HYATT REGENCY
BOSTON HARBOR

Event Production Guidelines

VERSION: 02.27.26



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EXPERIENCE pinnacle LIVE™

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For Exhibit Decorating, Production and Audiovisual Companies at Hyatt Regency Boston Harbor.

The wide spectrum of CONVENTIONS, TRADE SHOWS, EXHIBITS and other activities which are staged in Hyatt Regency Boston Harbor require the establishment of certain guidelines relative to coordination of services, liability and safety.

These guidelines apply to all Decorating, Production & Audiovisual companies working in Hyatt Regency Boston Harbor meeting and function area whether the event is open or closed to the public.

Please: read the entire document, forward all required 'proof of insurance', sign the last page and return via fax as described **at least 10 days prior to load-in.**

Thank you for your cooperation. We look forward to a successful show.

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1. OPERATING SPECIFICATIONS

An outside Production or AV Company can work within the Hyatt Regency Boston Harbor in Boston, MA under the following circumstances:

1.1. Current CERTIFICATE OF INSURANCE on file in compliance with Hyatt Regency Boston Harbor INSURANCE REQUIREMENTS.

1.2. "Hyatt Regency Boston Harbor SUPPLIER SERVICE AGREEMENT" from the Production or AV Company is on file absolving the Hyatt Regency Boston Harbor in Boston, MA from any claim of damages resulting from equipment used or labor provided by the Production or AV Company.

1.3. A copy of the "Event Production Acknowledgement" signed and on file with Hotel Conference Services Management, marcellus.ahari@hyatt.com.

1.4. All Local, State, Federal and the Hyatt Regency Boston Harbor in Boston, MA codes and regulations are followed.

1.5. All connections to the building's power sources are handled by Pinnacle Live. The Production or AV Company is responsible for all charges for connecting to and usage of the hotel's power sources. This is not a complimentary service of the hotel.

1.6. The Hyatt Regency Boston Harbor in Boston, MA has no storage facilities for equipment. This is the responsibility of the Production or AV Company to remove all carts, road cases, etc. during the event(s).

1.7. Sound levels and any hired live music are to be appropriate for the contracted space and are not to interfere with the activities of any other group. Actual meetings in progress take precedence over any sound check or rehearsal. Please respect any request regarding sound levels you may receive from Hyatt Regency Boston Harbor Management. The Hyatt Regency Boston Harbor reserves the right to immediately terminate any event in the case of inappropriate sound level.

1.8. The Production or AV Company is encouraged to provide a communications device or direct in-house phone extension to Hotel Audio Visual & Production and Conference Services Manager in order to establish direct link communications in the event that a problem arises with the Production Company's equipment or personnel.

1.9. Pyrotechnics are not allowed under any circumstances (MassDOT regulations).

1.10. Water, chemical or dry ice fog/haze machines are not allowed under any circumstances.

1.11. The Production or AV Company accepts responsibility for any costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged during an event. The Production or AV Company will be held responsible for any costs or fines assessed by the fire department for a false alarm resulting from the unscheduled discharge of pyrotechnics or smoke.

1.12. The Production or AV Company must adhere to all codes, rules and guidelines set forth by the Boston, MA Fire Marshal.

1.13. A Material Safety Data Sheet (MSDS) is required for any chemicals utilized by a Production or AV Company.

1.14. The Production or AV Company accepts responsibility for producing all necessary diagrams outlining the event setup. All diagrams must be submitted to the CS Manager for approval no less than 30 days in advance of the Event.

1.15. The Production or AV Company accepts responsibility for obtaining a Fire Marshal approved diagram of all General Sessions, Exhibit Halls and any other Event deemed necessary by either the Boston, MA Fire Marshal or the Hyatt Regency Boston Harbor in Boston, MA.

1.15.1. A copy of the approved diagram must be provided to the CS Manager prior to submission to the Fire Marshal's office. The hotel will review and make suggestions of any items it may find as challenges.

1.15.2. A copy of the approved diagram must be provided to the CS Manager prior to Event Load-In. Please contact the Boston, MA Fire Marshal's office for specific instructions on how to obtain this approval.

1.16. All costs associated with this process are the responsibility of the Production or AV Company and the Client.

1.17. The Hyatt Regency Boston Harbor has the final say in the decision of whether an outside company may be utilized for a given program.

2. INSTALLATION AND DISMANTLING

2.1. The Production or AV Company will work with Hyatt Regency Boston Harbor's Conference Services Manager to outline the exact days, times, and hotel access areas for both load-in and load-out. These times and areas must be adhered to.

2.2. An AV Services Liaison will be assigned to your Production Company during the load-in, set-up, tear-down and load-out of your event. The AV Services Liaison assigned to you by Pinnacle Live Event Technologies, will also do a walkthrough of the facility and note any existing damage in the room prior to load in. At the conclusion of load out, the AV Services Liaison will do a follow-up walkthrough and note any additional damage to the facility. See Damages (section 11) for more details. The AV Services Liaison will also be responsible for assisting said Production Company with questions or concerns regarding the facility. Billing will be calculated according to the published rate schedule and charged to the client's folio.

2.3. Before unloading/loading product into any ballroom—Carpet Protection may be required to be placed on floor.

2.4. The schedule of times and number of delivery vehicles used for load-in/out, productions or entertainment events must be submitted in writing to the Convention Operations Manager a minimum of ten (10) days prior to move-in.

2.5. All cabling that is in public view must be properly "managed"; out of view whenever possible. All extension cords will be properly taped to the carpet. Any tape applied to floors, carpets, etc., must be approved by management in advance. For aesthetics and safety reasons, all cabling must use a ramp if tape cannot properly cover multiple cable runs. Hotel property must be returned to the condition in which the Production or AV Company received it. This includes the removal of all trash. All charges for cleaning and repair will be the responsibility of the Production or AV Company. The use of packaging tape is prohibited on floor surfaces or walls. All outside contractors hired by the Production or AV Company will adhere to all applicable rules and regulations. Any damage incurred in their specific work areas will be the responsibility of the Production or AV Company.

2.6. The Production or AV Company is responsible for the traffic control of vehicles scheduled by them for load in/out. Only one truck is permitted in the loading dock at a time. Parking of trucks or trailers overnight at the loading docks or on hotel property is prohibited without prior consent of the Conference Services Manager. Unless a trailer is being loaded or unloaded, it must be removed from hotel property. The hotel is not responsible for tickets.

2.7. Production equipment delivered to meeting rooms will be transported through service corridors. Equipment or road cases are not to be transported through the public areas.

2.8. The Production or AV Company shall not access the Hyatt Regency Boston Harbor and meeting rooms through public elevators and public passageways utilized by guests of the Hyatt Regency Boston Harbor. The Third-Party Supplier must use freight and service elevators, and service corridors and service hallways for all operations on premises including, load- in/load-out. The Production or AV Company will not have exclusive use of the service elevators as they are also used for housekeeping and room service.

2.9. To protect the integrity of our guest rooms any audio-visual equipment to be used in any guest room must be delivered, set-up, and operated by Hyatt Regency Boston Harbor in Boston, MA. personnel or our in-house audio-visual supplier,

Pinnacle Live. The Production or AV Company is responsible for labor costs that may result. This is not a complimentary service of the hotel.

2.10. No equipment is allowed in the public areas of the hotel without the consent of the Conference Services Manager.

2.11. Exits cannot be blocked at any time. If you do block exits, you will need to provide lighted exit signs for your event. This is not a complimentary service of the hotel.

3. PERSONNEL

3.1. The Production or AV Company is responsible for hiring competent personnel to set up, operate and remove their equipment. The Production or AV Company is responsible for the actions of any personnel attached to or associated with their staff. Courtesy, professionalism, and respect is required. Violation will result in immediate removal of the individual from the premises and possible legal action.

3.2. All labor employed by a Production or AV Company, regardless of their craft, must wear a uniform shirt identifying the company that they are working for. T-shirts are acceptable. Service contractor employees' clothing will be neat, reflecting an overall tidy appearance to conform to Hyatt Regency Boston Harbor's image. Name tags for all management are encouraged.

3.3. Production crew/staff are not allowed in the Employee cafeteria. Crews shall not break or lounge in public corridors or other public spaces of the Hotel.

3.4. Smoking, eating, or drinking is prohibited within the ballrooms at all times. Room service or catered meals are allowed, per the client's request, at a cost. This is not a complimentary service of the hotel.

3.5. Beverages will be restricted to non-alcoholic drinks during set-up and tear-down. Food and beverages staged or stored in hotel service corridors is Hyatt Regency Boston Harbor property and is not to be touched by Production or AV Companies.

3.6. Theft, attempted theft, misappropriation of property or the aiding of such acts will result in immediate removal and possible criminal prosecution.

3.7. The possession or use of intoxicants on Hyatt Regency Boston Harbor property or job sites is prohibited. Possession or use of illegal drugs is prohibited, other than medicine prescribed by the employee's physician. Violation will result in immediate removal of the individual from the premises and possible legal action.

3.8. The possession of guns, explosives or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct, or the use of abusive language is a violation of hotel policy and will result in immediate removal of the individual from the premises and possible legal action.

3.9. Gambling is not permitted within the Hotel.

4. SIGNAGE

4.1. All requests for the placement of group direction and informational signs should be forwarded to your Conference Services Manager, in advance, for approval. Signage is permitted in the meeting and conference room areas only. Hyatt Regency Boston Harbor does not permit signage in the Hotel lobby or on guestroom floors. We request that all materials be professionally printed and framed. A limited number of hotel easels may be available through your Conference Services Manager for use.

4.2. The placement of signs, placards, banners, announcements, or distribution of any periodicals is prohibited without the consent of the Hyatt Regency Boston Harbor in Boston, MA.

4.3. Signs may not be taped, Velcro or pinned to any wall or podium surface. This includes Signs on podiums. Please contact Pinnacle Live for more information.

4.4. Signage easels are available at a cost through Pinnacle Live. This is not a complimentary service of the hotel.

5. BANNERS

5.1. All requests for the placement of banners should be forwarded to your Conference Services Manager, in advance, for approval and pricing.

5.2. All lightweight banners intended to be attached to the ceiling or roof structure of the Hotel must be attached and removed by The Hyatt Regency Boston Harbor Engineering Department. This is not a complimentary service of the hotel.

5.3. All banners and signs that are flown or hung overhead in a common area of the hotel need to be constructed of vinyl or cloth fabric. Hard material of any kind cannot be suspended overhead in any public area of the hotel. This applies to the surface material, top or bottom battens or rods, or any stiffening device.

5.4. Velcro is not acceptable as a means of attaching a banner to any structure or to other flown material.

5.5. Hanging banners outside of the building is strongly discouraged because of unpredictable winds. Requests for outside rigging will be carefully evaluated case by case (Must be approved by hotel management).

5.6. The Hyatt Regency Boston Harbor in Boston, MA, will make every effort to place and position banners and signs as designated by the meeting planner. Safety is a dominating concern for anything that is suspended overhead.

6. ELECTRICAL SERVICES

6.1. All electrical services must be coordinated through our exclusive in-house electrical contractor Pinnacle Live. The hotel is not responsible for the overloading of existing electrical circuits in the meeting space.

6.2. It is the responsibility of the Production or AV Company to provide the Hyatt Regency Boston Harbor in Boston, MA or Pinnacle Live a detailed listing of all power requirements at least two weeks prior to the show load in. There is a charge for electrical hook -up and service. This is not a complimentary service of the hotel.

7. SECURITY

7.1. The Production or AV Company is responsible for the security of its own equipment at all times. When contracting with outside security firms, that firm must have the approval of the Conference Services Manager prior to their work beginning.

7.2. The Hyatt Regency Boston Harbor in Boston, MA requires on file:

8.2.1. Certificate of Insurance

8.2.2. Hold Harmless agreement

7.3. All security personnel in uniform with acceptable grooming standards

7.4. No smoking or eating in public areas

7.5. No firearms are permitted in the Hotel

7.6. No sitting when visible in public areas

7.7. All meal breaks are to be taken in designated areas

8. CLEANING AND CUSTODIAL SERVICES

8.1. It is the responsibility of the Production or AV Company to clean any area that they use and to remove any tape residue, used tape or large stains. A Convention Operations Floor Manager will do a walk-through at the end of the show.

8.2. Hyatt Regency Boston Harbor in Boston, MA does not provide cleaning materials, supplies, vacuums, or janitorial services for the meeting room areas. Trash removal is the responsibility of the Production or AV Company.

8.3. At the conclusion of the convention, the ballroom, meeting space and loading docks used by a Production or AV Company must be presentable for the next day's business prior to leaving the property.

9. DAMAGES

9.1. An inspection of the ballroom is to be made prior to installation and upon completion of the load-out by the Production or AV Company. All vendors, Production Companies, and groups are responsible to leave the hotel in the same condition it was found.

9.2. Damages to the furniture, fixtures and equipment in the ballrooms are the responsibility of the Production or AV Company.

9.3. An acknowledgment of damages, if any, will be presented to the Production Manager at the end of the show.

9.4. All claims for damages will be submitted to the Production or AV Company in writing within ten (10) business days following the final walk-through.

9.5. To prevent damage, furniture will not be removed from public areas for meeting room purposes.

10. HOTEL CONTACT INFORMATION

Hotel Main Number: 617-568-1234
Hotel Engineering: 617-568-6000

CLIENT / GROUP REPRESENTATIVE

Group / Event Name

Company Name

Authorized Representative (Print Name)

Title

Signature

Date

AUDIOVISUAL PROVIDER

AV Provider Company Name

Authorized Representative (Print Name)

Title

Signature

Date

Please use Acrobat Reader to sign with a Digital ID, then email the signed form to 188@pinnaclelive.com. Alternately, a scanned version of the signature page is acceptable.