



## VENUE POLICIES

OUR BUILDING MUST ADHERE TO REGULATIONS AND POLICIES THAT ARE UNIQUE TO OTHER VENUES AND CASINOS. PLEASE ALLOW ENOUGH TIME FOR ANY NEEDED WAIVERS OR APPROVALS.

# PRODUCTION & VENUE RULES

- All service contractors who work in Hard Rock Live must be approved by building management.
- All parties will adhere to the safety, security, and insurance requirements of Hard Rock Live.
- All service contractors and vendors are required to carry a valid Certificate of Insurance (COI).
- Alternate labor vendors must be approved by Hard Rock Live Management and/or the Seminole Tribe of Florida. (Crew One is the preferred vendor for labor services at Hard Rock Live.)
- Rigging within the site, including any equipment attached and/or suspended from the building structure, must be completed by site's preferred vendor, without exception.
- Safety harnesses must be worn anytime an individual is 6 feet or higher from the ground. This includes work on site's balcony ledges, scaffolding, scissor lifts, bucket lifts, truss, or climbing any structure whatsoever. Any individual operating a scissor lift or forklift must present a current certification.
- All floor plans are approved through Hard Rock Live Management and/or the Seminole Tribe of Florida Fire Inspector.
- Ticketing and event seating charts (including thrusts, B stages, and any deviations from standard venue maps) must be approved by the Hard Rock Live ticketing department prior to an event going on sale. Hard Rock Live uses Ticketmaster exclusively.
- All sponsorship activations and locations (including banners, tabling, furnishings, décor, giveaways, etc.) must be approved by Hard Rock Live Management. Food and beverage sampling and vehicle displays are not permitted.
- All temporary installations shall be set up so as not to obstruct emergency equipment, fire exits, or fire equipment including fire hoses and fire pull boxes.
- No facility signage may be covered without the prior written notice of Hard Rock Live Management.
- Any requests for branding or signage outside of the venue doors must be requested and approved prior to load in.
- Smoking is NOT permitted inside Hard Rock Live, including vapors, e-cigarettes, electronic, and other smoking devices.
- No motor driven vehicle shall be operated in the venue without written notice by Hard Rock Live Management.
- All security, ushers, and cleaning for events will be organized through Hard Rock Live Management.
- Drones are prohibited throughout the venue and site. If promoter wishes to seek an exception to this policy and request pre-approval for drone use, this shall be subject to Venue's sole discretion. Additional requirements such as licensing/permitting for the drone and/or its operator will apply.



# NON-UNION LABOR RULES & REGULATIONS

## **CREW SIZE:**

- A Crew Chief will be required on all calls.
- An event with a crew of 10 or more will require one additional person to act as Steward. The Steward shall be responsible for all dealings with the client and production management as well as act as the safety officer for all floor work.

## **TRUCK LOADERS:**

- A minimum of 4 crew members shall be engaged per truck.

## **RIGGERS:**

- All events having equipment which must be suspended from beams, not accessible from a catwalk, must engage a minimum of 3 riggers .... 2 climbing and 1 ground rigger .... unless prior arrangements are made.
- Any rigging calls of 8 riggers or more, will require a head rigger, above the work call to supervise the aerial crew, maintain radio contact with the ground crew, and act as the rigging safety officer.

## **BILLING:**

- All calls starting between midnight and 6:59 am will be billed at Time and One Half (except for loadouts for previously installed equipment). Straight time will resume from 7:00 am forward, unless the call is over 8 hours.
- All scheduled calls cancelled by a client without providing 24 hours notice from the original call time, shall result in the client being billed a 4 hour minimum for all cancelled labor.
- All billing shall be computed in one-hour increments.
- An estimate can be provided prior to the event.

## **OVERTIME:**

- Time and One Half after 8 hours in a single day.
- Time and One Half after 40 regular hours per event, per week.
- Time and One Half if there is less than an 8 hour overnight turnaround.
- Time and One Half on State or National Observed Holidays for the first 8 hours, double time after 8 hours.
- Double Time rate on Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve & New Year's Day.

## **MEALS, BREAKS, BEVERAGE SERVICE:**

- Crew members shall be entitled to 15 minute break every 2 hours.
- A mandatory meal break shall be provided every 5 hours.
  - 1/2 hour PAID meal break when meal is provided.
  - A 1 hour UNPAID meal break when no meal is provided.
- If a 1 hour break is given, there is a 2 hour minimum return call after the break.
- If more than 1 1/2 hour break is given, there will be a 4 hour minimum return call.
- A meal penalty shall apply for failure to provide a meal break. Time worked past a mandatory meal break will be computed at time and one half of the posted rate until the meal break is provided.
- A beverage service will be provided for crew members from start of load-in through completion of load-out which complies with OSHA regulations.

# PYRO/SFX/LASERS

ALL PYRO AND SFX MUST BE APPROVED BY FIRE MARSHALL AT LEAST 30 DAYS PRIOR TO EVENT/SHOW DAY.

## LASERS

- Lasers can be used inside the theater if termination points are preestablished during the advance.
- Cannot be focused on the crowd or in any camera locations within the theater.
- During programing, please review location with Production Manager running point for the theater.

## PYRO

- All Pyro or flame effects must be inside the stage house, at a minimum of 15 feet from the proscenium.
- All Pyro & SFX are not to be pointed at house lighting.
- Effects must be 3 feet off all curtains.
- Gerbs are limited to a maximum height of 25 feet.
- Flames are limited to a maximum height of 15 feet.
- Waterfalls shall not fall downward at a distance greater than the height they are mounted at (example: if mounted at 35 feet trim, waterfall shall not rain down past 30 feet).

## CONFETTI

- Mylar is banned from use inside Hard Rock Live. Confetti must be paper based.
- Confetti cannons and streamers shall not be located at Front of House.
- Confetti cannons and streamers shall not be located where the manufactured minimum separation distance cannot be met (16.5 feet radius for installation and use).
- Confetti cannons and streamers are not to be pointed at house lighting.
- Please refer to Offer and Contract terms for confetti clean up fee per event.

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# VIP PROGRAMS & SPONSOR ACTIVATIONS

- All activations and installations that Promoter wishes to execute in connection with the Engagement and surrounding activities are subject to pre-approval by Venue and Site management ("Management") no later than **2 weeks** prior to the Engagement.
- Event lead or production manager will introduce promoter to all necessary parties for location and set-up approvals if VIP programs, activations and/or installations are desired as part of the event.
- Pop-up tents and/or overhead structures such as roofs are not permitted.
- All drapery must have a current fire-retardant certificate attached.
- Venue reserves the right to relocate or remove any of Promoter's or Promoter's third-party partner's activations, even if pre-approved, if considered reasonably unsafe at any time.
- Samples distributed from any activations or installations are subject to the same pre-approval by Venue staff. Alcoholic beverages and food cannot be distributed as samples.
- Games of chance, such as raffles or drawings, regardless of monetary value, are not permitted at the Venue under any circumstances.

# CATERING

- Outside, third-party catering is only permitted in Back-of-House/Backstage areas.
- Special Front-of-House Food and Beverage needs in public areas during the event must be arranged through Hard Rock Live. Standard bar and concessions are provided.
- Catering for backstage, dressing rooms and/or Green Room may be arranged through Hard Rock Live's preferred caterer or a third-party vendor at promoter's own expense.
- Catering inspections should be scheduled no later than 2 weeks from the event.
- If an outside catering vendor is selected, the vendor will be required to undergo inspection by the Seminole Fire Department and Seminole Tribe of Florida Health Department.
- Catering vendors that wish to cook on site must complete a required inspection by the Seminole Tribe of Florida Health Department and Seminole Fire rescue before any cooking or set up.
- Open flames are only permitted outdoors and no less than 10 feet away from any structure with approval from Seminole Fire Rescue.
- Catering vendors are not permitted to use storm drains to dispose of grease, wash dishes or cookware.
- All catering vendors and associated personnel must ensure the Green Room, Dining and any area used for food preparation are left clean and in good condition.
- A cleaning fee of \$650.00 will be assessed should the Green Room/Dining or food preparation areas be left uncleaned or unlike the condition it was in before the caterer arrived.
- Hard Rock Live staff will make tables available to catering staff and catering staff will move and place tables in the locations required. Tables cannot be left in the catering positions or any other location after the event.
- Catering vendors are responsible for supplying all the equipment they need such as extension cords and power strips.
- All catering vehicles will need a parking pass with driver's name and phone number displayed on the vehicle's dashboard and will depart when the event is over. Overnight parking on property is subject to advance. HRL reserves the right to limit the number of personal vehicles.
- Any alcoholic beverage consumption in Hard Rock Live Meet & Greet and Green Room (catering) Back-of-House rooms must be advanced with production and may be subject to a corkage fee.