

The  
*Greenbrier*<sup>®</sup>  
AMERICA'S RESORT

**2025 PRODUCTION GUIDELINES**

101 Main Street, West  
White Sulphur Springs, WV 24986  
ENCORE Audio-Visuals  
304-536-1110

*Please read the following Production Guidelines carefully and completely prior to any planning or setup activity for your event. A certificate of insurance is required on file with the hotel prior to any conducted business.*

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## Welcome

The Greenbrier is proud to have numerous skilled personnel available to assist you in creating a world-class program. The utilization of Greenbrier personnel is required for the following services with the exception for Registration Clerks.

**Carpenters:** Stage Sets, Displays, Registration Counters, Banners

**Electricians:** Lighting (non-ENCORE related), Electrical Hookups

**General Laborers:** Load-in and Load-out

**Upholsterers:** Carpet Staging, Hang Pipe and Drape, or Remove Draperies

The Greenbrier reserves the right to determine the proper number of personnel required to handle special requests so that work is performed in a proper and safe manner. All skilled trades require a minimum of two laborers.

Pricing for full rate shows to include load-in/out, power, carpentry, etc will be provided based on the individual needs of the production. A full production schedule with requested labor amounts, trades and times is to be provided to the group's Event Service Manager no later than (40) days prior to the load-in date of the group.

ENCORE Audio-Visuals is the Hotel's official source for all your audiovisual equipment and production service needs. Outside Production Companies must use ENCORE as the exclusive provider for all rigging support and hardware at prevailing rates.

All of ENCORE Audio-Visuals equipment, project managers and production staff are available and ready to help you and to make sure your program is a complete success. If you choose to work in partnership with ENCORE Audio-Visuals, utilizing their full support for your A/V equipment and staging needs, many of the various Production Guidelines listed in the following summary will automatically be met, and your program will be extremely well coordinated with all departments throughout the Hotel. Please feel free to contact ENCORE directly for more detailed information (304)536-5300.

You may utilize another A/V company, however, please be advised there are mandatory Guidelines and specific charges for you and your outside provider to conduct business within The Greenbrier.

All outside vendors must sign a copy of these Guidelines as proof they will recognize and comply with each of the requirements and stipulations listed, without exception.

Listed within this document are the complete Production Guidelines of The Greenbrier. Required information and signoff must be received by The Greenbrier from the Client and any third party supplier no less than 45 days prior to load-in of the event.

# Outside A/V Company Production Guidelines and Requirements Summary:

(Detailed specifics begin on page 5)

1. Load-in day and strike day supervision requires Hotel General Laborers to assist and an Encore Supervisor at prevailing rates.
2. Use of Hotel or Venue systems and facilities are subject to daily charges at prevailing rates.
3. All Rigging equipment and labor must be arranged through ENCORE Audio-Visuals and will be charged at prevailing rates for both equipment and labor.
4. All electrical power utilized by an outside A/V vendor's equipment will be billed at prevailing rates by Event Services Manager.
5. All Internet connectivity requested by an outside A/V vendor will be billed at prevailing rates.
6. All cabling and wires installed by an outside A/V vendor must be securely taped and routed, then inspected by a Hotel Electrician.
7. Any outside A/V Company must file a Certificate of General Liability and this must include the Hotel as an additional insured.
8. Complete production scheduling and planning must be submitted by an outside A/V company 45 days prior to event start and receive Hotel approval.
9. The outside A/V company must follow and adhere to each of the requirements, charges and stipulations listed in the complete Production Guidelines memorandum available from your Event Services Manager or the ENCORE Department.
10. The outside A/V company must ensure all loading dock and other back-of-house activities are prearranged and approved by the Engineering Supervisor.
11. Outside A/V crew must wear identifying tags or passes and observe all normal staff rules and regulations, such as smoking restrictions, dress code, no use of public restrooms, no congregating in guest areas, and use of staff parking or cafeteria. No roaming back-of-house for food, drink or Hotel supplies and consumables is committed.

## REQUIRED DOCUMENTATION AND DUE DATES

### DOCUMENTS

- Entertainment Rider*
- Signed copy of Production Guidelines (see page #20)*
- Complete Production Schedule (see page #9)*
- Rigging Requirements (see page #10)*
- Certificate of Liability Insurance (see page #5)*
- Electrical Requirements (see page #6)*
- Credit Card Authorization*
- Diagrams*
- Audio Frequencies List (see page #12)*
- List of all onsite Authorized Contacts and Phone Numbers*

### DUE DATES

- 90 days prior to event load in*
- 45 days prior to event load in*
- 40 days prior to event load in*
- 40 days prior to event load in*
- 30 days prior to event load in*
- 14 days prior to event load in*
- 14 days prior to event load in*
- 14 days prior to event load in*
- 5 days prior to event load in*
- 5 days prior to event load in*

Initial: \_\_\_\_\_

## Insurance

The following, when applicable, are required for Vendors, Contractors, Sub-Contractors or "Outside Companies" (Outside Party) performing any work or activities at The Greenbrier (Owner). Vendors, Contractors, Sub-Contractors and Outside Companies (Outside Party) agree to purchase and maintain insurance from insurance companies with an A.M. Best Financial Strength Rating of no less than "A-" and size VII for the following types of coverage and limits of liability during the life of executed contracts. These items must be submitted to and approved by the Hotel at least (30) business days prior to arrival.

**Commercial General Liability (CGL)** - With limits of Insurance of not less than \$1,000,000 each occurrence and \$2,000,000 Annual Aggregate.

- Owner shall be included as additional insured on the CGL, A copy of the Additional Insured Endorsement shall be attached to the Outside Party certificate of insurance. It shall apply as Primary and non-contributing Insurance before any other insurance or self-insurance, including any deductible, maintained by, or provided to, the additional insured.

**Automobile Liability** - Business Auto Liability with limits of at least \$1,000,000 each accident.

- Business Auto coverage must include coverage for liability arising out of all owned, leased, hired and non-owned automobiles.
- Owner shall be included as Insureds on the auto policy on a primary and non-contributory basis.

### Workers Compensation and Employers Liability

- Workers' Compensation Insurance as required by the laws of the State in which work is to be performed.
- Employers Liability Insurance limits of at least \$500,000 each accident for bodily injury by accident, and \$500,000 each employee for injury by disease and \$500,000 policy limit.

### Commercial Umbrella/ Excess Liability Policy

- Umbrella limits should be at least \$5,000,000 and lie as excess to the general liability, auto liability, and employers' liability.
- Umbrella coverage must include as insureds all entities that are additional insureds on the underlying general liability and auto liability. It shall apply as Primary and non-contributing Insurance before any other insurance or self-insurance, including any deductible, maintained by, or provided to, the additional insured.
- All policies shall include a Waiver of Subrogation in favor of Owner.
- Outside Party will comply with all applicable laws, rules and regulations, as well as the standards of The Greenbrier.
- Outside Party shall provide all required Certificates of Insurance no less than (30) business days prior to performing work on Greenbrier property.

All Certificates of Insurance should read:

Justice Family Group, LLC  
Greenbrier Hotel Corporation and Affiliates  
101 Main Street, West  
White Sulphur Springs, WV 24986

Initial: \_\_\_\_\_

## Power

Your Event Services Manager will coordinate the production power needs, and will assist in providing a price quote through the inhouse Electrical Service Provider, at The Greenbrier. All power requests must be made at least fourteen (14) business days before arrival. Requests within the (14) day window will be billed at 2x the listed cost.

Rental Rates\* are as follows:

Power Strip	\$30.00 each (\$45.00 each if ordered onsite)
Usage Charge per event	\$200.00 / 120v / 20amp (single drop)
	\$500.00 / 6 Pack / 6 - 20amp circuits
	\$500.00 / 3 Phase / 60amp
	\$1,200.00/ 3 Phase / 100amp
	\$1,800.00 / 3 Phase / 200amps
	\$2,500.00 / 3 Phase / 400amps
Electrician Rate for Power	Included in power charge
(If wiring or hooking up equipment is required the billing will be at an hourly rate)	
Power Panels, etc	Quoted upon receipt of details

\*Rental Rates quoted cover any portion of a 5 day period per power request. Prices include single outlet at requested location.

All outside vendor extension cords used for meetings and events must be 12/3 gauge. All cords and cables must be taped down and covered safely per the standards and policies of The Greenbrier. When it is necessary to install cords or cables in any area where personnel or guests may travel, including the service areas, The Greenbrier requires that cable ramps be used to ensure safety. Cable Ramps are available for rent from ENCORE. All cable ramps, as well as taped down cords and cables are to be inspected for safety purposes prior to events by a Greenbrier Electrician.

## Internet Service

The Greenbrier is the sole provider of wired and wireless highspeed Internet access solutions to The Greenbrier. The Greenbrier's IT Department provides increased productivity and connectivity options to everything from small meetings to large conventions along with exhibitors and business travelers. Please contact your Event Services Manager to coordinate your IT requirements.

Internet Connection Pricing:

Dedicated SSID (12 Character Limit)	\$800.00 / one time charge
Dedicated Bandwidth	\$300.00 per each mb / \$5,000.00 full circuit
(up to 75mb circuit available)	
Hard-wired Internet Installation & Setup Fee	\$400.00 install + \$75 per line/per day
DID Line	\$200.00 install + \$50 per day
Housephone	\$50.00 install / one time charge
Shredder Bin	\$75.00 per day
Color Printer (Canon C5200)	\$80.00 per day
Color Prints	\$1.00 per page
Black & White Prints	\$0.25 per page

All third party networking equipment, including but not limited to, routers and switches, must be approved prior to use with the property network. Please note that there may be a surcharge for such equipment that is not provided by ENCORE. Any network disruption and resulting damages that are caused by unauthorized third-party network equipment, will be the sole responsibility of the offending party.

### Wall Protection-Doors and Hardware

- Prior to load-in, the Event Services Manager and ENCORE Supervisor, will walk through the area that is to be used and note any existing damage to the area or carpet.
- From freight and/or all elevators to inside meeting or ballroom spaces and for all event/exhibit setups, heavy duty plastic mats or runners are to be put down to protect the carpeting when conveying crates and boxes exceeding 500 pounds. The entrance and exit doors must be padded to protect the doors and doorframes.
- Protective floor covering should be placed under any exhibit that may create stains.
- At the conclusion of loadout, the Event Services Manager will walk through the area and note any new damage to the area or carpet.
- Any and all expenses for clean up or repair incurred by The Greenbrier are subject to be billed to the Group's Master Account.
- Parking of the trailers is not permitted at Loading Dock area. Load-in and load-out will be through the Hotel's loading areas only. The Hotel's Security Department will direct the Contractor of the location to park trucks overnight.
- It will be the responsibility of the drayage company to give The Greenbrier notice (14) business days in advance of the load-in date of any show so that the Hotel can make the necessary arrangements for access to the ballroom. (Please tell us how many containers will be unloaded as well as the name of the person in charge of the freight on site.)
- No empty crates, boxes, palletes, or any equipment may be stored in the back hallways during the time a show is in progress.
- Any excessive trash and miscellaneous debris left by shows is to be cleared out by the drayage company and not left for The Greenbrier to clean-up. The outside vendor is responsible for removing from The Greenbrier premises all wooden materials. (i.e. crates, flats and palletes). These items are not to be left on property. Any expenses for clean-up incurred by The Greenbrier will be billed to the Group's Master Account. Additional fees will apply for general clean-up and will be assessed by your Event Services Manager.
- Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture.

## Loading Dock Activities

All outside vendor loading dock requirements must be submitted to the Event Services Manager no later than (14) business days prior to the event load-in (requests within 14 day window to arrival will be charged 2x the listed pricing). The utilization of Greenbrier Laborers is required for the load-in and out of all Production Company's equipment, to include a Dock Supervisor. Please see the following list for items to be submitted:

Dock Schedule:

- Correct Dates and Times of Required Activity
- Load-in Start Time
- Load-out Start Time
- Amount of time needed per day for loading and unloading only

Vehicle Profile:

- Vehicle Size
- Number of Vehicles Docking
- Name of Group, Company, and/ or Person Using the Dock

Greenbrier General Laborers: The utilization of Greenbrier Laborers is required for the load-in and out of all Production Company's equipment.

- Tractor Trailer: \$1,000+ per trailer, per load (in and out)
- Box Truck or Smaller: \$750+ per truck, per load (in and out)

Dock Supervisor: A Greenbrier Labor Supervisor will be necessary for any external audio visual/production company providing their own equipment. The Supervisor will be required to be present during load-in/ load-out of equipment at the loading dock and inside the ballroom during setup and teardown.

- A rate of \$60.00 per supervisor, per hour with a four-hour minimum.

All vehicles must register with The Greenbrier Security upon arrival.

The hotel does not provide or supply carts, hand trucks, or dollies, etc. Vendors must supply their own equipment to facilitate their loading/ unloading activities. Any vehicle or apparatus moving equipment inside the Hotel must be preapproved by the Director of Engineering and have all wheels wrapped in plastic prior to entering the ballroom.

Gas or Propane forklifts are not allowed in the hotel.

Overnight parking of production vehicles is located in designated area across street.



## Production & Audio Visual Labor Requirements for Setup and Teardown

The Greenbrier is proud to have numerous skilled personnel available to assist you in creating a world-class program. The utilization of Greenbrier personnel is required for specific production needs. The Greenbrier reserves the right to determine the proper number of personnel required to handle special requests so that work is performed in a proper and safe manner. All skilled trades require a minimum of two laborers. Please note: All rigging, including ground supported rigging equipment is exclusively done by ENCORE rigging labor.

### Hotel Labor Types:

- Carpenters: Stage Sets, Displays, Registration Counters, Banners
- Electricians: All Lighting, Rigging, Electrical Hookups
- General Laborers: Load-in and Load-out
- Upholsterers: Carpet Staging, Hang Pipe and Drape, or Remove Draperies

Pricing for full rate shows to include load-in/out, power, carpentry, etc will be provided based on the individual needs to the production. A full production schedule with labor amounts, trades and times is to be provided to the group's Event Services Manager no later than (40) days prior to the load-in date of the group. For groups with full production, the labor estimate will be based on the following Hotel labor rates:

### General Laborers & Upholsterers:

- 8:00AM – 4:30PM, Monday-Friday \$40.00 per hour, 2-hr min
- 4:30PM – 8:00AM, Evenings, Weekends & Holidays \$50.00 per hour, 4-hr min

### Electricians & Carpenters:

- 8:00AM – 4:30PM, Monday-Friday \$60.00 per hour, 2-hr min
- 4:30PM – 8:00AM, Evenings, Weekends & Holidays \$80.00 per hour, 4-hr min

**Hotel Labor Supervisor:** A Greenbrier Labor Supervisor will be necessary for any external audio visual/production company providing their own equipment. The Supervisor will be required to be present during load-in/load-out of equipment at the loading dock and inside the ballroom during setup and teardown.

- A rate of \$60.00 per supervisor, per hour with a four-hour minimum

**ENCORE Supervisor:** In addition, an ENCORE Supervisor will be necessary for any external audio visual/production company providing their own equipment. The supervisor will be required during all load-in/load-out of equipment as well as during all general sessions and events in which AV equipment is being utilized.

### Rigging

The Greenbrier is equipped with a permanent rigging system. As part of a comprehensive overhead safety and risk management program, the system is periodically load tested and inspected. As the exclusive provider of rigging services to The Greenbrier, ENCORE is required to approve all rigging designs and provide the necessary rigging labor; flown or ground supported. Rigging requirements will need to be submitted no later than (40) business days prior to load-in for group.

Contact ENCORE soon to start the rigging-planning process and they will discuss:

- Permits
- Ballroom Rigging Standards
- Rigging Equipment Guidelines
- Best practices

Encore's online rigging application: <https://www.encoreglobal.com/rigging-request/>

# Outside Personnel

The following are "House Rules" for any outside personnel:

- All labor, hired or representing an outside supplier (outside personnel), must check in at Security.
- Outside personnel is required to wear clothing and/or uniforms that adhere to the same standards set forth by The Greenbrier to all onsite vendors. Noncompliant individuals may be subject to escort by The Greenbrier Security off the hotel premises.
- All vendors including, but not limited to, event volunteers, musicians, florists, photographers, entertainers, linen companies, props and décor companies must coordinate their arrival time and their proper load-in/load-out locations with the Event Services Manager for the function. On the day of the function, each individual entering on property must check-in with Security, and if necessary, a parking pass. Any commercial or private vehicles parked in an area not pre-arranged by the Event Services Manager and/or Director of Security will be subject to immediate towing. All vendors must enter the property from the hotel loading dock and staff entrance. No vendor may enter through the front entrance. When loading in or out, at no time may vehicles block fire lanes.
- A copy of any entertainment/entertainer's riders (their lists of required AV and service needs) must be provided to your program's Event Services Manager and ENCORE no later than (90) days prior to the event.
- It is against state and federal laws for the consumption of any alcoholic beverages to occur on property while under contract. This includes the purchase of any alcoholic beverages in any of The Greenbrier lounges, bars, or restaurants. Should a guest offer a drink, we ask that outside personnel only accept non-alcoholic beverages such as: soft drinks/water and/or coffee or tea.
- There is no consumption of food or beverage on property with the exception of pre-arranged crew meals. Food and beverage requirements for crews should be submitted to your respective Event Services Manager, thirty (30) days prior to arrival. We expect outside personnel to adhere to the same policies that The Greenbrier employees do. This means no food should be eaten from reception lines, back of the house "leftovers", etc.
- The Greenbrier is a nonsmoking facility. There is no smoking permitted in any public areas or back of house. This includes all function rooms and outside locations. Outside vendors are expected to locate the designated area for smoke breaks for outside personnel and The Greenbrier associates and utilize them.
- Any foul language, inappropriate or disruptive behavior is a violation of The Greenbrier policy and will result in the removal of the individual(s). Theft, misappropriation of property, or aiding in such acts will result in removal with possible criminal prosecution.

## House Lighting

ENCORE has exclusive rights to The Greenbrier House Lighting System.

Breakering off circuits, etc. must be arranged and carried out by a representative of The Greenbrier Electrician Department. Colonial only DMX patch into house system lighting \$285.00 daily.

Should any additional house lighting adjustments be required by an outside AV or production company, it will be their responsibility to work with ENCORE and Greenbrier Electricians for assistance.

## In-House Systems and Equipment

The Greenbrier reserves the exclusive right for ENCORE to make use of the in-house audio system. If this system is to be utilized by an outside vendor, ENCORE will provide the appropriate audio equipment at prevailing rates. Should an outside supplier require a patch to the house sound system, ENCORE can provide a quote. Should the supplier not wish to use the existing system, they must then provide the entire audio package, complete with external sound, amplification, microphones, and cables. The outside vendor must also provide a list of all wireless frequencies to be used at the hotel during the event. It will be the sole responsibility of the outside vendor to ensure these frequencies do not interfere with any in-house AV components or hotel systems (by changing if necessary). ENCORE must approve the use of all RF and UHF frequencies to be used at The Greenbrier.

Access to secured areas (above ballroom ceilings, storerooms, amp rooms, etc.) requires accompaniment of The Greenbrier authorized personnel or a ENCORE Technician at prevailing rates. Advanced notice of such request is recommended in order to avoid delays or additional charges. When any projection port is used for any reason such as follow spots or cameras, an ENCORE technician is required to provide access to and supervise the area at prevailing labor rates (note all labor rates are calculated at a five hour minimum charge).

## Other Equipment

Audiovisual-equipment such as audio equipment, screens, projectors, lighting, drapery, etc. are available for rent through ENCORE. Misc. items, batteries, tape, tie line, and all other supplies consumables are available at retail cost.

## Fog Machines

Direct approval from the Greenbrier's Director of Security is necessary for any use of fog machines, laser effects or any other such effect on The Greenbrier property, whether indoor or outdoor. One or Two Security Associates will be required & assigned to staff specific life safety systems during any testing and operation of indoor hazing. All indoor hazing is limited to water based hazing units. All hazing chemicals and equipment must be inspected and approved by The Greenbrier's Security Department, prior to discharge.

Greenbrier Security for Fire Watch with the use of Haze of Fog Machine:  
\$75.00 per hour, four-hour minimum per Security Guard

## Flame-Proofing Certificate

All materials used in the Hotel's meeting space (pipe and drape, liners, backdrops, props, skirting, stage coverings, etc.) require a certification of flame-proofing or fire retardation by the appropriate authority. Outside vendors must present this information to the Event Services Manager no later than (14) days prior to load-in. Any material is subject to inspection by the Director of Security. Any material found not certified must be removed from the event immediately.

## Storage

The Greenbrier has limited storage space. Should you anticipate needing significant storage, please contact your Event Manager for availability and arrangements. Be sure to include dressing rooms, private storage rooms, as well as move-in and move-out dates (Load-in and Load-out may be conducted only during the scheduled time contracted by your group). Should storage space be required for any audiovisual equipment or project while a company is on site, full room rental may be assessed for each day the space is required. At no time will a production company be allowed to store freight, crates, or equipment in any public or service areas, including back hallways or the loading dock without prior approval from the Event Services Manager working your event and the Director of Security.

## Motorized Vehicles

Placement of motorized vehicles on the First Level only, within The Greenbrier, will need to be pre-approved at least (30) days prior to event by the Director of Engineering. The following are conditions for displaying vehicles indoors:

- The vehicle must be pushed or lifted into the room.
- Visqueen must be placed under the vehicle for the entire duration of the display.
- Making engine starting systems inoperable or disconnecting ignition batteries.
- Fuel in tanks must not exceed one-quarter tank or specific limits for various fuel types (5 gallons for Class I, II, III liquid fuel; 6.6 gallons for LP gas; 630 cubic feet for CNG; 2,000 cubic feet for hydrogen).
- Fuel tanks and fill openings must be closed and sealed.
- Vehicles cannot be fueled or defueled inside the building.
- Placement of vehicles can not be near or blocking an egress.

## Drawings and Room Layouts

For space and event planning, stock drawings and room layouts of meeting spaces are available at no cost. Custom layouts and drawings are also available electronically or on hard copy through your ENCORE representative and will be billed at the prevailing rate.

## Security

Private Greenbrier Security is available to watch over your exhibits, cyber cafes, offices, etc. when arranged in advance with your Event Services Manager. Greenbrier Security does not provide personal protection services. Our Director of Security is available to discuss any special needs you may have. Keys may be requested for specific group areas with written request. Requests for keys must be submitted (2) weeks prior to event, cannot be removed from the property at any time and must be returned at the event conclusion. The Greenbrier or ENCORE shall not be held liable for the security of any outside audio visual equipment.

Greenbrier Security: \$75.00 per hour, four-hour minimum per Security Guard

## Custom Key Cards

All custom guest room key cards must be ordered and coordinated with PLI Card Marketing Solutions. The Greenbrier's logo has to be included on the front of the key card, in order to gain access to the Hotel's Casino. The Hotel must receive the key cards at least one week prior to arrival date to ensure they work properly. Please confirm with the Event Services Manager on plans to use custom key cards (30) business days in advance.

A fee of \$1.00 per key card will be charged by Hotel.

## Lifeguards

For private poolside events, including receptions, dinners, etc. a lifeguard is required as a precautionary measure. The Greenbrier will determine the number of lifeguards required based on the profile of the participants and the event.

Greenbrier Lifeguard: \$65.00 per hour, two-hour minimum, per Lifeguard

## Registration Clerks

Your Event Services Manager can help arrange for knowledgeable personnel to assist you at your group's registration desk with the distribution of packets, name badges, etc.

Registration Clerk: \$30.00 per person, per hour, four-hour minimum

## Exhibits

Please contact your Event Services Manager for information regarding exhibit services.

- Hotel provided: 6' or 8' Skirted Table + (2) Chairs + Wastebasket: \$75 per booth++
- Gillespie's provided: Pipe & Drape Booth + 6' or 8' Skirted Table + (2) Chairs + Wastebasket: \$160 per booth++

Exhibits using food, beverage, ink, chemicals or other liquids must be installed over Visqueen. Booth equipment, furniture, and carpeting must be confined to the measured limits of the booth. Painting, mixing of chemicals or explosive materials is strictly prohibited.

All food and non-alcoholic beverage product (such as sodas, water, Gatorade, snack foods) must be ordered and purchased through the Hotel with a purchase order. The Hotel will need to know the quantity to order and the group must guarantee all product. The leftover product can be picked up by the group after the conclusion of the event. In regard to liquor and alcoholic beverages, West Virginia is a liquor control state. As such, all wholesale purchases of wine, liquor, and beer must come through a properly licensed retailer or club. The Greenbrier is a properly licensed retailer and club. It is against state law to allow guests to bring in their own alcoholic beverages with the loss of the Hotel's license as the penalty. Please contact your Event Services Manager to coordinate the product order and to obtain a cost estimate.

Pallets and pallet jacks are not allowed in the Foyers or The Greenbrier Guest Lobby at any time. Exterior usage of pallet jacks or forklifts require the placement of wood or rubber flooring protection.

## Banners

All banners and signage needs are handled, coordinated and pre-approved through the Event Services Manager. Labor and hardware for this service will be billed at the prevailing rate.

Signs, banners and decorations may not be suspended from any part of the hotel's HVAC, plumbing, airwall tracks or electrical systems. The Greenbrier must pre-approve any branded items before they are displayed in any location on property.

### Branding Fees:

- Banners Inside Ballroom: \$500.00 per banner
- Branding in Upper Lobby Alcove, Garden Room, Colonial Lounge, Tea Garden: \$500.00 per location
- Branding in Hallways (outside of Group Meeting Room): \$800.00 per location
- Window Clings (outside of Group Meeting Rooms): \$350.00 per location
- Carpet Clings (outside of Group Meeting Rooms): \$350.00 per location
- Elevator Clings: \$300.00 per elevator
- Pillar Wraps: \$150.00 per pillar
- Directional Branding: \$150.00 per location
- Public Space Branding: See Event Services Manager

### Banner Hanging Fees:

- \$125.00+ per banner (includes frame)
- \$50.00+ per banner (to move banner to another location)

## Drayage and Material Handling

The Greenbrier has limited storage space for exhibit materials. All shipments should be scheduled for delivery no earlier than 5 days prior to the start of your program. Shipments that arrive more than 5 days before show time will be refused at the shipper’s expense. Please send a list of all exhibitors and/or packages anticipated for your program to the Event Services Manager. This list will need to indicate where the specific items are to be delivered to, such as the Staff Office or Show Floor. This will help with the management and tracking of items received for your conference. In our efforts to provide our customers the best possible service, we have implemented the following drayage policy guidelines which are handled by our onsite Porter:

The Greenbrier does receive numerous deliveries, so please be sure to include the recipient’s name, show name and date, booth number, and number of parcels. The shipping label should have the following format:

**Recipient’s Name, Conference, Date of Arrival, # of Parcels**  
**c/o Porter’s Office**  
**The Greenbrier**  
**101 Main Street, West**  
**White Sulphur Springs, WV 24986**

Handling fees are as follows:

**Inbound & Outbound Handling Fee:** \$5.00 per box/package or \$45.00 per pallet

**Packing Fee:** \$10.00 per box; a limited selection of box sizes are available from The Greenbrier at an additional cost.

**Room-to-Room:** \$1.00 per box or \$25.00 per man-hour, whichever is less.

**Forklifts:** \$100 per hour with one-hour minimum.

*\*Receiving Hours of Operation (Monday-Friday, 8:00am-4:00pm)*

## Dedicated Concierge, Dining Reservations, Coat Check Attendant, Activities Coordinators/Satellite Front Desk Clerks

If you desire to have any of these dedicated services, please make arrangements in advance with your Event Services Manager.

\$30.00 per person, per hour, four-hour minimum

Satellite Hotel Registration/Check-in requires a \$750 setup fee.

These labor charges do NOT include setup charges for the appropriate IT equipment that will be required.



## Cleaning, Furniture Removal and Custodial Services

The Greenbrier does not provide cleaning services unless stipulated in the Group Sales Contract. It is the responsibility of the Group’s Meeting Planner to ensure all function space is left in “vacuum ready” condition. This applies to the loading dock area as well. The group’s cleaning contractor may use The Greenbrier dumpster with the approval of the Event Services Manager for the disposal of nonhazardous dry materials. Additional dumpsters are available at a determined cost. Contact your Event Services Manager for pricing and arrangements.

All meeting rooms and exhibit areas are to be left the way they are obtained or additional trash pickup/ cleaning fees will be charged to the Group Master Account:

**HOUSEKEEPING**

Wingback Chairs: \$50 each

**FURNITURE RENTAL**

1 Sofa: \$150 each

2 Sofas: \$250 per set

Grouping: \$325 per set  
Sofa, 2 Chairs, Coffee Table, 2 End Tables

Floor or Table Lamp: \$25 each

Coffee Table: \$25 each

End Table: \$25 each

**HOUSEKEEPING**

Colonial Lounge: \$1,400

**FURNITURE REMOVAL**

Cameo: \$300 (Furniture to stay in place: Console on Spring Room wall with lamps)

Clock Lobby: \$400

Eisenhower Foyer: \$450

Conference Center Foyer: \$500

Conference Center Hallways: \$500

Garden Room: \$300 (Piano cannot be removed)

Indoor Pool: \$3,000

North Parlor: \$900 (Furniture to stay in place: Kidney Sofa, Piano, Consoles Under Mirrors, Bombe Chest)

Outdoor Pool: \$4,200

Rhododendron Terrace: \$2,500

Tea Garden: \$300

Trellis Lobby: \$800

Victorian Writing Room: \$400

Guestrooms/Suites: Starting at \$500  
(\$1,000 to remove window treatments)

Initial: \_\_\_\_\_

## Production Information

<b>Colonial Hall Loading Dock Elevator:</b>	9.5'(L) x 5.5'(W) x 7.5'(H) Weight Capacity: 4500 lbs Door opening: 47.75
<b>Colonial Hall Dock:</b>	55' trailer maximum 28" Dock Height, which requires a dock ramp if truck does not have a lift gate. *Load In Times to be scheduled with your Event Services Manager
<b>Colonial Hall:</b>	<b>Room:</b> 112' x 144' with ceiling height 22' <b>Power Supply:</b> 200 amps on each side of the stage <i>There will be additional costs for power usage.</i> <b>Stage Dimensions:</b> 64' x 24' <b>Stage to Ceiling:</b> 18.5' <b>Stage Height:</b> 42" The height from the bottom of the teaser curtain to the deck is 171". Three-tier curtains on the stage.
<b>Colonial Terrace Dock:</b>	28' box truck maximum Truck must have a liftgate to unload and push material through Chesapeake Bay Room
<b>Chesapeake Room:</b>	<b>Room:</b> 72' x 76' with ceiling height 22' <b>Power Supply:</b> 200 amps on left side of the stage 100 amps on right side of the stage <i>There will be additional costs for power usage.</i> <b>Stage Dimensions:</b> 42' x 20' <b>Stage to Ceiling:</b> 16' <b>Stage Height:</b> 36" The height from the bottom of the teaser curtain to the deck is 165'. Three-tier curtains on the stage.
<b>Governor's Hall:</b>	Room is set theater style with 389 seats. Seats cannot be moved. Wheelchair Accessible. Stage is set with furniture that cannot be moved. There are two 80" High Definition TVs 60" High Definition TVs on sidewalls – 2 on each side. (6) TV Screens can be rented through Encore at \$3,500.
<b>Mountaineer Room:</b>	Room is set theater style with 97 seats. Seats cannot be moved. Wheelchair Accessible. Stage is set with furniture that cannot be moved. There are four 42" High Definition TVs on sidewalls – 2 on each side. (4) TV Screens can be rented through Encore.

## Production Information

### Theater:

Room is set theater style with 300 seats. Seats cannot be moved.

**Power Supply:** Very limited. A few single phase 20 amps.

**Stage Dimensions:** 14' x 38'

**Stage to Ceiling:** 10'

**Stage Height:** 29"

**Existing Screen:** 8' x 15'

The height from the bottom of the teaser curtain to the deck is 165".

Three-tier curtains on the stage.

### Cameo Ballroom:

**Power Supply:** 100 amp 3 phase

### Crystal Room:

**Power Supply:** Limited. Single phase 30 amps

### Lighting:

Available lighting (*Please check for pricing.*)

- Lekos lighting
- Pin Spots
- Mini Scans
- Leko & Par lights
- Intelligent lights

### Hotel Risers:

Total quantity on hand: 8

Size: 6' x 8'

Heights: 16", 24"

### Pianos:

Yamaha  
Baldwin L Grand  
Steinway L Grand

### Scissor Lifts:

Rental: \$250 per day

Hotel: (2) 19' driveable

Gillespie's: (2) 19' driveable,

*Lifts are operated by Greenbrier Team Members only.*

### Dance Floors:

Hotel: 3'x 3' sections

*Gillespie's: Black & White 2'x 4' sections, rental item. Charges will apply.*

### Rigging:

Orders by ENCORE

*Required number of persons will be determined by ENCORE based on the scope of the rigging required.*

### Mini Fridges:

\$25 each

## Miscellaneous

- 6% Sales Tax – All pricing listed is subject to a state sales tax.
- 9.75% Historic Preservations Fund (also taxed)
- All pricing is subject to change without notice.
- All items and services subject to availability.
- For any other additional information, please contact your Greenbrier Event Services Manager.

### Acknowledgement

I, \_\_\_\_\_, a representative of \_\_\_\_\_,

fully understand these Production Guidelines and agree to the conditions and fees herein during all event activity which I will facilitate at The Greenbrier.

Signature \_\_\_\_\_ Date \_\_\_\_\_