Group - The Group shall be responsible for complying with the following public accommodations requirements of ADA: (i) the "readily achievable" removal of physical barriers within the meeting rooms utilized by the Group which the Group would otherwise create (e.g., set-up of exhibits in an accessible manner) and not controlled or mandated by the Hotel; (ii) the provision of auxiliary aids and services where necessary to ensure effective communication of the Group's program to disabled participants (e.g., Braille or enlarged print handouts, interpreter or simultaneous videotext display); and (iii) the modification of the Group's policies, practices and procedures applicable to participants as required to enable disabled individuals to participate equally in the program.

Mutual Cooperation in Identifying Special Needs - The Group shall attempt to identify in advance any special needs of disabled registrants, faculty and guests requiring accommodation by the Hotel and will notify the Hotel of such needs for accommodation as soon as they are identified to the Group. Whenever possible, the Group shall copy the Hotel on correspondence with attendees who indicate special needs as covered by ADA. The Hotel shall notify the Group of requests for accommodation which it may receive otherwise than through the Group to facilitate identification by the Group of its own accommodation obligations or needs as required by ADA.

#### INSURANCE

The Hotel and the Group shall obtain and maintain and provide evidence of insurance upon request in amounts sufficient to provide coverage for any liabilities arising out of or resulting from the respective obligations pursuant to this contract.

#### BINDING AGREEMENT

The Group Sales Contract, along with the attachments called "Program of Events" and Hotel Policies and Procedures are all of the terms agreed to by the parties. Any changes to these terms must be made in writing and signed by both parties to be effective. All prior agreements, verbal or written, are no longer effective once this Contract is signed by the parties.

#### NOTICE

Any notice required or permitted by the terms of this Contract should be made in writing. Notice must be delivered through one of the following methods in order to be deemed given:

- 1) Certified Mail, return receipt requested.
- 2) Registered Mail, return receipt requested.
- 3) Overnight Delivery, with a signature signifying receipt.

All notices must be addressed to the person named on the first page of this Contract as that party's contact/representative. The notice shall be deemed effective as of the date shown on the receipt signifying delivery of such notice to the party to whom it is addressed.

#### ATTORNEYS FEES

In the event any legal action is taken by either party against the other party to enforce any of the terms and conditions of this Contract, it is agreed that the unsuccessful party to such action shall pay to the prevailing party therein all court costs, attorneys' fees and expenses incurred by the prevailing party. In addition, the Group shall be responsible for payment of attorneys' fees and interest associated with the Hotel's efforts to collect monies owed under the terms of this Agreement.

#### ADDENDA

If there are any terms and conditions contained in any attachment to this Contract hereto which are inconsistent with the terms and conditions contained in the body of this Contract, the terms and conditions of this Contract shall prevail.

#### HEADINGS

The headings and numbers appearing in this Contract have been inserted as a matter of convenience. If there is any conflict between the headings and numbers and the text of this Contract, the text will control.

#### WAIVE

If one party agrees to waive its right to enforce any term of this Contract, it does not waive its right to enforce such term or any or all other terms of this Contract at any other time.

Group Sales Contract

Date Prepared: November 5, 1999  
(Revised November 15, 1999)  
(Revised January 6, 2000)  
(Revised January 10, 2000)

Group Name: Western Area Conference of Young People in AA

Group Contact: [REDACTED]

Title: Advisory Council Chairman

Organization: Western Area Conference of Young People in AA

Address: [REDACTED]

Telephone #: [REDACTED]

Mobile #: [REDACTED]

Fax #: (602) 277-3063  
Function Name: Western Area Conference of Young People in AA  
(4th Annual),

Official Event Dates: December 28, 2000 - January 1, 2001  
Hyatt Sales Person: [REDACTED]  
Title: Sales Manager  
Telephone #: 650-696-2656  
Fax #: 650-347-5948

Western Area Conference of Young People in AA ("Group") and Hyatt  
Regency San Francisco Airport ("Hotel") agree as follows:

The Hotel agrees to hold the space listed below on a tentative basis until **January 10, 2000**. If the Hotel and Group do not have a fully executed contract on **January 10, 2000**, the Hotel will release the space for sale to the public. If a request is received more than (72) seventy-two hours in advance of this date by another party, the Hotel will notify Group and Group will have seventy-two (72) hours from the time of notification by the Hotel to confirm by signature of this agreement or release the space.

STANDARD POLICIES & PROCEDURES - Addendum page

Audio visual Requirements - Addendum The Hyatt & Presentation Services (PS) Is aware that WACYPA 4 host group will provide their own DI and related eat equipment for our events throughout the event. The hotel & (PS) are not liable for arty equipment arranged *by the* host committee. We also understand *that there wig* be charge if additional "**drop**" power is required.

[REDACTED]  
Initial, Date

[REDACTED]  
Initial, Date

1/7/00

## STANDARD POLICIES & PROCEDURES

**Advertising:** Neither the Group nor the Hotel will use the name, trademark, logo or other proprietary designation of the other party in any advertising or promotional materials without the prior written approval of such party. The Group's requests for any Hotel advertising materials should be directed to the Hotel contact listed on the front page of this contract. Any requests for advertising funds from Hotel for use with Client collateral will not be considered after signing of the Agreement, as it was not evaluated as a cost in the negotiating of the Agreement.

**Audio Visual Requirements:** Presentation Services (PS) is the exclusive on-site audio-visual company to handle your audio-visual requirements. PS is responsible by for maintenance and proper use of the Hotel's built-in house system; therefore, all requirements must be reviewed in advance by PS. Estimated costs will be provided by PS at the time the equipment needs are submitted.

Arrangements will be made with third parties for any equipment, which PS cannot directly supply. Any special need for an outside audio-visual contractor will result in additional charges to Group for security, equipment storage, hook-ups, patches, et. at. Please refer to section entitled "Security" for further information.

**Check-in & Out Times:** The standard checkout time is noon, after which time guests will incur an additional night's charge. Requests for late checkout at no additional charge for individual rooms are evaluated based on length of extension and incoming demand for rooms. The standard check-in time is 3:00 pm.

**Credit Arrangements:** With advance approval for a Master Account, Group must provide the following information to Hotel at least thirty (30) days prior to the arrival date:

1. The names of persons whose room and other charges (specify) are to be billed to the Master Account;
2. Functions and any other accommodations to be billed to the Master Account;
3. The name(s) of the person(s) who have the authority to post charges to the Group's Master Account;
4. Explicit billing instructions and the name and address of the individual to whom the Hotel should send the Master Account invoice;
5. All charges applied to the Master Account must be signed by an authorized representative of the Group immediately following the event.

With all of the above occurring at the indicated times, the Master Account will be approved for direct bill.

The outstanding Master Account balance is due in full not later than thirty (30) days from receipt of the bill. The Hotel reserves the right to assess interest charges equal to one and one-half percent (1 1/2%) or the maximum allowed by law for all amounts which are not paid within the thirty (30) days after the Group's receipt of the final Hotel bill.

**Date Change Requests:** Unless specifically otherwise covered in the Agreement, any conference date change requests will be considered on an individual basis in relation to the length of notice given, Hotel's ability to resell the guest rooms and function space for comparable value, and/or the likelihood of client's ability to fulfill the terms of the Agreement on another mutually agreeable set of dates within (a) the current year, (b) six (6) months from date of notice, (c) or twelve (12) months from date of notice. Group is liable for the full terms of the Agreement unless Hotel, at its sole discretion, provides written notification containing terms of the date change as an Amendment to the Agreement, to be executed by both parties.

**Early Departure Charges:** All hotel guests are notified at the time of booking their reservation (both over the telephone and by mail confirmation), as well as at check-in, that the Hotel will charge a change fee, which is currently \$50.00 per room, if they depart earlier than the date stated on their registration card. There is no change fee if the guest notifies Hotel within twenty-four (24) hours in advance of the change of departure. The change fee does not apply to groups, or individual room charges when guest room occupancy is guaranteed by Group.

In housing situations wherein Group is sole communication to Hotel regarding rooming requirements, Group is responsible for communicating all appropriate housing information to its attendees.

**Electrical & 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 Convention Services Department at least one (1) month in advance of the

meeting to ensure adequate time for installation orders to be processed.

Electrical services are provided exclusively by Hyatt Regency San Francisco Airport, and no other outside vendors may be contracted to provide electrical service without prior written approval through our on-site Engineering Department.

**Event Requirements:** A complete and final menu selection, as well as all function room set-up requirements should be submitted to Hotel at two weeks prior to the scheduled dates of the functions.

**Exhibit Space:** The Hotel will provide clean and suitable space to accommodate the number of exhibits outlined in the Contract. It is the responsibility of Group to return this space to Hotel in an "as was" condition at the conclusion of the exhibit program. We suggest you contract with your Drayage Company to provide cleaning service. Should it be necessary for Hotel to clean the exhibit area floor, there will be a \$0.04 per gross square foot charge assessed to the Group's Master Account.



Should damage be caused to floor, doors, ceiling or walls of the exhibit area as a result of your program, Group will be responsible for the expense of repair and any lost rental time of said area, if applicable.

Food & Beverage: When providing a split menu entree, the higher priced entree will prevail as the overall entree cost.

Hotel Catering Department will require forty-eight (48) hour advance notification of the number of guests attending each function. For functions which occur on Saturday and Sunday, the guarantee for attendance is due the preceding Thursday. For functions which occur

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1/7/00

On Monday and Tuesday, the guarantee for attendance is due the preceding Friday. Guarantees are considered firm, and not subject to reduction. The Hotel automatically prepares to serve 5% over the guarantee. All food charges are based on the guaranteed attendance, or the actual number of guests served, whichever number is greater. Entree substitutions during the day of, or at the time of a meal function will increase the meal guarantee accordingly and will be charged at no less than the same per person price as the regular entree.

Buffet menus require a minimum attendance and are designed for one hour serving. A \$75.00 labor charge will apply for all meal functions with fewer than 25 guests. For any event held on a major holiday, an additional \$4.00 per person charge will apply due to increased Hotel labor costs.

No food and beverage of any kind whatsoever will be permitted to be brought into the Hotel by Group, or any of Group's attendees or invitees for any purposes other than personal and individual consumption in guest rooms.

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 guests, attendees, invitees, employees, or independent contractors hired by Group are under Group's jurisdiction.

Meeting/Function Space: Hotel will provide all meeting and function space as outlined in the Agreement. Space is reserved for Group use only for the times, set-up and capacities reflected in the Agreement. Prices are confirmed in the Agreement based on actual guestroom occupancy and proportional meeting-function space usage; therefore, any significant changes in attendance, change of set-up, need for additional meeting space or labor to accommodate changes may result in additional rental or labor charges.

Room assignments will be verified-and reconfirmed by the Catering & Convention Services Department no later than 48 hours prior to arrival, and are assigned based on numbers in attendance. Changes to function room sets prior to 24 hours in advance of the function will be at no additional charge to Group. Changes requested within 24 hours may result in appropriate labor charges to Group.

Guests will be admitted to function rooms and expected to depart from function rooms in accordance with the times specified on Banquet Event contracts provided by Hotel.

Maximum seating capacity in all function rooms is limited by local fire codes and are strictly adhered to at this property.

No rice or confetti is allowed on the premises. Balloons are allowed with advance approval by Catering & Convention Services Department. Non-guaranteed Reservations: Individual rooms reservations are held until 4:00 pm unless payment is guaranteed by advance payment, credit card guarantee, or Convention organizer guarantee. The release of room reservations on individual rooms does not relieve organizations from payment for such rooms under the terms of the Group Sales Agreement.

Packages/Shipping: Hotel will accept only pre-paid packages. Any packages delivered COD will be refused by the Hotel and no notification will be made by the Hotel to the shipper. All packages must contain a label giving the following information: 1) Return address, 2) Name of Group affiliation, 3) Meeting room name and date, 4) Group contact (Sales/Catering), 5) Name of person that will claim package, 6) Date of that person's arrival.

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.

Hotel has limited capability for receiving, handling, and storage of convention materials. It is the responsibility of meeting planner to notify Hotel in advance of estimated volume of materials to be shipped to Hotel. If anticipated volume, or nature of handling requires special service, meeting planner will be required to arrange drayage service at their expense. It is the responsibility of meeting planner to arrange drayage service for all exhibits and to include information in group advance mailings.

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Parking: Management of on-site parking services and facilities is under separate exclusive contract, and rates are subject to change at periodic times during the year.

Policies and Procedures: Hotel Policies and Procedures are subject to change by written notice from Hotel to group contact.

Porterage & Luggage Hold: Group is responsible for advising attendees of current porterage charges. If a luggage hold is required by Group, advance arrangements can be made to post all charges to the master account, or the attendees can pay at the time of pick-up.

Pre/Post Conference Rates: Your special conference rates are available only as noted in the Contract. Any early arrivals or late departures will be confirmed on availability at the prevailing rate unless otherwise specifically covered in the Contract.

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, there with, necessary or proper for the protection of the building, equipment, or furniture will be at the expense of the Group. For your convenience, the Hotel has strategically located daily monitors throughout the lobby and meeting room areas. The Hotel requests that all signage be limited to the meeting and exhibit levels, and requires all signage intended for display in public areas of the Hotel to be professionally printed and pre-approved for use by Hotel Catering & Conventions representative.

Any pre-approved banners to be hung, will be done so by Hotel Engineering Department at a charge to Group of \$50.00 per banner.

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