

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

FOOD & BEVERAGE

GENERAL PROCEDURES

Due to legal liability and licensing restrictions for all food & beverage served on the premises, Hotel policy requires that only the Fairmont Washington, D.C., Georgetown, purchased food & beverage is served on the Hotel property. The Fairmont Washington, D.C., Georgetown, liquor license enables the Hotel to serve alcoholic beverages on property only. The Fairmont Washington, D.C., Georgetown, cannot cater alcoholic beverages off Hotel property and alcoholic beverages must be purchased in the District of Columbia, by the Hotel and cannot be provided by an outside vendor or group.

Special dietary substitutes can be made available by prior request. Menu arrangements must be finalized at least 30 days prior to each function. Should this deadline not be observed, we cannot guarantee menu contents and other necessary arrangements.

Consuming raw or undercooked meats may increase risk of food borne illness. The Fairmont Washington, D.C., Georgetown is committed to your health and well-being by preparing all cuisine with trans-fat free alternatives.

FOOD ALLERGIES

In the event that any of the guests in your group has food allergies, you shall inform us of the names of such persons and the nature of their allergies in order that we can take the necessary precautions when preparing their food. We undertake to provide on request, full information on the ingredients of any items served to your group.

Should you not provide the names of the guests and the nature of their food allergies, you shall indemnify and hold us forever harmless from, and against, any and all liability or claim of liability for any personal injury that does not occur as a direct result of our negligence or the negligence of any of our representatives. In the event of such negligence by us, or any of our representatives, we shall be responsible for all expenses reasonably incurred in the defense of such liability or claim of liability.

GUARANTEE OF ATTENDANCE

All guarantees are due by 12:00 p.m. EST three business days prior to the function. For events occurring on Sundays or holiday Mondays, the guarantee is required by 12:00 noon on the preceding Wednesday. Guarantees may be made by telephone or e-mail between the hours of 8:00am ~ 5:00pm, Monday ~ Friday. This number will be considered final and not subject to reduction. If a guarantee of attendance is not provided, final billing will be based on the estimated attendance for which the event was originally contracted or the actual attendance, whichever is higher. The Hotel prepares and sets for the guaranteed number of attendees. The Hotel is responsible for service up to, but not to exceed 5%, over this guarantee

Should the number of guests for whom the function was originally booked decrease by 25% or more, a rental and/or labor charge may be applicable for the space and service of personnel involved. The Hotel reserves the right to provide an alternate function room best suited for the group should the number of guests attending differ from the original number quoted.

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AUDIO VISUAL

GENERAL PROCEDURES

Audio Visual equipment and services are available from the Fairmont Washington, D.C., Georgetown's on-site audio-visual provider, PSAV. Any audio-visual cancellations must be made 72 hours prior to the event. Any cancellations made after this time will result in full charges for all audio-visual equipment ordered.

Any outside audiovisual equipment or outside audiovisual companies used by you require approval by The Fairmont Washington, DC. Should you consider contracting with an outside audiovisual vendor, a \$2,400.00 technical service charge will be assessed on outside audiovisual equipment and services based on the equipment rental price for the same or similar equipment from PSAV. Included in this mandatory fee will be an on-site PSAV professional who will be present at all times to ensure that the Hotel's Audio-Visual Service Standards are in place. This individual will also provide technical support and guidance during set up and tear down. All third party vendors are required to contract a professional from Presentation Services

OUTSIDE AUDIO VISUAL COMPANIES

Outside audio-visual companies are expected to adhere to all guidelines required of our in-house providers. These provisions will ensure the success of your events and the safety of guests and colleagues.

- All screens, carts, and projection stands will be properly skirted with black drapes.
- All rooms will have appropriate sized screens.
- All cables will be safety taped with brown duct tape or gaffer's tape. All equipment must be placed in compliance with applicable occupancy, OSHA and fire regulation codes.
- All final decisions regarding audio-visual set up, equipment placement and power must be submitted to the Hotel for final approval. This is also required to maximize capacity for each meeting room.
- Provide adequate sound reinforcement for all meeting rooms. For consideration of other guests of the Hotel, the Fairmont Washington D.C., Georgetown retains the right to require reduction of noise interfering with other events.
- For the protection of assets, outside audio-visual company must use the appropriate mats and/or other appropriate protective items. Any damages will be charged appropriately.
- Audio-visual company will provide power strips for podium and computer connections.
- All personnel will be dressed professionally in suits and ties while working on site.
- All personnel will wear name badges identifying the company and individual's names.
- All sets will be completed 1 hour prior to the start of each meeting (pending availability).
- Tear down of all equipment is required to be completed within one hour after the event is over.
- Audio-visual company will consult with the Hotel staff on load-in/out timing, room turns and will be expected to have appropriate staffing on site to do so.

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

AUDIO VISUAL

OUTSIDE AUDIO VISUAL COMPANIES (CONT'D)

- Audio-visual company will make arrangements for storage of equipment and cases for multiple day functions prior to load-in. Due to fire code regulations, storage of any equipment in back hallways is prohibited. Hotel will not be held liable for lost, damaged, stolen, or misused audio-visual equipment. The Hotel has limited availability for storage and cannot guarantee storage space. Storage space will be confirmed based on availability.
- The audio-visual company will provide the Hotel with a full list of equipment and meeting room set up requirements 30 days in advance. Requirements will include Internet, power and electrical needs. Additional charges will be assessed for all Internet connections and any additional electrical or power requirements that need to be installed by the Hotel's Engineering department.
- A license to conduct business with the District of Columbia must be presented to the Hotel 30 days prior to the event.
- The following clause must be added to your insurance certificate and a copy faxed and mailed to the hotel:
"LHCW Hotel Operating Co. LLC dba Fairmont Hotels & Resorts" are included as additional insured with respects to General Liability Policy.

SAFETY & SECURITY PROVISIONS

For liability consideration the following points are the responsibility of the outside company:

- Audio-visual company must provide, in writing, a list of their staff on property and emergency contact with a cell phone number.
- Audio-visual staff must enter and exit through the security entrance, sign in/out, provide appropriate ID and location of work. Nametags, which clearly identify the individual's name and company, must be worn at all times.
- Audio-visual staff is responsible for equipment setup and deliveries.
- PSAV must be utilized for all rigging, hanging point utilization and related services. Appropriate fees will apply for equipment usage and staffing.

EVENT

CHECK IN / CHECK OUT TIMES

Hotel check-in time begins at 4:00 p.m. Should your guests arrive prior to check-in time, every effort will be made to accommodate them. Check-out is 1:00 p.m. Departures after this time will result in an additional night's charge. Such charges will be credited to the value of your room block for purposes of any calculation of attrition.

DAMAGES

The Fairmont Washington, D.C., Georgetown, reserves the right to inspect and control all private functions. Liability for damages to the premises will be charged accordingly. The convener for any function is held responsible for any damages to the premises by their guests or independent contractors on their behalf. The Fairmont Washington, D.C., Georgetown, will not be responsible for damage or loss of any personal property or equipment left in the Hotel prior to, during or following any function.

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EVENT

ELECTRICAL

A standard 20-amp phase unit, equivalent to 120 volts is available at no charge in each meeting room, excluding power strip. Additional electrical requirements are priced separately and available through PSAV.

FUNCTION SPACE

Space for the event is booked only for the times indicated. Set-up and dismantle times, if required, are not included and should be specified at the time of booking.

FURNITURE REMOVAL FEE

There is a \$1000 charge for removing furniture from any guest room. Additional storage fees may also apply.

HIGH SPEED INTERNET CONNECTION (WIRED OR WIRELESS)

Both wired and wireless high speed internet access are available in the meeting rooms. A 2-day advance notice is required. Please contact your Catering or Conference Services Manager for pricing.

IN-HOUSE DELIVERIES

In-house deliveries to guest rooms or at check-in may be arranged. One week's advance notice is required. Please contact your Catering or Conference Services Manager for pricing.

KEY REQUESTS

Keys to the meeting rooms are available upon request. Please contact your Catering or Conference Services Manager at least 1 week prior to your event.

NEWSPAPER DELIVERY

Newspaper purchases and delivery for groups to the meeting rooms can be arranged. Please contact your Catering or Conference Services Manager for pricing.

PARKING

The Fairmont Washington, D.C., Georgetown provides valet parking services contracted through LAZ Parking. Hourly rates apply and are charged at prevailing rates. Valet parking and overnight parking can be billed to your Master Account upon request. Please contact your Catering or Conference Services Manager for pricing.

PIANO REQUESTS

The Fairmont Washington, D.C., Georgetown is pleased to provide for your event a baby grand piano for the Grand Ballroom or Grand Ballroom Foyer only. The rental fee is \$150. If you require the piano to be tuned, an additional tuning fee will apply. Piano placement on a stage may be arranged through a certified moving company. Please contact your Catering or Conference Services Manager for pricing.

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EVENT

PACKAGE HANDLING

Any package being shipped to the Fairmont Washington, D.C., Georgetown must be prepaid and addressed as follows:

Receiver's Name
Sender's Company/Conference Attending
Sender's Name
c/o Catering or Conference Services Manager's Name
The Fairmont Washington, D.C., Georgetown
2401 M Street, N.W.
Washington, D.C. 20037

Direct all deliveries to the loading dock entrance. Materials are accepted by our Security office on a 24-hour basis. As we have very limited storage facility, the Hotel is only able to accept boxes 3 days prior to the start of your event. For each package/box a \$5 handling fee will be charged to the Master Account.

Any package being shipped OUT of the Hotel must be prepaid, addressed, labeled and ready for mailing. Please contact your shipper to arrange for pick up.

PORTERAGE

All groups with 10 or more people arriving at the same time will be charged a portorage fee of \$10 per person, round trip.

SECURITY

Hotel security, above and beyond the Hotel's regularly scheduled security, may be arranged through your Catering or Conference Services Manager. Additional fees apply and 1 week's advance notice is required.

City regulations require that all contracted security firms must be licensed in the District of Columbia before they can operate in the Hotel. Hotel policy requires that the contracted security firm have coverage for \$2 million in liability insurance, and the Hotel must receive a copy of this coverage prior to the security firm performing any duties on property.

SERVICE FEES

The Fairmont Washington, D.C., Georgetown charges a taxable service fee, currently 24%, on all food and beverage and a 24% service fee on all audio visual charges. An additional \$75 service fee applies to group meal events for less than 15 guests.

SIGNS & BANNERS

All signs and banners hung in the Hotel must be professionally made. Handmade signs are not permitted. Your Catering or Conference Services Manager can recommend local sign companies. The Fairmont Washington, D.C., Georgetown prohibits any signs in the Lobby area or on guest floors. Defacing or taping of materials to existing surfaces in the Hotel is prohibited.

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

EVENT

SIGNS & BANNERS (CONT'D)

The charge for hanging banners is \$125.00 per banner, which includes up to 10' of pipe and drape on which the banner hangs. If additional pipe and drape is required, additional fees will apply. Arrangements must be made through your Catering or Conference Services Manager prior to the event.

SMOKING POLICY

The Hotel is a smoke free environment and smoking is prohibited throughout the Hotel in all event rooms, foyer and public space, courtyard garden and food and beverage outlets.

TAX

All products and services are subject to the current taxes:

Guestrooms:	14.5%
Food and Beverage:	10%
Service Charge:	10%
Labor (i.e. bartender):	10%
Audio Visual:	5.75%

Please note that meeting room rental is not currently taxed.

TECHNOLOGY CENTER

Our Technology Center provides services to include faxing, copying and administrative support, Office machines are also available for rental.

The office hours are 7:00 a.m.~ 4:00 p.m., Monday ~ Friday, and the 24 hours self-service area available from Sunday ~ Saturday.

TRANSPORTATION SERVICES

Transportation services may be arranged by your Catering or Conference Services Manager and the Hotel Concierge.

EXHIBITS

GENERAL PROCEDURES

Exhibit space rental includes: current overhead lighting; heat or air conditioning; cleaning of the area prior to set-up; cleaning of the aisles during the show once daily.

The exhibit decorating company must be hired by the client. All exhibitor decorating companies are required to present proof of insurance before entering the premises.

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

EXHIBITS

GENERAL PROCEDURES (CONT'D)

The exhibit decorating company must provide all booth installation, pipe and drape, tables, chairs, wastebasket, daily booth cleaning, etc. The Hotel cannot provide equipment, furniture or labor in the exhibit area or booths.

The exhibit decorating company is responsible for delivery and shipping of boxes. Exhibit material/packages/shipments will not be received by the Hotel. All deliveries will be returned to the shipper at the client's expense. It is the responsibility of the exhibit decorating company to deliver all boxes to the exhibit area.

The Hotel will turn the exhibit area over to your designated exhibit decorating company in a clean and presentable state. The Fairmont Washington, D.C., Georgetown, expects the exhibit area to be in the same condition upon conclusion of move-out. It is the responsibility of your exhibit decorating company to remove all trash from the exhibit area prior to leaving the Hotel after tear down. Please ensure that clean up is included in your contract with the decorator.

Should the area not be returned to the Hotel in a clean and presentable state, the Fairmont Washington, D.C., Georgetown, cleaning fees begin at \$500. This amount will be charged to your master account.

The exhibitor will need to meet with the Catering or Conference Services Manager to plan the move-in and move-out arrangements for the event. If you have appointed an official freight carrier for your show, their representative should be part of the planning process.

The Fairmont Washington, D.C., Georgetown, cannot accept freight shipments. You will be responsible for consignment of all freight shipments. It will be your responsibility to advise all exhibitors of this information. In addition, The Fairmont Washington, D.C., Georgetown, does not provide any exhibitor crate storage on site. We suggest you contact a freight transportation company to handle your move-in and move-out and storage. Storage space is limited. COD shipments will not be accepted unless specific instructions have been made in advance.

CUSTOMS

If your material is coming from outside the country, it will have to clear Customs. The Government is available to offer assistance to groups bringing exhibit, display, convention materials etc. into the country. Such items, when not being used for re-sale, can enter the country duty free when the exhibit has been registered with Customs in advance.

We strongly recommend the use of recognized customs brokers to ensure that all material reach their destination in a timely fashion.

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

EXHIBITS

EXHIBIT SAFETY & SECURITY

The Fairmont Washington, D.C., Georgetown, reserves the right to dismantle any booth it deems a fire or safety hazard.

All booths must conform to the following safety standards:

- No booth can obstruct fire exits or designated aisle space.
- Electrical equipment must be CSA and/or UL approved.
- No flammable liquids of any kind are permitted.
- All display materials, including banners, tablecloths and decorations must be flame retardant and are subject to inspection by the Fire Department.
- Motorized vehicles must have the gasoline tank emptied and locked, and the battery disconnected.
- All heavy machinery/motorized vehicles must ensure that every effort is made to protect Hotel property by use of skids/drop cloths or plastic sheeting. The organizers will be held responsible for any damages.
- Smoke/fog machines, fireworks, cooking, etc. are prohibited.

It is the responsibility of the client to provide contracted security for the exhibit area during set-up, breakdown and closed hours of exhibition. Security during the open hours will be optional based on the show manager's own needs. The Fairmont Washington, D.C., Georgetown, Georgetown cannot assume liability for missing equipment or materials.

LIABILITY

We bring to your attention the fact that exhibit space in the Hotel is being allotted to you upon the understanding Fairmont Hotels and/or the Fairmont Washington, D.C., Georgetown, is not to be held responsible for the loss of, or damage to exhibits or other property while they are on The Fairmont

Washington, D.C., Georgetown, property for the purposes of your convention and/or exhibition, and that you will accept full responsibility for any damages caused by the exhibits or other property, by the members of your organization or by your exhibitors and will indemnify and save harmless Fairmont Hotels and/or the Fairmont Washington, D.C., Georgetown, from and claim against such loss or damages no matter how caused.

SET-UP/TEAR DOWN LABOR

All exhibitors must be informed of exact set-up and tear down dates and times. It is necessary for exhibitors to provide their own labor and equipment for the unloading from trucks, taking exhibits or displays to and from the exhibit area, spotting and erecting the same, and also to dismantle and remove them from the Hotel. The Hotel does not have labor on site to assist in these operations, but should you require help, this can be arranged in advance through your Catering or Conference Services Manager. Costs for these operations will be billed directly to the conference and/or the exhibitor.

Any exhibits left after the contracted move out time has terminated will be removed at the expense of the organization and/or exhibitor by the appointed supplier or drayage company. General labor (materials

CATERING AND CONFERENCE SERVICES POLICIES AND PROCEDURES

EXHIBITS

SET-UP/TEAR DOWN LABOR (CONT'D)

handling) can be provided upon prior request with a labor charge. Arrangements for your lifts, operators and general labor are to be made in advance through the Conference Services department. The same applies for move-in and move-out times.

HOTEL PROPERTY

The Hotel does not permit any article to be fastened onto the walls, ceiling or electrical fixtures. The use of thumb tacks, scotch or masking tape, nails, screws, bolts or any tool which could mark the floors, walls or ceilings is prohibited. The Hotel will hold the organization and/or exhibitor responsible for any and all damage to Hotel property.

FOOD & BEVERAGE

Due to Hotel liability restrictions, any soft drink or food product company desiring to dispense samples to those attending the convention should approach the Hotel and make arrangements for the purchase of said products from the Hotel.

MOVE-IN/MOVE-OUT

To facilitate the move-in and move-out process for the event, it is necessary to schedule vehicle arrivals. Due to commitments to deliveries and building requirements, the loading dock will only be open between 9:00 am ~ 9:00 pm daily, on a first-come, first-served basis. No vehicles are allowed to park in the loading dock at any time and the loading dock can only hold trucks up to 12 ft high, 15 ft wide and 18 ft long. No freight may be stacked or stored in the loading area, against fire exits, fire pull stations, or fire hose cabinets. Hand dollies and pallet jacks are NOT available on site. We suggest checking with your official freight transport company for provision of these items.

TABLE TOP EXHIBITS

Table top exhibits and “pop up” exhibit space provided by the Fairmont Washington, D.C., Georgetown, include (1) 6' x 30" table, two chairs, (1) wastebasket, and appropriate linen to cover the tables. Table skirts are subject to availability. Exhibit rental fees apply. Please contact your Catering or Conference Services Manager for pricing.

FLOOR PLAN

Final diagrams and floor plans must be approved by the Conference Services Manager and Fire Marshall six weeks prior to move in. The Fairmont Washington, D.C., Georgetown, reserves the right to displace exhibits based on contracted space and fire regulations.