



**CARIBE ROYALE**  
O R L A N D O

## **Convention Center Logistics and Production Guidelines**



## INTRODUCTION

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

### A) Palms Ballroom

1. 50,000 square feet with the capability to divide into 3 primary sections
2. Ceiling height is 25'
3. Floor covering is high grade wool carpet
4. Roll up load in door's dimensions are:
  - 12'W x 12'H (located in Palms I)
  - 12'W x 12'H (located in Palms I, service road access)

Palms Ballroom is accessible from ground level over docks with two (2) bays behind the ballroom. The hotel docks are under the control of our dock master. Scheduling load ins/load outs with Security Supervision must be made through your event manager.

### B) 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)

### C) 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)

These two 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 with Security Supervision must be made through your event manager.

### D) Martinique Ballroom

1. 6,400 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 dimension is 13.3'W x 10.3'H (Located in Martinique 1)

The Martinique Ballroom is in our Reception Building and has a single bay loading dock. The hotel docks are under the control of our dock master. Scheduling load ins/load outs with Security Supervision must be made through your event manager.

## **GENERAL INFORMATION**

### **I. FIRE MARSHAL**

- A. The Orange County Fire Marshal is the organization responsible for enforcing fire and safety regulations on our property. The hotel is required to adhere to all rules and regulations.
- 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 twenty-one (21) days prior to the event. *\*subject to change, always verify current regulations.*
- C. Please connect with your event manager to receive a copy of the Tradeshow & Convention Permit Application document. The group must complete all applications and is responsible for payment of all application fees.
- D. For all stages 36" or more in height, include a drawing of stage elevation and detailed information on stage construction. If modular, prefabricated 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. Complete your application (including all floor plans) to the Fire Marshal on their website. All tradeshow and special event permits should be submitted to [OFMpermits@ocfl.net](mailto:OFMpermits@ocfl.net)

For your convenience, here is the full contact information:

*Orange County Fire Rescue*

*Office of the Fire Marshal/Plans Review/Permit Analyst*

*7079 University Blvd. Winter Park, Florida 32792*

*Phone: 407-836-0004/Fax: 407-836-8310*

Floor plans need to be submitted with the application. Payment is processed online via <https://ww2.e-billexpress.com/ebpp/OCFRDBillPay/> (prices are subject to change)

- G. Once your floor plan is approved, please forward the OCFM approved plan to your event manager

- H. It is the responsibility of the group and their production company to retain the original OCFM approved plan and keep it at the tech booth as the Fire Marshal will require this on-site when they conduct the inspection before kick-off.
- I. Additional Fire Marshal requirements for cooking in the meeting space/ballrooms and vehicles in the meeting space/ballrooms are located at the end of this document (page 9).
- J. No vendor will be allowed to load-in without a Fire Marshal approved plan.

## 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 fully indemnifying and holding the hotel harmless for all actions of the concessionaires of the law.
- B. The following are the minimum insurance requirements. Certificate must be submitted to the Hotel at least thirty (30) days prior to the event.
  - 1. Commercial General Liability: Not less than \$1,000,000 combined single limit for bodily injury and property damage. This limit is subject to change based on the scope of work.
  - 2. Automotive Liability: Not less than \$1,000,000 combined single limit for bodily injury and property damage.
  - 3. Employers Liability: Not less than \$50,000 combined single limit.
  - 4. Workers Compensation: In the minimum amount required by the applicable Workers' Compensation statute.
  - 5. Property Insurance for Contractor's tools and equipment. In no event shall Caribe Royale Orlando or Sierra Lodgings Inc be liable for any damage to, or loss of personal property sustained by Contractor, whether or not it is insured, even if such loss is caused by the negligence of Hotel, Owners, its employees, officers, directors, or agents.
- C. Additional Insured: All entities must be named on the Certificate of Insurance as additional insured's:
  - 1. Sierra Lodgings Inc
  - 2. Caribe Royale Orlando

## 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 event 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 in the Security department.

- C. It is the responsibility of the production company and drayage/exhibit company to clean any area they use, 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.
- E. 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 Security department. This security supervisor will supervise the setup and strike to ensure the hotel's policies and procedures are followed. A minimum of 4 hours at \$45.00 an hour for set up and minimum of 4 hours at \$45.00 for tear down will be charged during normal business hours.
- B. The Third-Party Supplier is required to provide to the Security department a complete schedule of events at least seven (7) days before load-in including 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 Encore (the hotel's preferred Audio-Visual provider) at the group's expense. The production company is responsible for laying the visqueen.

#### **V. SECURITY**

- A. It is the responsibility of the production company and/or meeting planner to arrange for uniformed security for the ballroom during move in/move-out periods.
- B. Hotel Security department rates are available through your event 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 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 Complex Director of Security and Risk Management sufficiently in advance to permit a recheck of licenses and insurance coverage.

## **VI. PERSONNEL/STAGEHANDS**

- A. All staff is required to wear credentials (provided by the client) while working on property. Credentials may be in the form of a logo shirt, lanyard, badge, or other similar form of identification.
- B. The production/exhibit company is responsible for the 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.
- C. 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.
- D. The Caribe Royale Orlando is committed to a drug and alcohol-free workplace. There is no smoking allowed on Hotel property.

## **VII. 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 services manager for the IP address and password for the lighting program. This is only available in the Palms, Grand Sierra, and Caribbean Ballrooms.

## **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 our meeting equipment, risers are provided on an availability basis, considering all competing requirements at that time.
- B. 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. If 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. 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 is 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 event manager.

## **X. ELECTRICAL POWER DISTRIBUTION**

- A. All electrical distribution must meet the national electrical code and Orange County Safety requirements. Encore can assist you to ensure compliance. All power hookups will be the responsibility of Encore, at a cost. 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. SELF PARKING PAY STATION**

- A. The daily Self-Parking fee will be charged to the room folios for in-house attendees. The convention center is equipped with a Self-Parking Pay Station located directly across from Caribbean 3 for attendees that are not staying at the Caribe Royale Orlando to pay for their parking in advance. This is a time saver and is highly recommended to be used before returning to their vehicles.
- B. Staff crew, vendors and all third-party entities involved in a program at the Caribe Royale Orlando are not allowed to park in guest parking areas, they are required to park in the parking lot located behind the Grand Caribe Convention Center. This dedicated service parking lot is accessible via Lake Bryan Beach Blvd. Please contact your event manager for further instruction/information.

## **XII. RIGGING GUIDELINES**

- A. The Caribe Royale Orlando is equipped with complete rigging systems to assist our clients with productions requiring overhead rigging. These systems were designed and installed to expedite the move in/out process. The Caribe Royale Orlando uses external eyebolts with a load capacity of 750 pounds per point. To help assist our clients in utilizing these systems to their full capacity we have selected Encore as our exclusive rigging contractor. Encore is responsible for all rigging and related overhead safety on property.
- B. Encore 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 ensuring that weight limits are strictly enforced and that no damage is imposed to the ceilings.
  2. Encore 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. Encore can supply all rigging design materials and equipment for use on your event. We reserve the right to inspect all equipment supplied by outside sources to determine its safety for its intended application. We recommend contacting PSAV offices during your initial design stages to utilize the hotel's facilities to their full potential.
4. Encore 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. To receive CAD layouts of the ceiling, please connect with the hotel's Encore representative.

## **OPERATIONAL REGULATIONS**

### **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. GLITTER AND CONFETTI**

Glitter and confetti must have prior arrangement for clean up or an additional 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/volume of confetti or glitter to be removed.

### **D. GUEST 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.

### **E. HAZE/FOG MACHINES, LASERS, PYROTECHNICS**

The Caribe Royale Orlando has one of the most sophisticated fire alarm systems available today. Certain types of special effects systems (fog, haze, lasers, and pyrotechnics) require that ventilation and system alarms be subdued during their usage. There is a two-part approval and payment process for these services. First, Orange County Fire Marshal approval must be received. The client must submit the application and pay all corresponding fees to the Fire Marshal twenty-one (21) working days prior to event date. Second, the Hotel's Security department will authorize and perform a Johnson Control Alarm Bypass of \$400+tax per day (paid to the hotel and charged on the group's master account). The two must be completed in conjunction, a bypass will not be approved and carried out without the Hotel first receiving the Fire Marshal approval.



Prior to submitting documentation for approval to the Office of the Fire Marshal, the Hotel must provide written consent and approval of said services. This letter will be generated by your event manager. It is imperative that this be discussed and arranged with your event manager no later than thirty (30) days prior to the event date.

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 these services is subject to change, you must review the current information from the OFCM. Note there is a requirement of a four (4) hour minimum for service. 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 event 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.

#### **F. 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.

#### **G. SIGNS/BANNERS**

Nothing is to be stuck, pinned, taped, or mounted to any meeting/ballroom wall. Banners in the public space/foyers may be fastened to the walls by the Hotel's Engineering Department with prior arrangements. Please see your event manager for pricing. Please see your Encore sales manager for pricing on banner rigging needs inside of the ballroom.

#### **H. 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.

#### **I. 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 be kept away from walls.

#### **J. WASTE REMOVAL**

Production and drayage companies are required to arrange for the removal of refuse during postproduction, hotel's receptacles are for the sole use of the Caribe Royale Orlando. Please note that the hotel will charge the group's master account a \$750.00 fee for these services. Prior arrangement with your event manager is required.

## **COOKING IN THE MEETING SPACE & BALLROOMS**

- I. Any cooking or heating up of product must have a permit through the Fire Marshal's office. A fire watch is required for almost all types of heating and cooking.
- II. Devices that do not require a fire watch are sternos, listed butane cooktops, crock pots, toaster ovens and roller type cooking devices.
- III. The only open flame that is authorized for cooking is sternos or other jellied fuels. Electric hot plates are also permissible.
- IV. A 2A10 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. A mat or other covering must be placed beneath the cooking prep area for protection of carpet.

## **VEHICLES IN THE MEETING SPACE & BALLROOMS**

- I. The floor plan must have vehicle noted on diagram and 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 EXPENDITURES**

- I. The Caribe Royale Orlando has required charges applicable for Shipping & Receiving through the UPS Store, Banner Hanging, Phone line and Phone installation - see your event manager for full details, disclosure, and rates.
- II. Each poolside function has a \$1500.00 plus tax strike and re-set fee. Additionally, any outdoor function will be subject to the outdoor service fee of \$5.00 plus tax per person.
- III. Banquet & Server Fees – see Banquet Menus for details. Some of the applicable charges include a \$100.00 Server Fee for functions under 15 people; \$225.00 Chef Attendant/Carver Fee(s); \$225.00 Bartender Fee; \$150.00 Cashier Fee for cash bar functions. Current Service Charge (25%) and current, applicable State 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 and other security services – see your event manager for full details, disclosure, and rates.
- V. If the group wants to “brand” the hotel in public areas (excluding their convention registration desk, exhibit, and ballroom areas) an additional fee may apply. Contact your event manager for full details, rules & regulations, and rates.

## ENDORSEMENT

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

### On Behalf of the Client/Production Company/Exhibit Company:

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

### On Behalf of the Hotel:

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