



PRODUCTION PLANNER GUIDELINES

Thank you for choosing the Gaylord Opryland Resort & Convention Center for your upcoming convention. Gaylord Opryland maintains an excellent working relationship with the nation's premier general contractors. Our goal is to assist each outside company to partner with the service teams in place at our hotel. Please complete in detail the Official Production Planner which follows and return at least fourteen (14) days in advance of your move-in date. Detailed information regarding the following guidelines is included within this publication; however, we have identified the hotel's "Top 10" needs as follows:

1. Pre-approved Production Floor Plans and Fire Marshall Permits are required 45 days in advance.
2. Crates, boxes, show cases, production containers, staging and all related items are to be placed one (1) foot off any wall or air wall.
3. Storage is not available in the back of house areas. Storage space should be arranged with the Convention Services Manager.
4. Loading Dock times must be scheduled in advance with your Catering/Convention Services Manager. Security must be present during the use of Loading Docks. Please adhere to the designated times for Loading Dock usage.
5. Please use proper load-in/load-out routes. Pre- and post-inspections of rooms will be scheduled prior to load-in and load-out with Production Management of the Hotel. Floor protection is required during both load-in and load-out.
6. Rented lifts must be in good repair and have non-marking tires. Only propane and electric powered forklifts are allowed in the building. No lifts, carts or ladders will be loaned out to anyone.
7. Bleachers, decking and equipment must have carpet protection under their footprint and require structural review for correct placement.
8. All hazer, fog, smoke and pyrotechnic events must be reviewed and approved in advance by the Convention Services Manager. Gaylord Opryland Security will be required at the prevailing rate.
9. The General Contractor is responsible for removal of all trash associated with their shipment from the hotel property, as well as prior arrangements with Convention Management for any dumpster rental.
10. The Hotel Convention Electricians are the exclusive provider of show power. PSAV is the Hotel's exclusive in-house rigging provider. All electrical and rigging requirements should be submitted thirty (30) days in advance. Please send any electrical questions to Twilcox@gaylordhotels.com. Tony Wilcox can be reached at 615-458-6493.

By signing below, I acknowledge the rules and regulations of Gaylord Opryland Resort & Convention Center. The Production Company is responsible for following all Rules and Regulations while on property.

Production

Date

Please sign the above and e-mail a copy to the Production Coordinator

OFFICIAL PRODUCTION PLANNER

<u>Production Company:</u>	Address:	Contact Name/Number:	Fax Number:
<u>Group Name:</u>	Address:	Client Name:	Client Number:
<u>Location:</u>	Dock:	Ballroom:	Lobby:
<u>Availability:</u>	Earliest Time/Date:	Actual Time/Date:	Estimated Time/Date:

- Load-in Schedule:**
- Crew Schedule:**
- Truck Schedule:**
- Set-up Schedule:**
- Rehearsal Schedule:**
- Room Set Schedule:**
- Storage Placement (if provided by client for empties):**
- Haze/Fog/Smoke/Pyrotechnics Schedule:**
- Security Schedule:**
- Show Schedule:**
- Load-out Schedule:**

<u>Clear by:</u>	Earliest Time/Date:	Actual Time/Date:	Estimated Time/Date:
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Key Contacts:

	Name	Phone (cell)	PTT	Business Address		
Technical Director						
Producer						
Project Manager						
On-site Contact						
Audio Lead						
Video Lead						
Lighting Lead						
Local Crew Foreman						
Other Contact						
Rental Company						
Staging Company						
Decorator						
Trucking						
OTHER						
OTHER						
OTHER						
OTHER						

Please complete the above and e-mail a copy to the Production Coordinator at least (14) days in advance

AUDIO VISUAL PRODUCTION

- All exposed cabling must be flown overhead whenever possible. If cabling is on the floor, it must be covered with industrial cable covers. We will also accept the use of gaffers tape and rubber matting. Duct tape must not be used. Approved cable covers and tape are available through Presentation Services (PSAV). Please contact your PSAV Sales Manager for pricing.
- Gaylord Opryland Resort & Convention Center reserves the right to limit sound levels at all times in order to provide a safe and comfortable environment for all guests.
- Sound and/or light boards are to be placed on sidewalls or in the rear of the room, with all cabling routed around the perimeter or flown thru the air. Please ensure you bring cable of sufficient length to adhere to this policy.
- Projector port usage must be scheduled in advance through Presentation Services Audio Visual. PSAV will assess a charge on a per-day basis. When using a projection/spot port, it must be restored to its original condition in order to avoid a cleaning charge. Food, beverages and tobacco are strictly prohibited in ports.
- Tools and ladders are not available for loan or rent from Gaylord Opryland Resort & Convention Center or Presentation Services (PSAV).

CARPET PROTECTION

- Please help us protect our asset. The carpeting in travel routes (during load-in/out) and storage areas is to be protected from damage. Please ensure that visqueen or matting is used in all travel routes.
- If you prefer that the Resort assist you in carpet protection, please contact your PSAV representative.

CATERING

- Due to liability and legal restrictions, no outside food or beverages of any type may be brought into the Convention Center by the customer, guest, exhibitors or other suppliers. Arrangements for crew meals should be made in advance with Hotel Catering.

DOCKS LOADING/UNLOADING

- Any vehicle not in the process of loading or unloading must be removed from the loading dock area. Towing is enforced in all loading areas.
- The Presidential, Delta and Tennessee loading docks have security barricades which prevent entry. Please provide a detailed schedule to the Production Coordinator that can be given to Gaylord Opryland Hotel Security for access scheduling.
- Shipments can be received at the below listed dock addresses. Please ensure the correct address is used for the corresponding ballroom. A representative from your company must be available to receive said shipments; otherwise, all deliveries need to be directed to Dry Storage (2800 Opryland Drive, Nashville TN 37214) and prevailing rates will apply.
 - Delta Loading Dock (2 Hydraulic lift gates only)
(Name, Show Name and Dates)
2814 B Opryland Drive
Nashville, TN 37214
 - Presidential Loading Dock (Flat Dock)
(Name, Show Name and Dates)
2814 A Opryland Drive
Nashville, TN 37214
 - Ryman **B** Loading Dock
(Name, Show Name and Dates)
2816 Opryland Drive
Nashville, TN 37214
 - Ryman **C** Loading Dock
(Name, Show Name and Dates)
2815 Opryland Drive
Nashville, TN 37214
- Gaylord Opryland Resort & Convention Center is an intricate property with multiple paths that circle the building. Prior to sending a driver onto the property, please have them contact the Production Coordinator for assistance regarding the best travel route to gain access to the correct loading dock.

FIRE MARSHAL REQUIREMENTS

- At no time shall an exit door be chain locked, blocked, tied open or obstructed in any way. This includes but is not limited to, placement of signage, screens, vehicles, barricades, storage, tables, carts, curtain walls or other convention-related materials that may impede the path of egress from or to an exit door. Exit paths must also remain unobstructed.
- Compliance with all Federal, State and local Fire and Building Codes is required for all group activity.
- All emergency equipment must remain unobstructed.
- If permanent exit signs are obstructed from view, additional temporary exit signs shall be provided by the vendor, indicating the route to the exit doors.
- For approval and permitting, five (5) **copies** of the floor plans, 16th or 32nd scale prints, must be submitted forty-five (45) **days** prior to an event. All floor plans must be submitted to:

**JIM HENRY, EXHIBIT HALL MANAGER
GAYLORD OPRYLAND RESORT & CONVENTION CENTER
2800 OPRYLAND DRIVE
NASHVILLE, TN 37214**

- The 16th or 32nd scale Floor Plans should include the following:
 - Layout of exhibits, audio visual screens, stages, risers, tables and chairs, as well as intent of building use
 - Exits: mark egress aisles and exit doors
 - All temporary curtains or eased walls
 - Any structure constructed inside of our building: detailed plans must be submitted fifteen (15) **working days** prior to an event
 - Vehicles: type and number with a diagram of placement

HAZER/SMOKE/FOG/PYROTECHNICS USE

- The use of hazer/fog machines or pyrotechnics must be approved through Convention Services. Gaylord Opryland Security is required for all hazer or pyrotechnics events, including rehearsals. Gaylord Opryland Security will be coordinated with the Convention Services Manager at the prevailing rate.
- Only water-based machines are permitted.

- A schedule of rehearsals and show time for hazer or pyrotechnics events must be submitted no later than **three (3) weeks** prior to the event and approved by the local Fire Marshal. The schedule must be detailed as the Fire Marshal only allows our system to be bypassed for short periods.
- Smoke/Fog/Hazer are never to be allowed to obstruct Fire Exit signs or safe egress.

INSURANCE CERTIFICATE / INDEMNIFICATION

- Client shall deliver to Gaylord Opryland Resort & Convention Center an Indemnification Agreement and a Certificate of Insurance from a company authorized to engage in the insurance business in the State of Tennessee, evidencing the following minimum limits of liability:

Comprehensive General Liability

Bodily Injury & Property Damage
\$2,000,000 each occurrence

Comprehensive Automobile Liability

Bodily Injury & Property Damage
\$1,000,000 each accident

Umbrella

\$1,000,000 each occurrence and aggregate

- Gaylord Opryland Resort & Convention Center must be named as additional insured on each of the above policies. The Client shall obtain the written agreement on the part of each insurance company to notify Gaylord Opryland Resort & Convention Center at least ten (10) days prior to cancellation or non-renewal of any such insurance.

LABOR REQUIRED

- A Gaylord Opryland Security Guard is required for access to all load-in/load-out ramps during load-in and load-out times. This labor will be billed at prevailing rates. Please contact your Convention Services Manager thirty (30) days in advance for scheduling of a Gaylord Opryland Security Guard.
- When third party audiovisual vendors are utilizing any section of the Delta, Presidential, Tennessee or Governors Ballrooms, a Presentation Services Audio Visual representative must be present at all times during the load-in and load-out. This is to expedite host production requests and to ensure hotel guidelines are upheld as presented in this Production Planner. A service charge will be assessed and billed for this service.
- PSAV is the exclusive rigging company for Gaylord Opryland Resort & Convention Center. All rigging needs will be provided through PSAV. Please contact Mark Krysiuk at 203-321-5119, <http://www.avservicescorp.com/rigging.aspx> for any rigging requirements.

MARSHALLING YARD

- All trailers must be parked in the Marshalling Yard located on the left side, off McGavock Pike across from the Shell station at the last light past the hotel's main entrance. Any trailer located in the Marshalling Yard is the responsibility of the Production Company and will be charged to the Master Account at the Prevailing Rate. If you have any questions, please discuss with your Production Coordinator.

OTHER REQUIREMENTS

- Nails or screws are not to be used for fastening objects to any stage, floor or wall.
- The shooting of confetti must be arranged for in advance with your Convention Services Manager. There is a cleaning charge of \$500.00.
- Any supplemental equipment, such as chairs and tables, is available with advance notice and will be subject to a rental fee. Please contact your Convention Services Manager to inquire what equipment and services are available. Please restore any meeting or ballroom to the original condition upon completion of the event in order to avoid a cleaning charge.

PRODUCTION PREMISES RETURN CONDITION

- Client shall not injure, mar or in any manner deface the production premises and shall not cause or permit anything to be done whereby the production premises shall be in any manner injured, marred or defaced. Upon the termination of the Agreement, Client shall at once surrender possession of the production premises, and deliver the production premises to Gaylord Opryland Resort & Convention Center Nashville in the same condition, ordinary wear and tear accepted, as they were upon delivery to Client.

PROPANE STORAGE

- Propane tanks must be stored on the docks. The tanks must be secured in a cage or inside a trailer with a lock. Propane tanks are to be removed at the completion of your event. Hotel will not be responsible for abandoned property.

RENTAL EQUIPMENT

- Equipment and lifts are not available for rental through the hotel.
- All lifts and equipment require carpet protection (polytac/visqueen) applied to the travel areas. All tires must be non-marking.
- All drivers must drive safely and cautiously while at Gaylord Opryland. Operators must provide certification prior to operating any fork/scissor lifts.

- All fork/scissor lifts, if used, must be battery or propane operated. Gasoline powered fork lifts are not permitted inside Gaylord Opryland.
- All rental equipment deliveries are required to be scheduled with the Production Coordinator.

STAGE REQUIREMENTS

- Stages in excess of 12' x 24' are considered production risers. It is the responsibility of the Production Company to provide stages larger than 12' x 24'.

STORAGE

- Storage will not be available in the back-of-house areas. Storage space should be arranged through your client with the Convention Services Manager.
- Stage storage will be strictly monitored. All electrical disconnects and fire egresses must be kept clear at all times.
- Storage is strictly prohibited in fire exits, stairwells and service corridors.
- The Hotel will not be responsible for abandoned property.

TOBACCO-FREE FACILITY

- Effective October 2010, all Gaylord properties will be tobacco-free workplaces for employees and vendors. The use of tobacco products is prohibited on Gaylord's property at all times, including entryways to our buildings and parking lots (including inside vehicles). There will be no designated smoking areas for our employees or vendors.

VEHICLES IN THE BUILDING

- Vehicles brought into the building require the approval of your Production Coordinator.
- All fuel tank openings must be locked and sealed in an approved manner to prevent the escape of vapors. Fuel tanks shall not contain in excess of 10 gallons (37.9 L) of fuel or more than 1/8 of a fuel tank, whichever is less.
- At least one battery cable must be removed from the vehicle engine batteries. The disconnected battery cable shall then be taped.
- Batteries used to power auxiliary equipment will be permitted to be kept in service.
- Fueling or un-fueling of vehicles will not be permitted.
- Vehicles shall not be moved during exhibit hours.

- Plastic must be placed underneath the engine.

VENDOR GUIDELINES

- All employees of outside Audio Visual and/or Production Companies must wear visible identification while on Gaylord Opryland Resort & Convention Center property.
- All employees of vendors working on the property of Gaylord Opryland Resort & Convention Center must conform to the hotel's code of conduct, grooming standards and dress code. Your Convention Services Manager can provide you with the written standards.
- The labor source utilized, the foreman's name and phone number, and a head count of scheduled labor must be submitted to the Production Coordinator **no later than 30 days** in advance of your show.

WALKTHROUGH OF SPACE - PRE & POST CONVENTION

- One hour prior to your scheduled load-in, it is required that Gaylord Opryland Resort & Convention Center Production Management conducts a pre-convention walkthrough of any assigned space. The purpose of this walkthrough is to review existing damage and condition of the space. Copies of the walkthrough report must be signed by the on-site contact for the production/decorator company.
- Immediately after the load-out, a post-convention walkthrough will be conducted. The on-site contact for the production company must sign the walkthrough report. The Production Company will be held responsible for any damages incurred during the event. If for any reason the walkthrough report is not signed, the Production Company will still be held liable for any damages other than those pre-existing prior to the load-in.

WASTE REMOVAL AND CUSTODIAL SERVICES

- The production/decorator company is responsible for all show-related waste. Show-related waste is to be removed from the facility by the production company, or arrangements can be made to utilize Hotel dumpsters at prevailing rates. This includes, but is not limited to, bulk trash, visqueen, tie lines and adhesive products. Large waste bins must be provided by the Production Company. The space used by the production/decorator company should be returned to "load-in" condition after the show or convention. The Production Company will be charged for trash removal and clean-up, if the space is not returned to the "load-in" condition.

SERVICE RATES

SECURITY

For Officer:

- \$35.00 per hour per officer (with 14 days advance notice prior to convention)
- \$45.00 per hour per officer (within 14 days of arrival)

For Supervisor:

- \$45.00 per hour per Supervisor (within 14 days of arrival)
- One (1) Supervisor is required for each five (5) Security Guards hired.
- \$50.00 per hour – Holiday Rate
- A four (4) hour minimum will apply.
- Gaylord Opryland Resort & Convention Center Department of Security and Safety Services is the exclusive provider of all security required by the hotel and for all security requests.
- NOTE: Two (2) Security Officers are required for all load-ins and load-outs at all hotel points.
- NOTE: Three (3) Security Guards are required at Exhibit Hall Loading Docks.

POLICE

- (Armed Security) Hired by Client only with hotel approval.

LOCKDOWN & UNLOCK OF EXHIBIT HALL

- One (1) officer will do a sweep of the hall to inform occupants that the lights will be turned off and secure all doors. This charge will apply when the client has opted to **not** have any Security watch their Exhibit Area when the Exhibit Hall is closed.
- \$250.00 fee for each lock and unlock will apply.

PYROS-HAZERS/FIRE WATCH

- \$250.00 fee for 4 hours (minimum) charge to override the System.
- Additional hours charged at \$62.50 per hour

SHIPPING ADDRESSES

- Delta Ballroom shows, the address is:
2814-B Opryland Drive, Nashville, TN 37214
- Presidential Ballroom shows, the address is:
2814-A Opryland Drive, Nashville, TN 37214
- Ryman **B** shows, the address is:
2816 Opryland Drive, Nashville, TN 37214
- Ryman **C** shows, the address is:
2815 Opryland Drive, Nashville, TN 37214

RIGGING/BANNERS

- All rigging/banner hanging requests must go through Presentation Services Audio Visual. A signed contract is required prior to labor scheduling.
- All banner hanging locations must be approved in advance by the Convention Services Manager or Catering Manager.
- Floor protection (polytac/visqueen) must be used for production Load-In and Load-Out.
- Current Rates for PSAV are available on-line @ <http://partner.psav.com/gaylordopryland>

WASTE MANAGEMENT

Please note there is a waste charge to all groups using the Exhibit Hall. Ryman B Exhibit Hall is charged at \$250.00 per hall used. Ryman C Exhibit Hall is charged at \$500.00 per hall used. This charge will appear on your Master Bill.

<p><u>ELECTRICAL</u></p> <p>Any electrical installed in ballrooms and/or a meeting space requiring more than the standard wall outlets will be charged at prevailing rates. Please contact your Convention Services Manager for a current rate sheet. Production electrical is charged at \$6.00 per amp plus labor and tax prior to fourteen (14) days of convention, and within (14 days) of convention the charge is \$8.00 per amp plus labor and tax. Please note that there is a charge for all electrical use in our Exhibit Spaces.</p>	
<p><u>IT:</u></p> <p>Please note there is an additional charge for IT service in our Meeting Rooms and Exhibit Space. Please contact your Convention Services Manager to discuss your needs.</p>	
<p><u>TELECOMMUNICATIONS</u></p> <p>Please note there is an additional charge for phone installation in our Meeting rooms and Exhibit space. Please contact your Convention Services Manager to discuss your needs.</p>	

Please note this is current pricing and subject to change with written notice.

Production Coordinator
Chris Hardtke

Tennessee Ballroom
Tennessee Ramp
Presidential Ballroom
Presidential Loading Ramp

Delta Ballroom
Delta Loading Dock
Governors Ballroom

Chardtke@GaylordHotels.com
(615) 613-8628 Cell
(615) 458-4442 Office