

FALLSVIEW[®]

CASINO RESORT



OPERATING GUIDELINES

Conventions & Events

Our Commitment

Fallsview Casino Resort is committed to working closely with our clients to ensure a seamless experience during the planning and execution of your event. We have developed the following operating guidelines for working with and within our resort.

These guidelines have been developed to ensure the safety of our guests and to maintain a consistent level of professionalism and service. We ask that our clients and their teams commit to the following standards as we work together planning and executing a successful event for all your attendees.

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GENERAL INFORMATION

ACCESSIBILITY

It is our commitment and responsibility to provide an assistive environment that offers equal access and participation for persons with disabilities. The Client is responsible for providing wheelchairs, motorized mobility scooters, and other non-permanent access accommodations. Any specialized accessibility requirements for an event should be made through your Event Planner.

ADDITIONAL COSTS/CHARGES

During the planning process, it's important to anticipate and budget for any additional costs and charges. These fees cover extra requirements that may arise. To help you manage your budget and avoid unexpected expenses, please ask your Event Planner for an estimate for each service provided.

ADHESIVES

Only adhesives listed below are approved for use on premises:

Floors: Cloth based tapes such as Polyken or Gaffers tape

Walls: Painter's Tape or Fun-Tak®

Windows/Glass: Perforated film materials

Vinyl, duct, masking, foam, clear (Scotch®), and plastic-based tapes are strictly prohibited. Pre-cutting of any adhesive is mandatory; items are not to be cut once installed on any surface. Approval from your Event Planner is required before applying any adhesive (such as stickers, decals, pillar wraps, signs, etc.) to interior and exterior walls, surfaces, floors, ceilings, lecterns, and other areas.

All adhesive materials and tapes must be removed from Fallsview Casino Resort surfaces before leaving the premises, ensuring all areas are left clean. Failure to comply may result in additional charges.

ADVERTISING/SIGNAGE/DISPLAY MATERIAL – GRAND HALL

Banners, signs, pictures, promotional materials, notices, logos, flags or other forms of advertising may only be placed in locations pre-approved by Fallsview Casino Resort. Only professionally made signs and banners are permitted.

Samples of all advertising and promotional material for any event hosted at our facility must be sent to your Event Planner for review and approval prior to production and distribution.

Decals are not permitted on carpeted areas.

Client shall not nail, hang, hook, tack, screw, staple or tape any items onto any part of the building, fixtures or equipment, including walls, brick, glass, floors and ceilings, without the prior approval of Fallsview Casino Resort.

Directional signage will be provided by Fallsview Casino Resort in the public areas of the property (Galleria). No other signage is permitted in public areas.

CARPET PROTECTION

At all times when work is being performed (e.g., unloading, moving, constructing, installing, or dismantling), all carpeted areas require 100% coverage with heavy-duty visqueen. This includes underneath crates, pallets, freight, boxes, etc. No cutting of any kind is permitted on carpeted surfaces.

Only approved tape may be used on all carpeted areas (see "Adhesives"). The use of paints, glues, inks, dyes, oils, solvents, or other industrial liquids is not permitted. Any items likely to leave a residue or damage carpet fibers (e.g., screws, nails, Velcro®, lumber, metal, glass, etc.) must not be used on any carpeted surface unless they are fully protected.

COAT CHECK

Private Coat Check services can be arranged for your group at additional cost. Our facility is not liable for any items left in the coat check area or on coat racks. For further information, please contact your Event Planner.

DELIVERIES/SHIPPING – CONFERENCE MATERIALS

Pre-approved conference materials may be shipped up to 5 days in advance of arrival to a maximum of one skid (or the equivalent) of materials. Deliveries outside of these parameters will be will not be accepted.

Receiving dock hours are Monday through Saturday, 8am-3:30pm.

Any material remaining after an event is to be removed from the facility or additional charges may apply. To ensure proper identification and handling, the [Fallsview Casino Resort shipping label](#), must be used for all shipments.

EXCLUSIVE SERVICES

The following services are exclusively provided by Fallsview Casino Resort:

- Electrical
- Food and beverage
- Rigging
- Exhibitor material handling from loading dock to show floor
- Security

OPEN FLAMED CANDLES

Enclosed votive, tea light, floating, pillar and taper candles must have a solid base, be enclosed in a hurricane glass, a fire-resistant vessel, or another approved enclosure that is one inch above flame. Please contact your Event Planner to discuss the use of open flame candles. Candles must be positioned a safe distance away from any flammable surface or material.

PARKING

Limited parking is available at Fallsview Casino Resort. Standard charges for self and valet parking will apply and can be settled to individual delegates or to the master account, as directed by Client. Parking for overnight guests is included in the Guestroom Resort Fee.

ROOM SETUP

Daily room set-up is included with your event booking. Any set-up requirements must be received at least thirty (30) days before load-in. If significant room set-up changes are required within 5 business days of arrival, the Client will incur additional labor charges (\$45 per hour per worker, with a minimum of 4 hours per worker) for setting up or adjusting rooms.

Standard Function Room Setup Includes:

- Use of function room during contracted times
- White Linens, Tables and Chairs set to Client's preference (theatre, classroom, rounds etc.)
- White Linens, flatware, glassware, food and beverage service equipment for meal rooms
- Speaker Table, with linen/skirting as requested by the Client
- Usage of Digital Signage outside meeting rooms (Grand Hall only)
- 6ft registration tables (skirted) with banquet chairs, wastebasket, as requested by the Client
- Basic public Wi-Fi internet access

Additional Services (Charges Apply):

- Pads, Pens on tables/stations
- Upgraded Linens, Chair Covers, Napkins, Centerpieces (outside rental)
- Staging, Dancefloor
- Setup changes, or major room adjustments within contracted event times
- Open and closing of Airwalls
- Security
- Hard Wired Internet Lines
- Audio/Visual Equipment

SMOKING

Ontario law prohibits smoking inside Fallsview Casino Resort, including on the Casino floor. Electronic cigarettes and vaping devices may only be used in designated areas where smoking is permitted.

Smoking, vaping or holding lighted cannabis/marijuana is prohibited anywhere on Fallsview Casino Resort premises, including the casino floor, hotel rooms, function rooms, smoking terraces and outdoor areas.

SOCAN/ENTANDEM FEES

To allow for the legal use of live, recorded or radio music onsite, Fallsview Casino Resort has a license with a performance rights organization in Canada that protect musical copyrights by collecting fees and distributing royalties to rights holders. SOCAN/ENTANDEM represents songwriters, music publishers, performers, and record companies.

If the Event features any performance or music for which an SOCAN/ENTANDEM Tariff is payable, the applicable Tariff(s) will be posted to the Master Account.

Current tariffs are between \$30-\$190 (plus H.S.T) based on room size and whether the event includes dancing.

TAXES AND ADMINISTRATION FEE

All prices are subject to a Harmonized Sales Tax (current rate 13%) and will be applied to the master account.

Food and Beverage prices are net of 18% administrative charge, plus 13% Harmonized Sales Tax. Please note that 3% of this administrative charge is used to defray house expenses and will be maintained by MGE; 15% will be distributed to employees providing services including servers, bartenders and porters.

Guestrooms are subject to a Municipal Accommodation Tax (current rate \$2/night).

TICKETED EVENTS

Fallsview Casino Resort's exclusive ticket sales and handling supplier is Ticketmaster.com. Ticketed events that are open to the general public are not allowed on the premises.

VEHICLES FOR DISPLAY

Display Vehicles are subject to approval by FCR Productions a minimum 60 days prior to the Event.

The Loading dock is 4ft off the ground. Vehicles must be delivered on a tilt and load, roll off truck. All vehicles must be smaller than 88" high, 225" long, 80" wide must be pushed into place in the Grand Hall.

Fuel tanks need to be less than 3/4 full and must be locked or taped shut to prevent viewer inspection. Vehicle electrical system must be de-energized by removing battery or disconnecting battery cables and covering them with electrical tape.

Drip pans must be placed underneath all vehicles, and pads need to be placed under all tires.

FOOD AND BEVERAGE

ALCOHOL

Ontario law prohibits the service of alcohol to persons under the age of 19, regardless of the approval of a parent/guardian. Fallsview Casino Resort reserves the right to refuse service of alcohol to any individual (including those exhibiting signs of intoxication) and to cease service of alcohol if persons under 19 are present at the Event or consume alcohol or attempt to obtain service of alcohol. Alcohol will not be served past 1:00am and all beverages must be cleared from the function room no later than 30 minutes after the completion of the function.

Alcohol used as an attendee gift, giveaway or prize must be sealed/wrapped and cannot be consumed on site.

ALLERGIES AND ALTERNATIVE DIETARY NEEDS

Fallsview Casino Resort strives to provide a diverse selection of food options that cater to various dietary preferences and requirements, including allergies, intolerances, medically prescribed diets, and vegetarian or vegan diets.

With advance notice, Fallsview Casino Resort endeavors to accommodate dietary requests. An initial allergy and dietary list is required 21 days prior to arrival. Final allergy and dietary list with the guarantee are required 5 business days prior to the event date.

While our culinary team will do their best to accommodate last-minute requests, additional meals requested after the deadline will incur a surcharge. Applicable service charges and taxes will be added.

For plated and buffet meals, Client must provide special meal cards for individuals with dietary restrictions to present to staff.

Our facility does not have a separate kitchen for preparing allergen-free items or dedicated dining areas for guests with allergies or intolerances. There is a risk of inadvertent allergen exposure during food preparation, handling, or service.

Kosher meals can be arranged with Zuchter Berg Kosher based out of Toronto. Additional meal and delivery costs will apply.

DELAYED OR EXTENDED SERVICE

If the agreed-upon meal service start or end times change by thirty (30) minutes or more on the day of the event, an additional labour charge may apply.

Extra labor charges may also apply for extended pre-service, post-service, or standby time required for your event.

EVENT TIMELINES

Allotted Service Times:

- Buffet Breakfast & Lunch, Dinner Buffet – 1 hour
- Plated Breakfast & Lunch – 2 hours
- Plated Dinner – 3 hours
- Dinner Stations – 1.5 hours
- Breaks – 30 minutes

Timelines falling outside of these parameters may be subject to additional labour charges.

FOOD AND BEVERAGE EXCLUSIVITY

All banquet food and beverage arrangements must be arranged through Fallsview Casino Resort. Only food and beverage purchased from Fallsview Casino Resort may be served on premises. Client shall not bring, or permit any attendee, guest, contractor or agent to bring any outside food or beverage onto Fallsview Casino Resort's premises without the prior written approval.

All food and/or beverages must be consumed on the premises and removal of any food and/or beverages from the function room is not permitted due to safe food handling practices.

MENU SELECTION

Menu selection must be submitted to Fallsview Casino Resort a minimum of 30 days prior to the Event to ensure menu item availability and adequate staffing.

NUMBERS - PRELIMINARY/GUARANTEED

A Preliminary number of guests/attendees must be provided by client a minimum of 21 days prior to arrival. If this number is not provided, Fallsview Casino Resort will use the original number specified in the Agreement. Preliminary numbers are permitted to fluctuate up to 20% (to a maximum of 100 guests) up to 5 business days prior to arrival.

A Guaranteed number of guests/attendees must be provided by client a minimum of 5 business days prior to arrival. If this number is not provided, Fallsview Casino Resort will use the preliminary number.

Fallsview Casino Resort does not guarantee service above the guaranteed numbers. Charges will be based on the guaranteed number of guests or actual number of guests served (whichever is greater).

The final guaranteed attendance must not exceed the maximum capacity of the rooms and spaces where the event will take place.

SUPPLEMENTAL STAFFING FEES

Unless otherwise indicated, staffing charges for your event are included in all menu prices. If additional staffing is needed based on your requirements, the following hourly rates will apply:

Chef/Carver \$60.00/hr.

Banquet Staff \$45.00/hr.

Bartender \$45.00/hr.

*four hour minimum applies to all staffing

Service Standards:

- 1 bartender for every 100 guests (host and cash bar)
- 1 server per 20 guests (plated meals)
- 1 server per 30 guests (buffet meals)
- 1 buffet station per 150 guests (double sided)

THIRD PARTY CONTRACTORS

Any third-party services (flowers, linens, décor etc.) that have been contracted by Client must be communicated to your Event Planner. Relevant details including arrival and departure time must be communicated a minimum of 5 business days prior to the Event.

WATER SERVICE

Water service is provided at all tables during plated meals at no additional charge. Complimentary centralized water stations will be set outside or inside room based on Client preference, during buffets and meetings. Water stations are available to reduce the environmental impact of our facility.

AUDIO-VISUAL & EVENTS PRODUCTION

AUDIO-VISUAL, EVENTS PRODUCTION & SHOW SERVICES

Fallsview Casino Resort has an extensive in-house Events Production & Show Services Department that offers state-of-the-art technology and service including:

- Audio Visual Equipment & Labour
- Materials Handling (Storage and Shipping)
- Exhibit Trade Show Tables and Booths
- Electricity and Power Requirements
- Rigging
- Furniture and Equipment Rentals
- Wired and Wi-Fi Internet Services

For full details and pricing, please contact our Events Production & Show Services Department:

Contact: Barry Culp
Phone: 905-371-7829
Email: bculp@fallsviewcasinoresort.com

CABLE SAFETY

All electrical, data, and audio-visual cables must be secured and matted in accordance to electrical and safety standards and are subject to inspection at any time. Cables are not permitted on the floor across doorways or entrance thresholds without a cable management system. Suppliers are responsible for their own matting, which will be inspected by our technical services supervisor prior to the start of the event.

ELECTRICAL SERVICES

Fallsview Casino Resort is the exclusive provider of all temporary electrical distribution required for all events throughout the facility.

THIRD PARTY AUDIO-VISUAL AND PRODUCTION SERVICES

Prior to confirming the use of any outside services, third-party vendors, or bringing in outside equipment, the Client must notify and obtain approval from Fallsview Casino Resort. Additional fees may apply and will be added to the master account. Fees include but are not limited to charges for power, rigging, and a mandatory technical services supervisor for load in/setup/teardown/load out (\$80/hour, minimum 4 hours).

Fallsview Casino Resort does not automatically hold additional hours outside of the contracted space for third party setup/teardown.

EXHIBITS & TRADESHOWS

FLOORPLANS

All exhibit floor plans must be approved by your Event Planner. Doors, exits, fire extinguishers, fire pull stations, heat and smoke detectors, electrical panels, and house lighting controls must remain uncovered and unobstructed. Compliance with emergency exit requirements and approved occupancy capacities is mandatory at all times.

DELIVERIES, SHIPPING

Fallsview Casino Resort does not have on-site warehousing facilities or storage and will not accept advance shipments from exhibitors, show management or courier deliveries prior to contracted load in dates and times. Clients are responsible for informing exhibitors of this policy.

Any goods left on the premises after the event that require return shipping will be at the owner's expense.

MATERIAL HANDLING

Exhibitors are required to use FCR Productions for the transport of all materials from the loading dock to the show floor and back. Exhibitors are not permitted to access back of house areas as per OLG/AGCO regulations. Booth materials must only be loaded in and out through the loading dock. Only materials carried by hand or exhibitor's own rolling display/casing may be brought in through the main entrance of the resort. Carts are not available for use.

STORAGE

Fallsview Casino Resort does not provide any back of house storage areas. During the tradeshow, Clients must allocate any necessary storage within their designated function space or arrange for off-site storage. Should additional storage be needed for conference materials or tradeshow items, mobile storage can be arranged in advance and rented at additional cost through FCR Production.

SAFETY AND SECURITY

FIRE

Fallsview Casino Resort premises are subject to the provisions of the *Fire Protection and Prevention Act, 1997* and Ontario Fire Code. Fallsview Casino Resort reserves the right, in its absolute discretion, to remove any obstruction or remedy any hazard without notice or liability to Client.

Fire exits or doors will not be blocked or obstructed. Exit lights will not be covered or turned off. Fire-fighting apparatus will not be moved, hidden, covered or in any way made inaccessible. All decorative materials shall be intrinsically flame-proof/fire-retardant, or so rendered by treatment by Client. Open flame candles and the use of fireworks and pyrotechnics are strictly prohibited. Cables will not be laid in a manner that could cause a tripping hazard.

Only Fallsview Casino Resort is authorized to provide electrical and mechanical connections. Additional power requirements must be arranged by Client through Fallsview Casino Resort personnel at Client's sole expense.

HAZARDOUS MATERIAL

Hazardous material, including substances or objects which may endanger life, cause bodily injury or constitute a hazard to property, may not be brought onto the premises of Fallsview Casino Resort.

SECURITY

All Security personnel on premises shall be supplied by Fallsview Casino. Security requested by Client must be arranged in advance and associated costs will be settled to the master account.