

PRODUCTION MANUAL

1. EVENT PRODUCTION POLICIES

- a. In-House Audiovisual Production Department
- b. Location
- c. **Mandatory Policies for External Providers to Access Hotel Facilities.** Mandatory Supervision | Contact APD 30 days prior arrival | Valid insurance policy | Sign agreement | Responsibility for own equipment | Professional Conduct | Hotel lighting | Storage | Load & Unload | Refundable deposit | Electricity charges | Rigging and elevation | Dress Code | Back of the House | Fireworks, Cold pyrotechnic, Smoke machines, Confetti machines | Beach events: Local Generator power
- d. **Mandatory Policies for External Providers for Decoration & Setup.** Prohibited activities | Transportation of equipment | Transportation fees | Blueprints | Public areas signage | Exhibition setup layout | Motorized and exhibition vehicles

2. REGULATIONS FOR USE OF FACILITIES BY GROUPS, CONVENTIONS AND INCENTIVES

- a) **Entrance of materials and external personal to the Hotel.** Service entrance and transportation areas | Equipment registration | Staff registration | Staff and equipment for unload | Staff name badge | Staff behavior.
- b) **Assembly area. Delivery of Convention Center, permitted activities, food.** Delivery | Cleanliness | Cleaning fee | Storage | Prohibited activities during setup | Wiring | Lighting | Rehearsals

3. REGULATIONS FOR USE OF FACILITIES FOR COMMERCIAL EXPOSITIONS AND/OR STANDS

- a) **Exhibit area. Floor plans and layout Delivery of Exhibit area.** Hotel floor plan | layout design and authorization | Exhibit providers and exhibitors' coordination |
- b) **Exhibit area.** Permitted activities. Storage | Upload | Parking | Cleanliness | Cleaning fee | Storage | Prohibited activities during setup | Wiring | Lighting | Assembly hours | Exhibitors regulations | Air conditioning

4. ATTACHMENTS

"A. Charge for Cleaning" Convention Center and Outdoor areas
"B. Delivery of Convention Center" Convention Center

"C. Insurance Policy" and Deposit authorize Production Company to work in Convention Center and Outdoor areas. Agreement between Grand Velas Riviera Maya and Production Company
D. Power station layout. Applies for events held at Ambassador Beach

PRODUCTION MANUAL

Welcome to Grand Velas Riviera Maya

The following Production Manual has been developed to maintain the highest quality standards for event production at Grand Velas Riviera Maya. The manual establishes the policies and regulations that all external service and equipment providers must abide by while on the property.

1. EVENT PRODUCTION POLICIES

a. In-House Audiovisual Production Department

The Grand Velas Riviera Maya in-house Audiovisual Production Department (APD) is the exclusive provider of these services. The department is in charge of all decoration, scenography production, carnival equipment, expos and entertainment services. It is able to satisfy each and every one of your client's needs, with a vast supply of audio, video and lighting equipment; all located within the hotel facilities.

b. Location

With all of our APD resources you will have the security of having a full -time support base with staff available 24/7. The offices are located on the 2nd floor of the Convention Center, and can be reached by telephone at ext. 82510. Our Production Event Manager will answer all questions and attend to your needs.

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c. Mandatory Policies for External Providers to Access Hotel Facilities

1. - The APD ensures that all external providers (*local or foreign*) meet their responsibilities and adhere to expectations and operational procedures while on the property. For this reason, any time an external provider works onsite a member of the APD staff must be present- from the initial setup to the complete break-down of the equipment. The staff member's explicit task is to make sure all Hotel rules and policies are respected.

Grand Velas Riviera Maya requires **mandatory supervision** by the Audiovisual Production Department. This service has the following hourly rates:

Monday through Saturday	7am – 7pm	\$40.00	USD	per
		hour		
Monday through Saturday	7 pm – 12 am	\$50.00	USD	per
		hour		
Monday through Saturday	12am – 7 am	\$70.00	USD	per
		hour		

Sunday and Holidays please add an extra charge of \$15.00 USD per hour.

2. All external providers planning to work inside our facilities must contact the APD at least **30 days prior to arrival**. The Hotel & Audiovisual Production Department will advise the providers of all necessary details that must be considered to ensure the successful development and execution of all events.

3. - All external providers will be required to present proof of a **valid insurance policy** for at least \$200,000.00USD 15 days prior to any external equipment entering the Hotel facilities; This policy must refer to the Grand Velas Riviera Maya and its facilities. See **Attachment C: "Insurance Policy"**

4. - External providers are required **to sign an agreement** with the Hotel where they assume responsibility for any damage to hotel property or equipment.

5. - All External Providers of audiovisual services or event production operating inside hotel facilities must assume full **responsibility for damage or loss of their own equipment** or merchandise brought to the property. This includes damage or loss of any unattended objects. If required, the Hotel can provide additional security at an extra charge. This service must be requested through the Hotel Group Coordinator at least 48 hours in advance.

6.-External providers are obligated always to protect their own equipment and cover their screens, carts and stands according to Hotel policies.

7. - External providers will be responsible for the **professional conduct of their staff** and their staff's relationship with Hotel employees. Grand Velas Riviera Maya will not be responsible for any internal staffing issues or discord caused by an external provider.

8. - To maintain the unique light settings, integrity, design and ambiance of the Hotel, **no external provider will be authorized to control the hotel lighting**. Only the Audiovisual Production Department can control lighting, or approve any special lighting on a case by case basis.

9. – **Storage for the external providers' equipment will be their own responsibility.** The Hotel will try to provide space for external provider storage once notified of the necessity but will not be obligated to do so. If the Hotel has storage space available, an extra charge will apply for daily rental of this space depending on location and size.

10. – External providers must **load and unload their merchandise and equipment at an authorized time** that will not inconvenience hotel guests, and when someone from the Audiovisual Production Department is available to supervise.

Regulations for setup of exterior areas:

Zen Ambiance

Zen Garden:

- Setup hours: 10am to 11pm, assuring minimum noise level.
- Access to area: Employee Access booth. Go toward Zen Lobby next to black wall. Pre-setup equipment may remain in the area overnight if Groups and Conventions guarantees that the area is available.
- Vehicles with access to the area may not weigh over six tons, so as not to obscure the view of the motor lobby. Only one vehicle at a time may be present. After unloading each vehicle must move out of the area.
- Disassembly: Up to 3am without noise. Security is required.

Zen Grand Pool Terrace:

- Setup hours: 6 pm to 7 pm
- Access to area: Employee Access booth. Take service path to Chaka restaurant.
- Assure minimum noise level.
- Pre-setup equipment may not remain in the area overnight.
- Disassembly: Up to 3am without noise. Disassembly during the night is not included. Security is required.

Ambassador Ambiance

Ambassador Garden:

- Setup hours: 11am to 5pm. Event: 5pm to 11 pm
- Access to area: Employee door towards Ambassador basement (there are two possible entrances – the basement of Azul and the basement between modules 3 and 4 – both are crossing the pool).
- Pre-setup equipment may not remain in the area overnight.
- Disassembly: Up to 2am without noise. Security required.

■ GRAND VELAS Riviera Maya

Ambassador Beach:

- Setup hours: 10am to 11pm.
- Events must end at 11pm
- Access to area: beach access from Grand Class basement bordering the Princess Resort. Small internal vehicles and trailers must be used. Permits for vehicles are required. Vehicles (motorcycles, tractors and any other vehicles) without permits will be confiscated by ZOFEMAT and the owners will be fined.
- IMPORTANT: The resort does not provide vehicles and the ZOFEMAT permits must be processed directly by the client.
- RESORT STAFF AND SUPPLIERS PROHIBITED from crossing the wood deck and Grand Class Aqua Bar.
- Assure minimum level of noise during setup and assembly.
- Pre-setup equipment may remain in the area overnight if Groups and Conventions guarantees that the area is available.
- Disassembly: Up to 3am without noise. Security required.

Grand Class Ambiance

Ocean Terrace:

- Setup hours: 10am to 11pm
- Assure minimum level of noise.
- Access to area: Grand Class basement taking elevator to 2nd floor, exiting behind non-constructed area.
- Pre-setup equipment may remain in the area overnight if Groups and Conventions guarantees that the area is available.
- Disassembly: Up to 2am without noise. Security required.

SECURITY PERSONNEL FOR DISASSEMBLY:

For all events with setup and/ or equipment and/or non-resort personnel, hiring Resort Security is obligatory. The Resort Security staff will ensure that the disassembly is done without noise and that the area remains in the same condition as before the event

11. – External providers will be required to make a **refundable deposit to the Hotel, in cash, in the amount of \$1,000.00 USD** for any daily expenses that may be incurred. Any charges pertaining to the list below will be withdrawn from the deposit. The external provider authorizes the Hotel to use the deposit as needed. Daily expenses include:

A. Rate for each day of labor in the loading and unloading area: \$250 USD

B. **Electricity** The hotel provides up to 20 amps for events. For higher requirements, the Group must contract an Electricity Generator and is responsible for the additional charge.

12. To preserve the floors and ceiling, the only personnel authorized to do any **rigging and elevation** of equipment is the Audiovisual Production Department. The charge for each rigging point is \$250.00 USD.

b) The Convention Center and foyer have eyelet screws for hanging banners. Banners must be hung using a step ladder for safety and to avoid damage to carpet, walls and paint.

Leaning any type of frame or other equipment against the Convention Center of foyer walls is prohibited

Sticking or nailing any canvas or fabric to the walls, screens, or windows of the Convention Center is prohibited

13 - All external providers planning to work with audiovisual services inside the facilities must comply with the **dress code** established by the Hotel: *Uniform with company logo and nametag*.

14 - No equipment or containers may remain in the area called "Back of the House". Any empty containers must be transported outside the facilities.

15 - a) **Fireworks** are permitted only when launched from a boat in front of the Hotel beach. The external provider will supply the Hotel with the current corresponding permits (local Civil Protection, Marine Secretary and Harbor Master. In every instance the requests to authorities incur a charge to the client).

b) **Cold pyrotechnics** are allowed in events held in the areas listed at the end of this paragraph. The external provider will supply the Hotel with the current corresponding permits (local Civil Protection. The requests to authorities incur a charge to the client). Areas where cold pyrotechnics are permitted: Zen Garden, Zen Pool Terrace, Ambassador Garden, Ambassador Beach.

c) **Smoke machines** are allowed, but must be programmed in advance so that the Hotel may take the necessary measures to adjust the Fire Alarm system. Notification should be made to the Coordinator during the planning of the events. Otherwise, the Agency and/or Client must pay a fine for the resulting setbacks and expenses incurred by the Hotel to resolve an incident with the alarm system.

d) **Confetti machines** are allowed, but must be programmed in advance so that the Hotel may take the necessary measures to adjust the Air Conditioning system. Notification should be made to the Coordinator during the planning of the events. Otherwise, the Agency and /or Client must pay a fine for the resulting setbacks and expenses incurred by the Hotel to resolve an incident with the air conditioning

system. A special Cleaning Fee will also be applied to the Master Account according to the rate specified on **Attachment A** in this document.

16. - Use of any equipment that must be installed in the ballroom by the Hotel is not included. If you need this equipment, the Audiovisual Production Department staff members are the only authorized operators of the equipment and you will be charged according to the current price list.

17.-Outdoor events held on the Ambassador beach need generator power provided by client. Locations of generator power and necessary cable extensions are specified in **Attachment D:**

Location of Generator Power with Layout

d. Mandatory Policies for External Providers for Decoration & Setup

1. Placement of nails, drilling of holes and any other similar actions on floors, walls or decoration is **prohibited** by the Hotel.
2. External providers will be responsible for returning the facilities in the same conditions that they were received.
3. All surfaces (ground, walls, ceilings) must be protected with covers during the **transportation of equipment** for setup or tear down. If special cleaning of any surfaces is needed, this service will have an extra charge.
4. If the external provider needs to transport equipment inside the property, it will be under their own responsibility. In order to assist with transportation, the Hotel provides equipment transportation service at the following rates:

1,000 Lbs Max Transported	Rate per Hour	
Monday through Saturday	\$55 USD	7am – 7pm
		7pm –
Monday through Saturday	\$70 USD	12am –
		12am –
Monday through Saturday	\$90 USD	7am –

****Sunday and Holidays have an extra charge of \$15USD per hour*

This service includes the vehicle and driver. If the external provider needs extra staff to load and unload the vehicle, the supervision rates specified on page #1 of this manual apply.

5. All **blueprints** for each event setup must be approved by the Groups and Conventions or Banquet Manager. Two copies of the blueprint must be provided to the Hotel at least 15 days prior to the group's arrival. It is recommended that the production company send the blueprints directly to the Hotel; these blueprints must include the procedure for boxes and material.

If the client would like us to design the setup blueprints, our Audiovisual Production Department can provide this service and charge for it according to the time it takes to create them. Please contact us for more details. aserrano@celtrev.com

6. – Use of Public Areas and Signage:

• Public Areas:

The Hotel must approve any request to use any area not designated for the private group event. Any signs in public areas must meet hotel approval, with no exceptions. **Zen Grand Lobby.** Authorized: the placement of a banner in the Master Lobby hanging from the Convention Center.

Ambassador Lobby. Authorized: the placement of a banner in the Ambassador Lobby on the left exterior (stone) wall.

Piano Bar, Karaoke Bar or Bistro Bar. Authorized: Two banners during the Group registration. **Hospitality Desk.** There is a Hospitality Desk in each ambiance. One banner per desk is authorized.

• Convention Center:

Any signs to be displayed for your event must be previously authorized for setup. All signage must be in proportion with the contracted space

7. –Exhibition Setup layout:

- The distance recommended for walkways is 10 feet.
- There cannot be any object obstructing the walkways.
- The walkways must coincide with the emergency exits
- Each emergency exit must have 10 feet of clearance
- Please consider the following points on the blueprints:
 - Mark the location of the stands and show that each one of them include open areas
 - Mark areas designated for putting wrapping material or empty boxes
 - Mark the stands that have 2 or more levels
 - All multilevel stands must be specified on the blueprints. Please remember that certain guidelines apply to these stands.
- A certified drawing must be provided to the Hotel (Groups & Conventions Director) at least 60 days before the group's arrival to allow time for modifications. Hotel modifications are mandatory and to be expected. We highly recommend having the document signed and approved by the Hotel before starting to sell spaces.
- The stand must have an extinguisher on each level. The extinguisher must be within reach and sight.
- If any level of the stand is planned to shelter 10 or more people, it must have an emergency set of stairs.
- All stairs must be at least 1 meter width and have at least one railing.
- If stands are to be set up in the Foyer Area, it will be the responsibility of the provider to cover the marble with carpet during assembly and to set the stand and furniture upon the carpet. The marble flooring must be protected from damage always.

8. – Motorized and Exhibition Vehicles

For security reasons the use of motorized vehicles is not permitted within the Hotel areas. These include the main Lobby, beach club, pools, etc. If, in special cases, previous authorization is granted (by the Groups and Conventions Director) vehicles must have wheels covered to protect carpeted areas of the Hotel.

Exhibition vehicles must adhere to the following requirements:

- Have only 1/8 tank of gasoline.
- Have wheels covered always to protect floors.
- The battery of the vehicle must be unplugged.
- Have a container beneath to catch any oil that may be leaked.
- Keys must remain with the security department.

■ GRAND VELAS Riviera Maya

- Vehicles cannot be moved during exhibition hours.
- Putting gas in the vehicles inside the exhibition area is prohibited.
- Setup blueprints must show the location of the vehicles.

8. - Concessions and merchandise.

The Hotel has the right to approve or disapprove the sale of any merchandise inside the facilities. The sale of any merchandise that is in direct competition with merchandise offered by the Hotel will not be allowed.

REGULATIONS FOR USE OF FACILITIES BY GROUPS, CONVENTIONS AND INCENTIVES

Event Production Companies subcontracted by the client or Hotel are granted access to the Convention Center facilities and outdoor areas for events.

The following are the rules that apply to visiting employees of subcontractors for conduct within the Hotel.

We ask that you read them carefully. Each clause applies without exception.

a. Entrance of material and External Personnel to the Hotel

1. Entrance to the Hotel of equipment and materials for an event must be arranged in advance with the Hotel Group Coordinator. The Hotel Group Coordinator will indicate the **permitted time and date** for unloading and/or reception of materials.
2. The Production House or external supplier must provide the areas to be used for **setup of the Hotel** by _____ hrs *(to be completed by hotel according to the group agenda)* the day before the event, in order to begin Hotel setup. The Production House is responsible for the appropriate behavior of their staff and understands that the Hotel will arrange furniture (chairs and tables) that may not be moved. The Hotel will arrange bottled water, glasses, paper and pens that are not for the Production House staff to use or take as souvenirs. If these rules are not followed the Hotel may suspend setup by the Production House, as this hinders the activities the Hotel carries out for the benefit of the client. If setup is suspended, only the client who contracted the Production House will be able to request new access to the meeting room, and will take responsibility for the conduct of the Production staff.
3. The Hotel does not have temporary or permanent **storage** for any type of materials and/or equipment.
4. Entrance to the Hotel of equipment and materials will be through the **service entrance** and never through the main entrance.
5. The person responsible for the equipment to enter the Hotel must go to the indicated service entrance and **register all equipment and/or materials**. He or she must present a **list of the names of all staff** entering the Hotel. Each staff member will be provided with a name badge and must leave their identification with the Security Department. It will be returned upon their departure of the Hotel facilities.
6. All equipment and materials required in the Salons must be transported only through interior corridors that have sufficient space for their transport

7. The Hotel does **not provide taff to unload** the Client's equipment. The **Hotel does not provide equipment** (platforms, carts, hand trucks, etc.) for transport of material to the Convention Center and/or event areas. Use of gondolas from the Porter Department is prohibited for transfer of equipment, boxes and/or materials. They are strictly for transport of guest luggage. **Please refer to Event Production Policies -Decoration and**

Setup Policy, to contract this service through the Hotel Production Company

8. **Staff will wear their visitor's name badge** always and will only use service areas of the Hotel and/or public areas designated for the event.
9. Personnel involved in the assembly and disassembly of equipment must read these regulations and be aware of the established schedules for each activity.
10. **External visitors are forbidden from walking** barefoot within the Hotel facilities. They must wear shirts always and be clean shaven. Failure to abide by these rules will result in the person's

immediate removal from the facilities and their future access will be restricted.

11. Under no circumstances are staff permitted to sleep in the meeting spaces or any other event areas. Any person found sleeping will be removed from the premises.
12. Should subcontracted employees of the company be caught committing acts of vandalism or causing damage to third parties, they will be removed by the Security Department and taken to the exit to be turned over to the appropriate authorities, and the Hotel will not be held liable

b) Assembly area. Delivery of Convention Center, permitted activities, food.

13. The Hotel will deliver the **Convention Center to the Agency/Client only**. If the Client requires the Convention Center to be delivered to the subcontractor the request must be submitted in writing and the Client will be held responsible for any breach of contract and the penalties mentioned in these Regulations.
14. The assembly area will be returned **clean and in good** condition in accordance with the document "Delivery of Convention Center".
15. During **assembly, the subcontractor** is responsible for continuous cleaning and maintenance of the area.
16. After dismantling all furnishings and equipment, the area must be delivered to the hotel in the condition in which it was received.
17. If the Hotel receives the area with any remnants of materials such as nails, screws or wires the Hotel apply the charge listed at the end of this document: **"A. Cleaning fee"**
18. **Storage of solvents** and paint inside the Convention halls or behind the scenes of the event is prohibited. The Security Department is authorized to request the removal of these materials at any time.
19. Making modifications such as removing doors or lamps, or moving paintings, tables or **decorations is forbidden**. Sticking, nailing, attaching, stapling, drilling, screwing, scratching or painting columns, walls, floors, ceilings, windows, furniture or any structure owned by the Hotel is forbidden. If any of these activities occur within the Hotel they will be immediately suspended. If the facilities suffer damages of any kind, the Hotel will establish a monetary amount for the damages and the amount must be liquidated before the first event session begins, by the Client and/or Agency who signed the Contract with the Hotel.

■ GRAND VELAS Riviera Maya

20. It is **forbidden** to use chairs, tables or shelves as a ladder. If any type of mounting equipment is needed, it must be requested from the coordinator in advance and is subject to availability.
21. **Smoking is prohibited** inside the Convention Center and hallways. It is forbidden to bring food into the salon areas. The only foods that may enter this area must be programmed by the Client and provided by the Hotel.
22. It is **prohibited** to run, scream or use strong language that compromises the Hotel's image during the setup of the event.

WIRING

23. All wiring must be authorized by the Hotel's maintenance department.
24. Cables must be in perfect condition, be of proper size for the charge and have connections made appropriately. Cable routing will be indicated by the Hotel so that it does not interfere with the service and/or emergency exits. The lines must be grouped together and labeled for visibility in areas of foot traffic.

LIGHTING

25. The Hotel is in charge of controlling the lighting within the salon. Dimmer adjustments to meet specific lighting needs for the event must be requested from the Hotel Group Coordinator.

REHEARSALS

26. Rehearsals after 11:00pm should be at low-moderate volume in the Convention Center. Rehearsals after 11:00pm in exterior areas are not permitted.

REGULATIONS FOR USE OF FACILITIES FOR COMMERCIAL EXPOSITIONS AND/OR STANDS

a. Exhibit area. Floor plans and layout Delivery of Exhibit area

1. The Hotel will provide the Client with an architectural plan of the contracted area. It is the Client's responsibility to design the appropriate arrangement. It is also the Client's responsibility to adjust the floor plan to requirements specified in this document: **Event**

Production Policies clause 7

2. The Client must send the Hotel a plan with the stands indicated for authorization, which will be returned signed. The Hotel will verify if the corridors are of adequate size and that the service doors will remain unobstructed. However, it is the responsibility of the Client to ensure that the stands are drawn to scale. Any error on the part of the Client may compromise the Client's available space, and the Hotel will not be held liable. Corridors, service doors, emergency exits and fire extinguishers must be 100% free and accessible both on the plan to be authorized and in the area on the day of the event.
3. It is the responsibility of the Client and/or Agency to notify the **company who will perform the setup, electrical installation and installation of partitions of the date and time of entry to the Hotel based on the signed contract**. The Hotel does not arrange the exhibition area. The setup materials must not stain the carpeting. Only "flexo-stand" portable structures are allowed on marble flooring. Mandatory **Event**

Production Policies clause 7

4. It is the responsibility of the Client and/or Agency to notify **Exhibitors or Participants** of the schedule in which they can begin assembly. **IMPORTANT:** The Client and/or Agency will arrange for their own personnel to coordinate and carry out these activities. The Hotel will only deliver the assembly area to the Client and/or agency, and not to any external contractor.

b. Entrance of materials and external personal to the Hotel

5. The Hotel does not have temporary or permanent storage for any type of materials and/or equipment. Unloading of these items must be in accordance with clauses 3 and 4.
6. The Hotel will indicate the area for loading and unloading of materials. It is the transporter's responsibility to realize this activity with their own staff and transportation equipment, and remove their vehicle in order to make way for the next supplier. (See entrance of material and staff to the Hotel in these regulations). **Please refer to Event Production Policies - Decoration and Setup Policy - to contract this service through the Hotel Production Company**
7. The Hotel does not have parking for transport vehicles within the facilities.
8. Areas designated for guests parking may only be used by a limited number of vehicles with maximum load capacity of one ton. The area may not be used for dwelling, exhibition, sale or promotion of products.
9. Entrance to the Hotel of equipment and materials will be through the service entrance and never through the main entrance.
10. The exhibit area will be returned clean and in good condition in accordance with the document
"Delivery of Convention Center".
11. During assembly, the subcontractor is responsible for the continuous cleaning and maintenance of the area.
12. The person responsible for the equipment to enter the Hotel must go to the indicated service entrance and register all equipment and/or materials. He or she must present a list of the names of all staff entering the Hotel. Each staff member will be provided with a name badge and must leave their identification with Security. It will be returned upon their departure of the Hotel facilities.
13. All equipment and materials required in the Salons must be transported only through interior corridors that have sufficient space for their transport.
14. The Hotel does not provide staff to unload the Client's equipment. The Hotel does not provide equipment (platforms, carts, hand trucks, etc.) for transport of material to the Convention Center and/or event areas. Use of gondolas from the Porter Department is prohibited for transfer of equipment, boxes and/or materials. They are strictly for transport of guest luggage.

Please refer to Event Production Policies - Decoration and Set up Policy - to contract this service through the Hotel Production Company
15. Staff will wear their visitor's name badge at all times and will only use service areas of the Hotel and/or public areas designated for the event.
16. Personnel involved in the assembly and disassembly of equipment must read these regulations and be aware of the established schedules for each activity

17. External visitors are forbidden from walking barefoot within the Hotel facilities. They must wear shirts at all times, and be clean shaven. Failure to abide by these rules will result in the person's immediate removal from the facilities and their future access will be restricted.
18. Under no circumstances are staff permitted to sleep in the exhibit area or any other event areas. Any person found sleeping will be removed from the premises.
19. Should subcontracted employees of the company be caught committing acts of vandalism or causing damage to third parties, they will be removed by the Security Department and taken to the exit to be turned over to the appropriate authorities, and there will be no liability to the Hotel.
20. Upon dismantling the area, it will be delivered to the hotel in the condition in which it was received.
21. If the Hotel receives the area with any remnants of materials such as nails, screws or wires the

Hotel apply the charge listed at the end of this document: "A. Cleaning fee"
22. Storage of solvents and paint inside the exhibit area or behind the scenes of the event is prohibited. The Security Department is authorized to request the removal of these materials at any time.
23. Making modifications such as removing doors or lamps, or moving paintings, tables or decorations is forbidden. Sticking, nailing, attaching, stapling, drilling, screwing, scratching or painting columns, walls, floors, ceilings, windows, furniture or any structure owned by the Hotel is forbidden. If any of these activities occur within the Hotel they will be immediately suspended. If the facilities suffer damages of any kind, the Hotel will establish a monetary amount for the damages and the amount must be liquidated before the first session begins, by the Client and/or Agency who signed the Contract with the Hotel.
24. The Hotel does not have any areas available for carpentry work or painting.
25. Smoking is prohibited inside the Convention Center and hallways. It is forbidden to bring food into the salon areas. The only foods that may enter this area must be programmed by the Client and provided by the Hotel.
26. It is prohibited to run, scream or use strong language that compromises the Hotel's image during the setup of the event.

WIRING

27. The general wiring for the exhibition area managed by the company contracted for signage, installation of partitions and wiring must be authorized by the Hotel's maintenance department.
28. Cables must be in perfect condition, be of proper size for the charge and have connections made appropriately. Cable routing will be indicated by the Hotel so that it does not interfere with the service and or emergency exits. The lines must be grouped together and labeled for visibility in areas of foot traffic.

LIGHTING

29. The Hotel is in charge of controlling the lighting within the salon. Dimmer adjustments to meet specific lighting needs for the event must be requested from the Hotel Group Coordinator.

HOURS FOR ASSEMBLY

30. Hours for assembly end at 10:00pm. Extension of hours is possible, with payment of salon rental.

EXHIBITION AREA (Applies for exhibitors during the event)

- The Exposition area plan must be previously authorized by the Hotel. Exhibitors must adhere to the following:
- Enter the exposition areas during the hours established by the Contract.
- It is prohibited to install equipment that requires gas or any flammable substance. The Hotel Security staff reserves the right to deny entrance of any object that may be considered a risk.
- The exhibitor is limited to installing and decorating their exhibit only in the indicated, contracted space.
- The decoration, equipment and products of the exhibit must remain within the contracted space and may never obstruct free circulation through the corridors nor obstruct access doors.
- Exhibitors must respect the marked corridors.
- Each exhibitor is responsible for cleaning and maintaining the area around their stand.
- It is not permitted to do carpentry, painting or any type of construction within the meeting room or exhibit area. Assembling pieces is the only type of activity permitted.
- It is prohibited to hold raffles or any type of gambling activity.
- It is prohibited to distribute food and beverages within the Commercial exhibition without prior written authorization from the Hotel.
- The Client and/or Agency will be responsible for providing exhibitors with this document.
- The Hotel is not responsible for articles left by exhibitors in the Convention Center areas. The Hotel will close the doors to the exhibition area in the presence of the Client at 10:00pm the day before the exhibition.
- If an exhibitor needs additional time after 10:00pm the night before the exhibition to assemble their stand, the Hotel will charge a rental fee for the extension of hours, and contracting of security personnel to guard access to the area will be obligatory.

AIR CONDITIONING: The assembly of the exhibition area will be carried out without air conditioning. If the organizer requests air conditioning for the setup it will be charged as a rental fee for the salon.

4- ATTACHMENTS

These Attachments apply to Events, Conventions, Incentives and Commercial Exposition Regulations.

PRODUCTION HOUSE WITHIN THE HOTEL FACILITIES

The Hotel has a Production House for rental of Audiovisual and Production Equipment for Events. This includes audiovisual equipment, screens, décor, furniture, linens, electrical extensions, cables, lamps, etc.

The Production House can provide a price quote directly to the Client and/or Agency and the prices will be in accordance with the current price list.

"A. Charge for Cleaning" Convention Center and Outdoor areas

1. If the area disassembled by the company subcontracted by the Client and/or Agency has material remnants such as screws, nails, wire, etc. the Client and/or Agency will pay the Hotel a fee of \$3,000.00 pesos + IVA (tax) for cleaning. This amount applies for an area of 100 m2 minimum. The price per additional square meter is \$120 pesos + IVA (tax).

"B. Delivery of Convention Center"

The Hotel will inspect the area with the Client and will note the details on the Plan, which will be signed by the person receiving the Convention Center or meeting space. This document will serve as proof in case of any damage to the facilities during the assembly, setup and/or exposition so that the penalty amounts established by the Hotel can be duly received.

"C. Insurance Policy" and Deposit authorize Production Company to work in Convention Center and Outdoor areas. Agreement between Grand Velas Riviera Maya and Production Company

- I have received a copy of the Production Manual for Events inside the Grand Velas Riviera Maya Hotel facilities.
- I confirm that I have read and understand the information that it presents. I recognize that if I do not use Hotel's Audiovisual Production Department for audiovisual services (as a professional service provider of decoration, scenography production, equipment for carnivals, expos and entertainment services) the charges listed in this Production Manual will be charged to my Master Account or directly to the external provider.

Signature of Client

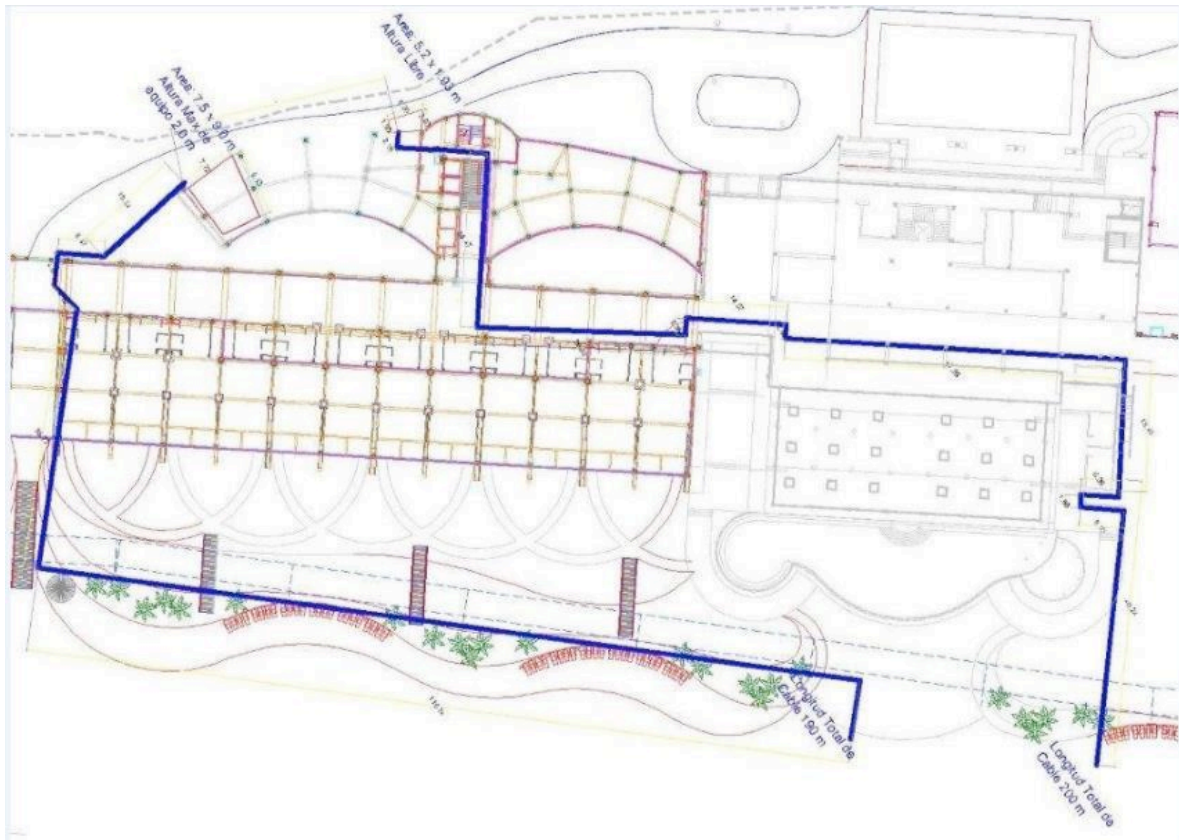
Date

Group Name

■ GRAND VELAS Riviera Maya

- The Contractor agrees, under all the terms of the law, to protect, indemnify, defend and hold the property harmless. The same holds for complaints, damages, losses and expenses that are grounds for lawsuit, as well as complaints and judgment or cause of a trial process initiated by anyone, which arises or claims to have arisen directly or indirectly as a result of work by the Contractor.
- The Contractor also agrees to present an **Insurance Certificate of Total Coverage** Insurance for all types of risks, including Contractual Responsibility, Finalized Products and Operations and Vehicle Responsibility to the Hotel, proving a minimum of \$200,000.00 USD coverage combined with a simple limit.
- The Hotel and its property will be named as Additionally Insured and the policy will make a reference to this liability disclaimer in the contract, and specify a minimum of thirty (30) days for change of material, cancellation and non-renovation. The Contractor finally agrees to present an Insurance Certificate to the hotel showing Worker Compensation and Responsibility for Employee Coverage with respect to its employees.
- The Contractor is required to make a **refundable deposit to the Hotel, in cash, in the amount of \$ 1,000.00 USD** for any daily expenses that may be incurred. Any charges pertaining to the list below will be withdrawn from the deposit. The external provider authorizes the Hotel to use the deposit as needed.

D. Power station layout. Applies for events held at Ambassador Beach



Client Signature and Name

Date

Hotel Signature and Name

Date