



Convention Center Logistics and Ballroom Facts and Information



Welcome to our hotel & convention center. This material has been designed to answer your questions regarding our meeting & convention space. Please share this information with both your production and drayage companies. If you have additional questions, contact your convention service manager, or you may contact me directly. We will provide you with a pleasant working environment.

Thank you and we look forward to working with you!

David R. Ball

Director of Convention Center Operations

Introduction

The Caribe Royale Orlando has three main ballrooms, fully equipped and ideally designed for your general session production, trade show and/or banquet function.

A) Grand Sierra Ballroom

1. 40,000 square feet with the capability to divide into 9 primary sections
2. Ceiling height is 25'
3. Floor covering is high grade wool carpet
4. Roll up load in door dimension is 13' 2"W x 13'3" H (Located in Grand Sierra I)

B) Caribbean Ballroom

1. 26,000 square feet with the capability to divide into 7 primary sections
2. Ceiling height is 25'
3. Floor covering is high grade wool carpet
4. Roll up load in door's dimensions are:
 - 16'W x 14'H (located in Caribbean II)
 - 12'W x 12'H (located in Caribbean III)
 - 12'W x 12'H (located in Caribbean VII)

Our Ballrooms are accessible from ground level over docks with five (5) bays behind the Grand Caribe Convention Center. The hotel docks are under the control of our dock master. Scheduling load ins/load outs should be made through your convention service manager.

The Martinique Ballrooms is located in our Reception Building and also has a single bay loading dock. The hotel docks are under the control of our dock master. Scheduling load ins/load outs should be made through your convention service manager.

C) Martinique Ballroom

1. 6,800 square feet with the capability to divide into 2 primary sections
2. Ceiling height is 25'
3. Floor covering is high grade wool carpet
4. Roll up load in door's dimensions are:
13.3'W x 10.3'H

General Information

I. FLOOR PLAN

- A. The Orange County Fire Marshal is the organization responsible for enforcing fire and safety regulations on our property. They are dedicated to providing a safe and enjoyable experience for all participants.
- B. All General Sessions, Tradeshow and major banquet events require the submission and approval of a floor plan with detailed specifications. This must be submitted to the Fire Marshall's office at least thirty (30) days prior to the event.
- C. For all stages 36" or more in height, include a drawing of stage elevation and detailed information on stage construction.
- D. If modular, pre-fabricated staging is planned, please include manufacturer and model of the equipment.
- E. In accordance with state and local regulations regarding the Americans with Disabilities Act, you are required to provide handicap accessibility to "any" stage where audience activity is scheduled. This includes award presentations, or other events that would require "any" individual(s) to access the stage from the audience. The access may be in the form of an ADA approved ramp or lift. You may make the determination which would be more appropriate for your program and room design.
- F. Please forward all floor plans to the following address for approval:
*Orange County Fire Rescue
Office of the Fire Marshal/Plans Review
109 East Church Street, Lower Level
Orlando, Florida 32801-3319*
Four (4) Floor plans need to be submitted with application and a check in the amount of \$70.00.
- G. Once your floor plan is approved, please forward two (2) copies to your Convention Service Manager.

II. CERTIFICATE OF INSURANCE

- A. All concessionaires involved with your program that require access to Hotel property, must send an insurance evidence or certificate naming the hotel as additional insured on their liability coverage and furnishing evidence of workers' compensation with a waiver of subrogation endorsement to the Hotel before commencement of such activity. Failure to provide the requested evidence will result in the Group indemnifying and holding the hotel harmless for all actions of the concessionaires to the fullest extent of the law.

III. MOVE IN/OUT

- A. The meeting planner is responsible for ensuring that the production company and drayage/exhibit company make appropriate arrangements and provide adequate labor, so that the move-in and move-out schedules can be followed in accordance with the designated dates and times stated in the sales contract. Your convention service manager must be advised in writing of all details so that arrangements can be made to block adequate loading dock space.
- B. Prior to move in, you or your production and/or drayage company representative will be required to sign for a copy of these regulations. Prior to move out there will be a joint inspection for the premises to identify any damage. This will be conducted with the hotel's load in/load out supervisor or Loss Prevention department.
- C. It is the responsibility of the production company and drayage/exhibit company to clean any area they use and to remove any tape residue, large stains and remove all trash.
- D. At the conclusion of the program, the ballroom loading docks used by the production company and drayage/exhibit company must be presentable for the next day's business prior to leaving the property. An inspection will be conducted prior to move in and upon completion of the load out by the production company and drayage/exhibit company.

Damages to the fixtures and equipment in the ballrooms are the responsibility of the production company and drayage/exhibit company.

Acknowledgement of damages, if any, will be presented to the production/exhibit company and meeting planner at the end of the program.

All claims for damages will be forwarded to the production/exhibit company in writing within ten (10) business days following the final walkthrough.

IV. LOAD IN/LOAD OUT SUPERVISOR

- A. All production companies working in the Caribe Royale Orlando must hire a load in/load out supervisor through our in house audio visual company, Presentation Services. This PSAV technician will supervise the setup and strike to insure the hotel's policies and procedures are followed. A minimum of \$500.00 for set up and minimum of \$500.00 for tear down will be charged during normal business hours.
- B. The Third-Party Supplier is required to provide to Presentation Services a complete schedule of events at least 7 days before load-in including the date and time of load-in and load-out, times of amplified audio reproduction, power tie-in/disconnect schedule and "dark room" schedules.

- C. The carpets must be protected with plastic sheeting (visqueen) from any exposure to road cases, trussing, or any other piece of audio/visual gear. (10'x100' roles of visqueen are available for purchase from Presentation Services at \$150.00 per roll). The production company is responsible for laying the visqueen.

V. STORAGE

- A. Storage of empty crates or road cases is not permitted on the loading dock or service corridors of the hotel or convention center. Storage in the ballrooms are limited to the backstage area only and must not impede the path of egress to the exit doors or cover/block fire safety equipment. Storage of empty wooden crates inside the hotel and convention center is not permitted.
- B. Trailers cannot be parked at the loading dock, however they may be stored on property in our marshalling yard with prior approval of the convention service manager.

VI. SECURITY

- A. It is the responsibility of the production company and/or meeting planner to provide uniformed security for the ballroom during move in/move-out periods and while occupying the ballroom areas.
- B. Hotel Security department rates are available through your convention service manager. These security personnel are all full time employees of the resort and are highly recommended.
- C. Contracted security must be hired directly by the association or company.
- D. Only licensed security companies or the hotel's security department may be utilized on the premises.
- E. Armed security is not permitted.
- F. Private security companies will not be allowed on the premises without first having been cleared through the Director of Loss Prevention sufficiently in advance to permit a recheck of licenses and insurance coverage.

VII. SELF PARKING PAY STATION

- A. The convention center is equipped with a Self-Parking Pay Station located directly across from Caribbean 3. This may be used by your guests that are not staying at the Caribe Royale to pay for their parking in advance. This is a time saver and is highly recommended to be used before returning to their vehicles.

VIII. STAGING

- A. Although inventory of meeting equipment is available to production companies for use in creating your meeting environment, the exception to that inventory is staging. Production staging is not available throughout the hotel. Many suppliers are available to supplement main stages. The hotel's inventory of risers is for the purpose of speaker and head table elevations. Of course, as with all of our meeting equipment, risers are provided on an availability basis, considering all competing requirements at that time.
- B. The installation and construction of wooden stages may not be done unless visqueen is installed under the entire area that the stage is going to encompass. No nails, or bracing wires used in production setups may be attached to the building, no painting, mixing of chemicals or explosive materials are allowed inside the hotel. No sawing or cutting of materials with any power tool is allowed within the hotel. Backstage areas are also required to be protected by visqueen or poly-tac.
- C. In the event that ceiling lifts, pallet jacks or other types of material handling equipment are utilized during move in/out please note:
 - 1. Visqueen or poly tac must cover all areas of the carpet over which equipment will be driven.
 - 2. Equipment tires must be white (indoor use) and be free of dirt and debris.
- D. Forklifts are not permitted inside any of the ballrooms.

IX. PERSONNEL/STAGE HANDS

- A. The production/exhibit company is responsible to hire competent personnel to set up operate and remove their equipment. The production/exhibit company is responsible for the actions of any personnel attached to or associated with their staff.
- B. Smoking, eating or drinking is prohibited within the ballrooms during load in/out. Room service or catered meals are allowed, per the client's request, at a cost. Beverage and equipment will be remitted to non-alcoholic during setup and tear down. Food and beverages staged or stored in the hotel service corridors is the property of the Caribe Royale Orlando and is off limits to production/exhibit companies.
- C. The possession or use of intoxicants on Caribe Royale Orlando property is prohibited. Possession or use of drugs is prohibited other than medicine prescribed by the employees physician. Violation will result in immediate removal of the individual from the premises.
- D. Theft, attempted theft, misappropriation of property or the aiding of such acts will result in immediate removal and possible criminal prosecution.

X. ELECTRICAL POWER DISTRIBUTION

- A. All electrical distribution must meet the national electrical code and Orange County Safety requirements. Edlen Electric can assist you to ensure compliance. All power hookups will be the responsibility of Edlen Electric. Backstage cabling across exits and walkways must be covered with rubber mats and taped down to ensure safe egress. Frequently the Orange County Fire Marshal Office will visit the Hotel during the production to ensure these requirements are met.

XI. LIGHTING PACKAGE

- A. Our new state of the art house lighting system may be controlled on your production company's laptop or iPad. Please notify your convention service manager for the IP address and password for the lighting program. This is only available in the Caribbean and Grand Sierra Ballroom.

XII. RIGGING GUIDELINES

- A. The Caribe Royale Orlando is equipped with complete rigging systems in order to assist our clients with productions requiring overhead rigging. These systems were designed and installed in order to expedite the move in/out process. The Caribe Royale Orlando uses external eyebolts with a load capacity of 750 pounds per point. In order to help assist our clients in utilizing these systems to their full capacity we have selected Presentation Services as our exclusive rigging contractor. PSAV is responsible for all rigging and related overhead safety on property.
- B. PSAV staff will provide all necessary rigging labor for productions at the Caribe Royale Orlando. All rigging activities defined as follows must meet the following minimum standards:
 - 1. Rigging encompasses attaching hardware to ceilings, usually, rigging motors, trussing, lighting and audio. Riggers are responsible for inspecting all equipment flown and assisting with load factors insuring that weight limits are strictly enforced and that no damage is imposed to the ceilings.
 - 2. Presentation Services is responsible for overhead as well as all trusses, speakers and other attachments on the ground utilizing polyester round slings, wire rope slings, etc.
 - 3. Presentation Services can supply all rigging design materials and equipment for use on your event. We reserve the right to inspect any and all equipment supplied by outside sources to determine its safety for its intended application. We recommend contacting PSAV offices during your initial design stages in order to utilize the hotel's facilities to their full potential.

4. PSAV must receive all proposed rigging drawings no later than thirty (30) calendar days prior to scheduled load in. Failure of appropriate notifications will result in overtime rates. Included with the drawing should be an agenda or onsite schedule so that we may properly schedule all necessary personnel. Lighting and sound equipment rigging plots are strongly recommended for lost time or additional costs resulting from rigging modifications, adjustments or charges required on-site.
5. Hotel CAD's – for CAD layouts of the ceiling [click here](#) for the PSAV website.

Miscellaneous Considerations- Operational

A. AIR WALL POCKETS

Air wall pockets are for the use of authorized hotel personnel only and under no circumstances to be used for storage or office space by production companies or any other vendors working in the ballroom.

B. EXIT ACCESS

Production shows shall be designed in such a manner as not to interfere in any way with access to required exit signs, nor shall any fire equipment be blocked; only the office of the Orange County fire marshal can advise or approve exceptions to their fire regulations.

C. FOG/HAZE MACHINES, LASERS, PYROTECHNICS

The Caribe Royale Orlando has one of the most sophisticated fire alarm systems available today. Certain types of special effects systems require that ventilation and system alarms be subdued during their usage. Therefore, the use of fog, haze, lasers and pyrotechnics must have fifteen (15) working days prior to event date for approval through the office of the Fire Marshal.

Note: Only water base foggers and hazers are permitted for use in the ballroom. Oil based devices that produce grease laden vapors may not be used. The use of all fog/haze machine and pyrotechnics must be submitted to the office of the Fire Marshal. The office will schedule a fire watch where a member of the Orange County Fire Department will physically be in the ballroom. Cost for the service is currently \$50.00 per hour with a minimum of four (4) hours. Thirty (30) minutes needs to be added to both the front and back end of the time frame to the actual function. This fee must be paid directly to the office of the Fire Marshal. A direct secured link will be provided at the time of scheduling. Your Convention Service Manager can provide you with the proper permitting application as well as the direct payment link to be submitted to the office of the Fire Marshal. Payment must be set directly with Orange County Fire Rescue and cannot be paid on the group's master account.

D. GLITTER AND CONFETTI

Glitter and confetti must have prior arrangement for clean up or a charge will be assessed. If clean-up is performed by hotel personnel, a charge will be posted to the master account based on the type and amount of confetti or glitter to be removed.

E. PIANO

The Caribe Royale Orlando has one upright piano in the convention center that groups may use, on an availability basis. Contact your convention service manager to reserve it. Due to safety regulations however, the Caribe Royale Orlando staff are not able to lift any piano on-to or off-of staging. Hotel is not responsible for tuning piano.

F. PUBLIC SPACE

The back-of-house hallways are to be used for movement of all materials and freight. Under no circumstances are the front doors to be used for equipment load in/out. Stagehands/crew are not permitted.

G. SCISSOR LIFTS

Only electrical scissor lifts are allowed in the ballroom areas. They must have non-marking (white) wheels prior to entry to the ballroom, also all paths that the lifts follow must be protected with visqueen.

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

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

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

H. SIGNS/BANNERS

Nothing is to be stuck, pinned, taped or mounted to any meeting/ballroom wall. Banners will be hung by our Engineering Department. Arrangements can be made and pricing information is available through our Convention Service Department.

I. SOUND LEVEL/REHEARSALS

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

J. WALLS

Nothing may be placed or leaned against any wall surface of the ballroom area. This includes writing, tacking and taping. All crates, road cases, scaffolding, panels, pallets, etc. must at all times be kept away from walls.

K. WASTE REMOVAL

Production and drayage companies are required to arrange for the removal of refuse during post production, hotel's receptacles are for the sole use of the Caribe Royale Orlando. We recommend "GRD" for dumpster rental. We have had a long relationship with "GRD" and they provide not only exceptional service, but are very economical in their price structure.

Contact – Tina Weaver, (407) 295-0400 or visit website, <http://www.grddumpster.com/>

Cooking In Ballrooms

- I. Any cooking or heating up of product must have a permit available through the Fire Marshal's office. The group's drayage company normally will take care of this.
- II. The only open flame that is authorized for cooking is sterno or other jellied fuels.
- III. Electric hot plates are also permissible.
- IV. A 2A40 B. C. fire extinguisher, with current tag from a licensed fire extinguisher contractor must be in the exhibit booth for any cooking, open flame or heat production appliance to be permitted.
- V. Exhibitor must provide a four-foot (4') space or barrier to separate the public from a cooking, open flame, heat producing appliance.
- VI. Deep fat fryers, propane or any other gas product is strictly prohibited.
- VII. To protect the ballroom carpet, a mat or other covering must be placed beneath the cooking prep area.

Vehicles In Ballroom

- I. The floor plan must have vehicle noted on diagram & be approved by the Fire Marshal.
- II. Fuel tank must be a quarter of a tank or less.
- III. Duct tape must be placed around fuel cap.
- IV. The battery must be disconnected.
- V. Visqueen or heavy plastic must be placed underneath the entire vehicle

Miscellaneous Expenses

- I. The Caribe Royale has required charges applicable for Shipping & Receiving through the UPS Store, Banner Hanging, Phone line and Phone installation - see your Convention Service Manager for full details, disclosure and rates.
- II. Each poolside function has a \$350.00 labor fee.
- III. Banquet & Server Fees – see Banquet Menus for details. Some of the applicable charges include a \$60 server fee for functions under 20 people; \$125 Bartender fee; \$75 Cashier fee. Current service charge (24%) and applicable sales tax (6.5%) apply to all Banquet food and beverage orders/functions.
- IV. Other charges include, and are not limited to, Room drops, distribution of materials upon check-in, Internet access, keys for meeting rooms – see your Convention Service Manager for full details, disclosure and rates.



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

On Behalf of Client/ Production Company/Exhibit Company:

<i>Signed</i>	
<i>Name (please print)</i>	
<i>Company</i>	
<i>Date</i>	

On Behalf of Hotel:

<i>Signed</i>	
<i>Name (please print)</i>	
<i>Company</i>	
<i>Date</i>	