





## For Exhibit Decorating, Production and Audiovisual Companies at Omni Dallas Hotel.

These Production Guidelines are established to ensure safe, efficient, and coordinated execution of conventions, trade shows, exhibits, and other events hosted at the Omni Dallas Hotel. The intent is to provide clear expectations for all parties involved while maintaining the highest standards of service, safety, and professionalism.

These guidelines apply to all decorating, production, and audiovisual providers operating within Omni Dallas Hotel meeting and function spaces, whether events are open or closed to the public. This includes Client-owned or internal AV and IT departments. Throughout this document, all such entities are collectively referred to as the “AV Provider.”

Pinnacle Live is the exclusive provider of electrical services, internet services, rigging services and all audiovisual services for breakout meetings at the Omni Dallas Hotel.

All parties are required to read this document in its entirety. An authorized Client representative and the designated AV Provider must sign the acknowledgment page and submit all required documentation at least 30 days prior to load-in. Failure to do so may result in delayed approval or denial of access.

We appreciate your cooperation and look forward to supporting a successful event.

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## 1. OPERATING SPECIFICATIONS

An AV Provider may operate within the Omni Dallas Hotel under the following conditions:

### Documentation & Authority

- 1.1 A current Certificate of Insurance meeting Omni Dallas Hotel insurance requirements must be on file.
- 1.2 A signed Omni Supplier Service Agreement must be on file, holding the Omni Dallas Hotel harmless from any claims related to equipment, labor, or services provided by the AV Provider.
- 1.3 A signed acknowledgment of these Production Guidelines must be on file with Conference Services Management. These Production Guidelines govern all on-property production and audiovisual operations and reaffirm Pinnacle Live as the exclusive provider for all rigging, production power, meeting space internet, and breakout audiovisual equipment and labor. Breakout audiovisual exclusivity applies to all breakout meetings unless the executed group contract specifically limits exclusivity to non-ballroom breakout spaces or expressly states in writing that breakout audiovisual exclusivity is fully waived. The absence, modification, or removal of exclusivity language related to rigging, production power, meeting space internet, or breakout audiovisual services in a group contract shall not be interpreted as a waiver unless such waiver is clearly and expressly stated in the executed agreement. Rigging, production power, and meeting space internet services remain exclusively provided by Pinnacle Live.
- 1.4 All applicable local, state, federal, and Hotel codes and regulations must be strictly followed.

### Exclusivity & Services

- 1.5 Any audiovisual-related concessions, discounts, or complimentary services are contingent upon the group's exclusive use of Pinnacle Live for all audiovisual, power, rigging, and internet services. Use of any outside AV Provider, in whole or in part, will void all audiovisual-related concessions and standard pricing will apply.

- 1.6 All connections to building power sources must be performed by Hotel personnel or Pinnacle Live. Electrical requirements must be submitted at least thirty (30) days prior to load-in. Electrical services are billable and not complimentary.
- 1.7 All ceiling rigging, including structural steel and rigging points, must be performed exclusively by Pinnacle Live. Rigging requests must be submitted through the designated rigging portal no less than thirty (30) days prior to load-in. Rigging services are billable and may be charged to the client's folio or paid directly by the AV Provider prior to load-in.
- 1.8 Pinnacle Live is the exclusive provider of high-speed internet and networking services within all meeting spaces. Third-party HSIA provisioning is prohibited without prior written consent from both the Hotel and Pinnacle Live. All internet requirements must be finalized at least fourteen (14) days prior to load-in. Customized splash pages require thirty (30) days' notice. For custom wireless networks, the client or AV provider must confirm the network name, password, and bandwidth with Pinnacle Live. Passwords must be a minimum of eight (8) characters.
- 1.9 Preliminary breakout audiovisual requirements must be submitted thirty (30) days prior to load-in. Final equipment selections and signed orders are due fourteen (14) days prior to load-in. Late changes are subject to availability and may incur additional charges. Built-in equipment (roll-down screens, house sound, monitors, projectors) may be added once room assignments are finalized and are subject to availability. Breakout audiovisual services are billable unless otherwise agreed in writing.
- 1.10 On-site additions requested by the Client's authorized representative or designated AV Provider are billable. Verbal or written authorization on-site constitutes approval for associated charges. Charges will be applied to the master account unless paid in full by the AV Provider prior to the conclusion of the event.
- 1.11 The Omni Dallas Hotel does not provide storage for production equipment. All carts, cases, and materials must be removed from event spaces when not in use.

## Sound, Effects & Safety

- 1.12 All connections to the house sound system must be performed by Pinnacle Live and are billable. Rates are available upon request.
- 1.13 Sound levels, including live music, must be appropriate for the contracted space and may not interfere with other events. Meetings in progress take priority over rehearsals or sound checks. The hotel reserves the right to immediately terminate any event due to inappropriate sound levels. Pinnacle Live is responsible for coordination of all wireless microphone frequencies within the Property. Third-party providers bringing wireless equipment must coordinate frequency assignments with Pinnacle Live in advance to prevent interference.
- 1.14 The AV Provider must supply a direct, on-site contact method to allow immediate communication with Pinnacle Live and Conference Services if issues arise.
- 1.15 Pyrotechnics are prohibited. Cold spark effects may be permitted with prior written approval.
- 1.16 Use of fog, haze, dry ice, water, or chemical effects must be coordinated in advance with Conference Services and the Dallas Fire Marshal. The AV Provider and Client are responsible for all Fire Marshal and Hotel personnel costs.
- 1.17 The client assumes responsibility for any costs related to inspection, repair, or replacement of sprinkler heads or smoke sensors activated during the event, including fines resulting from false alarms.
- 1.18 All Fire Marshal codes, rules, and regulations must be followed.
- 1.19 A Material Safety Data Sheet (MSDS) is required for all chemicals used.

## Diagrams & Final Approval

- 1.20 The AV Provider is responsible for preparing and submitting all AV setup diagrams at least thirty (30) days prior to the event.
- 1.21 Fire Marshal–approved diagrams are required for all General Sessions, Exhibit Halls, and any events deemed necessary by the Fire Marshal or Omni Dallas Hotel. A copy must be submitted to

Conference Services for review prior to Fire Marshal submission. A final approved copy must be provided prior to load-in. All associated costs are the responsibility of the client and AV Provider.

- 1.22 The Omni Dallas Hotel retains final authority regarding approval of any AV Provider.

## 2. INSTALLATION AND DISMANTLING

- 2.1 Load-in and load-out schedules, access points, and service routes must be coordinated in advance with the Conference Services Manager and strictly followed.
- 2.2 Pinnacle Live will assign AV Services Liaison(s) to support load-in, setup, teardown, and load-out. Pre- and post-event walkthroughs will document existing and any new damage in accordance with [Section 11 \(Damages\)](#). If load-in or load-out activities occur in multiple spaces simultaneously, or if the scale of the event requires additional supervision, additional Liaisons may be assigned at Pinnacle Live's discretion. Liaison services are billable and charged to the client's folio in accordance with the published labor rates, including applicable minimum call times.
- 2.3 The AV Provider must supply its own forklifts, carts, and material-handling equipment.
- 2.4 Floor protection may be required and must be requested fourteen (14) days prior to load-in. If floor protection is deemed necessary by hotel staff and provided by Pinnacle Live, charges will apply.
- 2.5 Wooden stage installations require full carpet protection beneath the footprint. No drilling, nailing, cutting, painting, chemical mixing, or use of power tools is permitted inside the hotel.
- 2.6 Delivery schedules and vehicle counts must be submitted in writing no less than ten (10) days prior to load-in.
- 2.7 All cabling in public view must be neatly managed and secured. Tape usage requires prior approval. Cable ramps must be used where taping is insufficient. Packaging tape is prohibited.
- 2.8 The AV Provider is responsible for vehicle traffic control during load-in and load-out. Overnight parking requires written approval.

- 2.9 All equipment must be transported through service corridors. Public areas may not be used unless authorized.
- 2.10 Public elevators and guest corridors may not be used. Freight and service elevators must be utilized and are shared with hotel operations. Freight elevator use may incur additional charges and is managed exclusively by UPS.
- 2.11 Any AV equipment used in guest rooms must be delivered, installed, and operated by Omni Dallas Hotel personnel or Pinnacle Live. Labor charges may apply.
- 2.12 Equipment may not be placed in public areas without approval.
- 2.13 Exits must remain unobstructed at all times. If exits are temporarily blocked, approved illuminated exit signage must be provided at the AV Provider's expense.

## 3. PERSONNEL

- 3.1 The AV Provider is responsible for the conduct, professionalism, and competency of all its personnel.
- 3.2 All personnel must wear company-identifying attire. Clothing must be clean and professional. Management nametags are encouraged.
- 3.3 Production personnel are not permitted in employee dining areas or to congregate in public guest spaces.
- 3.4 Smoking, vaping, alcohol consumption, and outside food are prohibited in meeting spaces. Room service or catered meals may be arranged at the client's expense.
- 3.5 Only non-alcoholic beverages are permitted during setup and teardown. Food and beverages staged or stored in Hotel service corridors shall not be touched by the AV Provider's personnel.
- 3.6 Theft or misuse of property will result in immediate removal and possible legal action.
- 3.7 Illegal drugs, intoxication, or unauthorized substances are strictly prohibited.
- 3.8 Weapons, violence, disruptive behavior, or abusive language are strictly prohibited.
- 3.9 Gambling is not permitted on hotel property.

## 4. RIGGING

- 4.1 Pinnacle Live is the exclusive provider of all rigging services, including flown truss, motors, control systems, and rigging labor.
- 4.2 Pinnacle Live performs all ceiling and structural connections and retains authority to disallow unsafe structures.
- 4.3 Any element suspended overhead or exceeding fifteen (15) feet in height, including ground-supported structures, requires a Rigging Review by Pinnacle Live. A standard review fee applies.
- 4.4 Ground-supported structures must be fully self-supporting, not attached to the building, and compliant with all applicable safety and building codes, including IBC 2024 Chapter 31. Pinnacle Live may observe, document, and escalate safety concerns to the hotel Event Manager, but will not modify, repair, or assume liability for third party ground-supported systems. If a structure appears unsafe, Pinnacle Live may recommend modification or temporarily delay pending engineering review; final decisions rest with Omni Dallas management, not Pinnacle Live.
- 4.5 Rigging labor requires a minimum of two (2) riggers (one high, one low) with a ten (10) hour minimum.
- 4.6 Rigging requests must be submitted through the rigging portal no less than thirty (30) days prior to load-in, including CAD drawings, equipment weights, truss layouts, and motor locations.
- 4.7 All cabling on truss must be neatly managed. Set designs will be reviewed to ensure compliance with hotel aesthetic standards.
- 4.8 Unless otherwise approved, all rigging, cabling, and lighting must be black or silver.
- 4.9 Events involving aerialists must be submitted at least thirty (30) days prior to the event for legal and liability review.

## 5. SIGNAGE

- 5.1 All requests for group directional or informational signage must be submitted to the Conference Services Manager in advance for approval. Signage is permitted only in designated meeting and conference room areas. Signage is not permitted in Hotel lobbies or on guestroom floors. All materials must be professionally produced and framed. Easels may be available through Omni Dallas at an additional cost.
- 5.2 The placement of signs, placards, banners, announcements, or the distribution of printed materials is prohibited without prior approval from the Omni Dallas Hotel.
- 5.3 Signs may not be taped, pinned, Velcroed, or otherwise affixed to walls, podiums, or other hotel surfaces, including podium signage. Please contact Pinnacle Live for approved alternatives.

## 6. BANNERS

- 6.1 All requests for banner placement must be submitted to the Conference Services Manager in advance for approval and pricing.
- 6.2 All lightweight banners attached to the ceiling or roof structure must be installed and removed by the Omni Dallas Hotel Engineering Department. This service is not complimentary.
- 6.3 Any banners or signs suspended overhead in public areas must be constructed of vinyl or fabric. Hard materials of any kind, including rigid battens, rods, or stiffening devices, are not permitted to be suspended overhead.
- 6.4 Velcro is not an acceptable method for attaching banners to any structure or to other flown materials.
- 6.5 Exterior banner installations are strongly discouraged due to unpredictable wind conditions. Requests for exterior rigging will be evaluated on a case-by-case basis and require Hotel management approval.

- 6.6 While the Hotel will make reasonable efforts to position banners as requested by the meeting planner, safety remains the primary concern. Pinnacle Live Rigging Services retain final approval authority over banner construction, configuration, and placement.

## 7. ELECTRICAL SERVICES

- 7.1 All electrical services must be coordinated through Omni Dallas Electrical Services or Pinnacle Live, the exclusive in-house electrical contractor. The Hotel is not responsible for electrical circuit overloads.
- 7.2 The AV Provider must submit a detailed list of all power requirements to Omni Dallas or Pinnacle Live no less than thirty (30) days prior to load-in. Electrical hookup and service are billable and not complimentary.
- 7.3 Any additional electrical services required to safely support rigging or production elements must be included in the AV Provider's rigging request and provided through Pinnacle Live.

## 8. MOTORIZED VEHICLES

- 8.1 Motorized vehicles are defined as any internally combusted or battery-powered vehicles, including but not limited to automobiles, trucks, motorcycles, aircraft, watercraft, generators, and similar equipment.
- 8.2 All displayed motorized vehicles must have batteries disconnected at the hot lead, which must be safely secured.
- 8.3 Fuel tanks must contain no more than one-half (1/2) tank of fuel or be completely emptied and purged of fumes.
- 8.4 Fuel tanks must be equipped with locking caps or sealed to prevent access. Tractors, generators, chain saws, and similar fuel-powered equipment must be safeguarded in the same manner.
- 8.5 Fueling or defueling of vehicles on hotel property is prohibited. Electric vehicle charging may be permitted with prior Fire Marshal approval.

- 8.6 A Fire Marshal permit is required for any vehicle displayed on stage or within the Hotel. Permit applications must be submitted by the AV Provider to the Dallas Fire-Rescue Fire Loss Management Division no less than twenty-one (21) days prior to the event. A copy of the approved permit must be on file with the Hotel.
- 8.7 Vehicles must be positioned to maintain clear egress paths and may not be moved during show hours.
- 8.8 Prior to entering the building, the Production Manager must coordinate a visual inspection with the Director of Convention Operations or Convention Floor Manager, and notify Omni Loss Prevention that a vehicle will be driven inside the Hotel.
- 8.9 Carpet protection must be installed along the vehicle's transit path and display location and must remain in place for the duration of the vehicle's presence. Carpet protection may be provided by Pinnacle Live if requested at least fourteen (14) days prior to load-in, or the AV Provider may supply their own.

## 9. SECURITY

- 9.1 The AV Provider is responsible for the security of its equipment at all times. Any third-party security firm must be approved by the Conference Services Manager prior to beginning work.
- 9.2 The following documentation must be on file with the Omni Dallas Hotel:
  - Certificate of Insurance
  - Hold Harmless Agreement
- 9.3 All security personnel must be in uniform and maintain professional grooming standards.
- 9.4 Smoking and eating are prohibited in public areas.
- 9.5 Firearms are not permitted anywhere on Hotel property.
- 9.6 Security personnel may not sit while visible in public areas.
- 9.7 All meal breaks must be taken in designated areas only.

## 10. CLEANING AND CUSTODIAL SERVICES

- 10.1 The AV Provider is responsible for cleaning all areas used, including removal of tape residue, discarded tape, and significant stains. A Convention Operations Floor Manager and assigned AV Liaison(s) will conduct a walkthrough at the conclusion of the event.
- 10.2 The Omni Dallas Hotel does not provide cleaning supplies, vacuums, or janitorial services for meeting room areas. Trash removal is the responsibility of the AV Provider.
- 10.3 All ballrooms, meeting spaces, and loading docks used by the AV Provider must be left clean and presentable for the next day's business prior to departure.

## 11. DAMAGES

- 11.1 A pre-event and post-event inspection will be conducted. All vendors, production companies, and groups are responsible for returning Hotel spaces to their original condition.
- 11.2 The Client and AV Provider are jointly responsible for any damage to furniture, fixtures, or equipment.
- 11.3 Any documented damages will be reviewed with the Client and AV Provider at the conclusion of the event.
- 11.4 Written damage claims will be submitted within ten (10) business days following the final walkthrough.
- 11.5 To prevent damage, furniture may not be removed from public areas for use in meeting rooms.

## 12. HOTEL CONTACT INFORMATION

**Hotel Main Number:** (214) 744-6664

**Pinnacle Live:** (800) 219-6703

**Hotel Engineering:** (214) 979-4570

## 13. ACKNOWLEDGMENT AND AGREEMENT

By signing below, the undersigned acknowledge that they have read, understand, and agree to comply with the Omni Dallas Hotel Production Guidelines in their entirety. The Client and the designated AV Provider accept responsibility for ensuring that all personnel, contractors, and subcontractors associated with the event adhere to these guidelines at all times while on Omni Dallas Hotel property.

This acknowledgment confirms mutual understanding of responsibilities, operational requirements, safety standards, and approval processes outlined herein. Failure to comply with these guidelines may result in delayed load-in, denial of access, additional charges, or removal from the property, at the discretion of Omni Dallas Hotel management.

This signed acknowledgment, along with all required Certificates of Insurance and supporting documentation, must be submitted no less than thirty (30) days prior to event load-in.

### 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 [1010@pinnaclelive.com](mailto:1010@pinnaclelive.com). Alternately, a scanned version of the signature page is acceptable.