# Event Production Guidelines

VERSION: 11.18.2024



**Contact Pinnacle Live at Riverhouse Lodge**
3075 North Business Hwy 97, Bend, OR 97703
202@pinnaclelive.com

# Event Production Guidelines

VERSION: 11.18.2024

## PREFERRED PARTNER POLICY

The Riverhouse Lodge has a “Preferred” agreement with Pinnacle Live to provide all audiovisual services within the hotel. Pinnacle Live maintains an office and a complete inventory of state of the art audio, visual equipment and a full time staff on property. Should a group decide to use an outside audiovisual or production company, a 15% surcharge will incur based on Pinnacle Live prices for the same equipment and labor charges. All charges will be applied to the Group or individual’s Master Account.

This 15% surcharge will be used for Pinnacle Live to supervise the outside company during the load in and out and the set up and tear down of event. Pinnacle Live will also uphold fire code, safety regulations and care for meeting space necessary for a successful event.

In addition, insurance and indemnification requirements must be met by agreeing to our minimum audiovisual standards. Meeting room internet, rigging and electrical services are exclusive thru Pinnacle Live and full charges will apply if an outside audiovisual company is used. All concessions offered by the hotel and Pinnacle Live will be lost if an outside audiovisual provider is contracted. Should that outside audiovisual provider utilize Pinnacle Live for at least 25% of the total audiovisual billings, these fees can be waived.

The Riverhouse Lodge maintains a full service, on-site audio-visual rental service and production company through Pinnacle Live. The Hotel recognizes that groups may elect to bring in a third party supplier of audio-visual services or bring in their own (“Third-Party Vendor” or “Contractor”), in which case the terms below shall apply. A copy of these terms is to be signed by the Group and the Third-Party Vendor and provided to the Hotel at least 60 days prior to the event, and once signed, they shall be a binding agreement between Hotel and Third-Party Vendor, and as to Group, they shall be an amendment to the contract between Hotel and Group.

## EVENT PRODUCTION GUIDELINES

1. All Third Party Vendors and their contractors planning to do audio-visual work at The Riverhouse Lodge must place on file with Pinnacle Live and the hotel (30 days prior to load-in) a certificate of insurance policy showing a minimum of $3,000,000.00 commercial general liability coverage. This certificate must name the Property and its ownership as additional insured under the same policy. Such insurance shall be primary and not contributory with the hotel, Pinnacle Live, ownership or management. In addition, all third party vendors and their contractors must show proof of current workers compensation insurance and vehicle insurance.
2. The undersigned Contractor agrees to the fullest extent permitted by law, to protect, indemnify, defend, and hold harmless The Riverhouse Lodge, the owner, the management company, and Pinnacle Live from all claims, damages, losses and expenses, howsoever the same may be caused reason of any suit, claim, demand, judgment or cause of action initiated by any person arising or alleged to have arisen directly or indirectly out of the performance of the work by Contractor.
3. All Third Party Vendors planning to do audio-visual work within the Facility must assume complete responsibility for the loss or theft of their equipment. The Facility and Pinnacle Live accepts no responsibility for vendors’ lost or stolen property.

# Event Production Guidelines

VERSION: 11.18.2024

4. To preserve the integrity of the Facility, nailing, screwing or similar actions into staging, ceilings, flooring or walls is strictly prohibited.
5. The property has an exclusive agreement with Pinnacle Live for all rigging services within the ballrooms, meeting rooms and event centers. Ceiling and stage plots must be submitted to Pinnacle Live for review and approval no less than 10 days prior to load-in.
6. All audio-visual sales incentives or internet pricing offered by the property will be extended if and only if Pinnacle Live is the primary audio-visual provider for the event. If Pinnacle Live is not selected as the primary audio-visual provider, all such sales incentives will not be offered.
7. All third party vendors or clients bringing their own audiovisual planning to do audio-visual work within Hotel must contact Pinnacle Live no less than 45 days prior to their load in. Pinnacle Live will advise The Group's third party vendor or clients bringing their own audiovisual of any provisions (in addition to those set forth herein) that must be met and assist in assuring that your function runs smoothly.
8. When a group's third party vendor or clients bringing their own audiovisual are utilizing or working in any of the Hotel's meeting or function space, an on-site Pinnacle Live representative will be on property to supervise during load-in, operation and teardown. Pinnacle Live will be on-site during all functions with audio-visual equipment for support and supervision. This is to ensure our Audio-Visual Service Standards are upheld and provide support to both the client and the group's third party vendors or clients bringing their own audiovisual. The following charges will apply and will be charged to Group: All clients using an outside audiovisual or production company or, providing their own audiovisual, will be charged a facility usage fee of 15% of Pinnacle Live's listed prices to cover the Hotel's cost of labor, set-up, electrical requirements and storage. Pinnacle Live will provide all electrical management and any rigging required. Hotel reserves the right to approve any off-site vendor working on property prior to arrival.
9. The Group's third party vendors or clients bringing their own audiovisual also agrees to provide, no later than thirty days before group's arrival, a certificate of insurance to the Hotel evidencing Worker's Compensation and Employers Liability coverage in effect for its employees. Use of the Hotel: Upon prior reasonable notice to the Hotel from Group, Hotel shall cooperate with such contractors and provide them with facilities at the premises to the extent that the use and occupancy of the facilities by the contractor does not interfere with the use and enjoyment of the Hotel premises by other guests and members of the Hotel.
10. The Group's third party vendors or clients bringing their own audiovisual planning to do audio-visual work within Hotel must submit for review and approval a diagram detailing the placement of all audiovisual equipment. The diagram must be submitted to Pinnacle Live and the Hotel no less than 14 days prior to load-in.
11. The Group's third party vendors or clients bringing their own audiovisual planning to do audio-visual work within Hotel must properly dress (drape) all screens, carts and stands in accordance with Pinnacle Live and the Hotel standards.
12. To maintain the integrity of Hotel's in-house audio system, outside vendors or clients providing their own audiovisual are not permitted to patch into this system unless approved by the hotel. All bidding must include the provision of an auxiliary sound system for all meeting rooms.
13. Storage space for the Group's third party vendors or clients bringing their own audiovisual equipment will be the sole responsibility of the third-party vendor. The Hotel will make every effort to secure space once notification is given, but is under no obligation to provide such space. If additional space is required, the Group will be billed for such space at the prevailing rate.
14. The Group's third party vendors or clients bringing their own audiovisual must bring their own carts, two-wheelers, and other transport equipment.
15. Dry Ice/Smoke machines will trigger the fire alarms and are prohibited. Use of candles is limited to glass enclosed, self-extinguishing, votive style. Glass must be a minumum of one inch above flames. Pyrotechnics and fireworks are prohibited.

# Event Production Guidelines

VERSION: 11.18.2024

16. Based on the level of production, The Group's third party vendors or clients bringing their own audiovisual may (at the Hotel's discretion) be required to hire security personal to oversee the load- in and load-out.
17. No equipment or cases are to remain in the "back of the house" service areas or freight elevator at any time. Any empty cases are to be removed from the Hotel and brought back for load-out.
18. The Group's third party vendors or clients bringing their own audiovisual are completely responsible for leaving Hotel in the same condition as it was given to them. This includes disposal of all trash, props, cardboard, plastic, etc. Cleaning fees will be assessed to Group should floor, wall or ceiling marks require more than traditional cleaning.
19. To preserve the integrity of the Hotel, nailing, screwing or similar actions into staging, ceilings, flooring or walls is strictly prohibited. When hanging equipment from ceilings or walls (if this is permitted by the Hotel, in its discretion), it is mandatory that the Pinnacle Live Certified Rigger be hired and utilized by the third-party vendor. The Hotel has an exclusive agreement with Pinnacle Live for all rigging within the Hotel. This includes the Group's third party vendors or clients bringing their own audiovisual utilizing all motors, chains etc. at prevailing Pinnacle Live rates. Ceiling and stage plots must be submitted to Pinnacle Live for review and approval no less than 14 days prior to load-in. Rigging and associated labor charges will be billed to the Group's Master Account.
20. The Hotel and Pinnacle Live reserves the right to refuse or deny access to and group's third party vendor or clients bringing their own audiovisual if the above terms are not strictly complied with.
21. Group agrees to comply with the terms contained herein, to ensure its third party A/V supplier complies with the terms herein, and acknowledges that if Pinnacle Live is not used as the supplier of our audio-visual services, the charges listed in this Audio-Visual Service Standards will be billed to Group's master account.

## ACKNOWLEDGMENT

I, the undersigned, have received a copy of the Event Production Guidelines for outside event production vendors. I have read and understand the information contained within. I acknowledge that if Pinnacle Live is not used as the supplier of our audio-visual services, the charges listed in the Event Production Guidelines will be billed to my master account.

| | |
|---|---|
| Signature | |
| Name | |
| Date | |
| Contractor Name | |
| Signed By | |
| Signature | |
| Date | |

Please use Acrobat Reader to sign with a Digital ID, then email the signed form to <insert venue email>. Alternately, a scanned version of the signature page is acceptable.