**FOUR SEASONS HOTEL DELIVERY SPECS & ‘VENDOR POLICIES & CODE OF CONDUCT’ TO SIGN**

**FISA EAST NOVEMBER 2019**

**DELIVERIES TO BE RECEIVED ON SUNDAY 11/3/19**

* Should any equipment be delivered prior to this date, the hotel will not be able to accept the delivery without prior approval
* The hotel will not accept any boxes larger than 3ft x 3ft prior to Sunday 11/3/19
* Should you ship a box larger than 3ft x 3ft, it must arrive no earlier than Sunday 11/3/19, vendor/supplier will be directed to shipping area to move equipment to meeting room
* Any equipment that does not fit within the specs below will need to be delivered disassembled

**Loading Dock (ground level-no lifted dock for lift gate)**

* Doors: 65”W x 78”H
* Ceiling: 75”H (lower than door due to piping)
* Hallway Width able to accommodate standard pallets with room to move

**Service Elevator (this is not a freight Elevator and is not connected to the dock)**

* Door: 47”W x 84”H
* Inside: 64”W x 94”L
* Inside: 106”H

**BOH DOORS/HALLWAYS**

* “Kitchen” Door: 38”W x 81”H
* “Banquet” Doors: 70”W x 90”H

**Voltage**

* Our power outlets are up to 120 volts
* Our power drops can go up to 220 volts and will require a power drop fee of $400 to the hotel
* Extension cords will not be provided. Please provide your own, along with taping for safety

**Pallets**

* Vendors are recommended to provide their own pallet jack for delivery if needed, hotel will provide pallet jack only if available at time of request
* A standard pallet can fit in the service elevator, however, once equipment reaches outside the elevator on the C2 level, a pallet will no longer fit through BOH hallways and equipment would need to be moved by hand

**LOAD IN/LOAD OUT SECURITY PROCEDURES**

* 9:00AM to 3:00PM is the load in load out time frame with no exceptions. If your truck arrives prior to 9AM, you may be asked to leave the property
* All equipment must be out of the building by 3:00PM on 11/6/19
* Driver/Vendor must come into the security door just to the left of the dock, to check in with our security team and receive a visitor badge. They must provide a valid ID. You must sign out with security once delivery or pick up is complete

**Load in/Load out Signed Forms:**

Each supplier must provide the following completed, current forms to Christine Norell, no later than Friday, October 4, 2019

* 2019 Vendor Policy Code of Conduct Form To Sign (see below)
* Four Seasons Delivery Form (Load in/out Request form, see separate Excel file)
* Current Copy of Supplier’s Liability Insurance (you provide)
* Current Copy of Carrier’s Liability Insurance if Supplier is not Delivering Directly (you provide)

**2019 VENDOR POLICIES AND CODE OF CONDUCT FORM TO SIGN**

1. Vendor personnel must enter, exit, load and unload equipment through the Resort’s loading dock in accordance with the Resort’s rules and local ordinances. All commercial vehicles must go to Four Seasons Resort Palm Beach’s North Lot loading dock, which operating hours are 8:00 am – 8:00 pm. All events require a Loading Request Form to be completed by the Patron and submitted to Resort 14 days prior to event start date for approval. Load-in and load-out times must be coordinated with the Resort in advance via the Loading Request Form and are subject to approval. An Events Security Officer is required for all Events to oversee the Vendor Load-in and Load-out schedule and enforce the Policies and Code of Conduct.

2. The Town of Palm Beach’s Noise Ordinance we are required to abide by are listed below for your reference. Any violation of the Noise Ordinance may incur a fee, which will be applied to Patron’s Master Bill. **Sec. 42-196. Prohibited noise.** It shall be unlawful for any person to make or continue:

(1) Any loud or raucous noise;

(2) Any noise that tends to annoy the community or injure the health of the citizens in general; or

(3) Any noise that annoys, disturbs, injures or endangers the comfort, repose, health, peace or safety of any considerable number of persons. A considerable number of persons, for this section, shall mean three or more unrelated persons in separate households.

**Sec. 42-197. Specific acts prohibited.** The following acts shall be unlawful whether or not such acts constitute a violation of section 42-196 between the hours of 8:00 pm and 8:00 am each day of the week.

(5) *Loading and unloading operations.* The creation at any time of loud and raucous noise in connection with loading or unloading any vehicle, or the opening and destruction of bales, crates or containers.

(11) *Commercial loading and unloading operations, certain times prohibited for locations in or adjacent to residentially zoned areas.* The commercial loading and unloading of any vehicle, or the opening, destruction and/or disposal of bales,crates, containers, or any other item for businesses located in or adjacent to residentially zoned areas, shall be prohibitedbetween the hours of 8:00 p.m. and 8:00 a.m.

3. It is understood and agreed that the Resort premises will be left in a neat and orderly condition, free of debris or display refuse. If the Resort staff must remove materials or debris at the close of any event, additional charges may be incurred as determined by Resort. Vendor is financially responsible for any damages incurred to the Resort, event space and or equipment. All items must be left as they were found and in the original condition found, especially Resort Dance Floor and Staging. Any damage caused by any service or personnel representing the Vendor will be subject to appropriate cleaning and/or replacement fees as determined by the Resort. Permission from Resort is required for any elaborate set up, including pipe and draping and/or hanging of any type of décor. Vendor is responsible for providing the appropriate equipment needed, based upon approval [to include special air wall hangers, distribution panels, scissor lifts, etc.]

4. Vendors are required to furnish the Resort with a valid insurance certificate of comprehensive general liability coverage prior to the commencement of work or services at the Resort.

5. Resort will not store equipment nor be responsible for any equipment left behind, unless approved by Resort.

6. The exhibit area is to be kept neat & clean for appearances and safety. Vendors must store cases and miscellaneous supplies under their table or dedicated exhibit area. Cords and wiring must be inconspicuously taped down. No items may be stored in Back of House hallways or stairwells, in accordance with Fire Safety Codes.

7. Four Seasons Resort Palm Beach does not allow any signage or registration tables in public areas. All displays, exhibits and / or decorations proposed by Vendor on behalf of Patron shall be subject to the prior written approval of the Resort in each instance. The Resort assumes no responsibility whatsoever for displays, exhibits and / or decorations, etc. brought into the Resort by the Vendor on behalf of the Patron. All displays, exhibits and decorations must conform to the applicable building code and fire ordinances and should be free standing without attachment to walls, ceilings or floors. For greater certainty and without limitation to the foregoing, all applicable flame proofing regulations shall be complied with and before any decorations of a combustible nature shall be installed, notarized affidavits of flame proofing must be furnished.

**Please sign this VENDOR POLICIES & CODE OF CONDUCT and return it to:** [**Denise.Lebel@Fourseasons.com**](mailto:Denise.Lebel@Fourseasons.com) **Direct: (561)533-3758**

Patron/Vendor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Event Name: FISA EAST 2019

Patron/Vendor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Event Date Set Up: Sunday, Nov. 3rd, 2019 by 4pm

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location / Room: Flagler Ballroom on Conference 2 Level

Date Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Start/End Times: Load in-out Times are 9:00am -3:00pm