



# CONVENTION SERVICES GUIDELINES

# WELCOME TO THE RIO ALL-SUITE HOTEL & CASINO

The choices to host your event are many and we realize that. Understanding your needs in detail will ensure we are prepared for your program. This planning guide is a direct result of our customers, who have asked us to provide as much detail as possible in advance. We hope and trust this information will aid in your planning process. We have an amazing team of catering and convention service professionals who are eager to work with you throughout the experience, from start to finish, with a single goal in mind: to make your event a success in every measurable way and to bring you back again and again.

On behalf of the entire Caesars Entertainment team, we would like to thank you for the opportunity to work with you. We look forward to hosting your event!

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# I. AUDIO VISUAL

## 1. IN-HOUSE AUDIO-VISUAL

The preferred audio-visual provider at Rio All-Suite Hotel & Casino is Encore Event Technologies:

### ENCORE EVENT TECHNOLOGIES

3700 W. Flamingo Road, Las Vegas, NV 89103

Phone: (702) 777-7853

## 2. OUTSIDE PRODUCTION COMPANIES

Encore Event Technologies manages and oversees all Audio-Visual Vendors and Production companies providing services within the Rio All-Suite Hotel & Casino. In an effort to ensure that our liability needs are protected and that quality standards are maintained, Encore Event Technologies oversees the proper operation and care of our facility and equipment by local and national vendors. We have established the following as conditions that must be substantiated and received prior to your event at the Rio All-Suite Hotel & Casino.

- All Audio-Visual Services must be performed by an IATSE Local720 Union Member. All events must be payrolled through Encore Event Technologies, the exclusive payroller at Rio All-Suite Hotel & Casino.
- Encore Event Technologies is the exclusive AV provider of all audio-visual equipment and labor for all breakout sessions/meetings outside the group's main general session/plenary room.
- All Production companies must provide Encore Event Technologies with a detailed Schedule of Events, 30 days prior to the event. This document shall include accurate dates and times of the show load-in and load-out, rehearsal schedule, fire watch schedule, show schedule and electrical install and removal times. Any Production company using theatrical smoke, pyrotechnics or lasers must notify the group's Convention Services Manager, 30 days in advance, in order to make proper arrangements with Hotel Security and the local Fire Marshal. Contact your group's Convention Services Manager for details. Encore Event Technologies' contract(s) must be signed and returned to Encore Event Technologies fourteen (14) days prior to show load-in.  
Contracts signed and returned fewer than 14 days will be revised with late electrical pricing and overtime/double-time labor rates.
- A Technical Supervisor (TS) will be assigned to your Production Company during the load-in, setup, tear down and load-out of your show. Your assigned TS will also do a walkthrough of the facility and note any existing damage in the room prior to load-in. At the conclusion of load-out, the TS will do a follow-up walkthrough and note any additional damage to the facility. The Production Company will be billed for all damages to the facility. Full payment is required thirty (30) days of billing date. All vendors and groups are responsible to leave the hotel in the same condition it was found. Rates are available upon request.
- All scissor, man, fork or boom lifts ordered through Encore Event Technologies must be operated by certified Encore Event Technologies staff members or certified contracted labor hired directly by Encore Event Technologies.
- The Hotel maintains a strict policy for using pyrotechnics or fog machines within the convention area. Fog machines must be water-based. No oil-based fog machines are allowed in the Convention Centers. The hotel requires that an Encore Event Technologies representative be stationed in the room during rehearsals and all performances. Rates are available upon request.
- Load-in and load-out will be done at designated hotel loading docks only. Hotel loading docks are not to be used without prior written consent of the Rio All-Suite Hotel & Casino. Trailers will not be permitted to remain on the loading docks when not being actively loaded or off-loaded.
- Semi-trailer and oversized vehicle parking is available at the Lower East Parking Lot. The vehicle owner/operator is required to inform the Rio All-Suite Hotel & Casino security podium of any vehicle to be parked in this area. The make, model and license number will be recorded for each vehicle parked. Parking is at your own risk; Rio All-Suite Hotel & Casino does not assume any liability for vehicles parked on its property.
- No equipment or cases are to remain in the "back of the house" areas at anytime. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. Storage space for outside audio-visual companies will be the sole responsibility of the audio-visual company. All freight, equipment and trailers must be taken off property for the duration of the show.
- All equipment intended for use on the permanent stages is to be loaded through the upstage door or the freight elevator (Pavilion). Under no circumstances is the equipment to be loaded from the front of the stage.
- All non-display vehicles inside the Convention Centers must have white No-Mar tires and free from leaks. The production company is responsible for protecting hotel carpeting with plastic no less than 7 mm thick. All lifts will be physically checked before they are permitted to come inside the Convention Center. Cleaning and/or repair fees will apply should marks, leaks or damage be found on the carpeting or stages. The Production Company will be billed for all damages to the facility.

- For security reasons it is required that outside Production Companies provide ID badges for all their staff members. ID badges must notate staff member's name, group's name and Production Company's name.
- The Hotels' convention areas have an overhead sound system. To protect our property, Encore Event Technologies must supervise any patches into the sound systems.
- Technical areas are to be placed on sidewalls or in the rear of room with all cabling routed around the perimeters in a manner that maintains safe thoroughfares for servers and guests. Cable ramps are required for all cables crossing walkways, back hall walkways and outdoor areas. Camlok cabling is available as a rental. Please contact your Encore Event Technologies Sales Manager for details and pricing.
- The stage lift on the permanent stage in Pavilion Ballroom can be used for product launches or reveals. Rates available upon request.
- There is no smoking permitted inside the Convention Center or its back hallways. Smoking is only permitted outside the building in designated areas.
- Outside Vendors must place on file with the hotel a certificate of insurance showing a minimum of \$2,000,000.00 for each occurrence. This certificate must show the following: Rio All-Suite Hotel & Casino and their subsidiaries and affiliates, and each of their officers, Directors, representative and employees are named as additional insured under above policies.
- All Audio-Visual, Booth Lighting, Electrical, Banner/Sign Hanging & Plumbing Services are exclusive trade show services of the Rio All-Suite Hotel & Casino and Encore Event Technologies. Outside Production Companies and/or Audio-Visual Service Providers are not permitted to provide any of the above listed services on the trade show floor.
- Use of Rio All-Suite Hotel & Casino employee cafeteria is prohibited for all outside production staff and vendors.

### 3. ELECTRICAL USAGE

Electrical Services are an Exclusive Service of Rio All-Suite Hotel & Casino and services must be distributed and installed by Encore Event Technologies. Rates are available upon request.

### 4. THEATER FACILITIES

The Rio also has state-of-the-art theater facilities. Our theaters provide some of today's top entertainers and may enhance your convention as well. Please speak with your Convention Services Manager in regards to reserving one of our theaters and pricing. The Rio is the exclusive audio-visual provider in all theaters.

## II. RIGGING, BANNERS AND SIGNAGE

- Rigging is an exclusive service of Rio All-Suite Hotel & Casino. Two riggers, one high and one ground, are required for both load-in and load-out of all equipment that is to be hung in or attached to the ceiling. Rates are available upon request.
- All rigging equipment (i.e., chain motors, span sets, shackles, steel, deck chain, etc.) must be supplied by Encore Event Technologies for liability reasons. Rates are available from your Encore Event Technologies sales manager upon request.
- All Signage brought in must be professionally made and meet the requirements of Hotel Management. Signs or banners may not be taped, stapled, nailed, tacked or otherwise affixed to any hotel doors, walls, columns or other parts of the buildings or furnishings. The hotel is not responsible for signage or promotional materials left unattended or left behind at the conclusion of your event. Banners in excess of 6' should include a rigid support for best results. Always include grommets when purchasing a banner.
- All signs and banners connected to the hotels' walls or ceilings must be hung and removed by Encore Event Technologies staff only and load is not to exceed 75 lbs. per running foot. Arrangements should be made with your primary hotel contact at least seven (7) days in advance of your event and labor charges will be assessed. Convention Services must approve all hanging signs. The hotel reserves the right to refuse signage that does not meet the minimum requirements as set forth in these policies.
- Signage and easels are permitted in the convention area at the discretion of the Convention Services Department. Signage and easels for functions will be limited to one sign outside of each meeting room and are not permitted in the casino, hotel lobbies, sleeping room hallways or in elevator banks on guest room floors. Easels are available through Encore Event Technologies.
- The Rio Convention Center is equipped with the latest technology in convention signage. Our main rotunda video wall will support the placing of logos, graphics and video content. Please see your CSM for rates and usage details.

### III. EXHIBITS AND TRADE SHOWS

All audio-visual equipment and electrical services are an exclusive service of Encore Event Technologies. Exhibitor Kits are available upon request.

#### 1. PRE- AND POST-SHOW FACILITY WALKTHROUGH

A pre- and post-show facility walkthrough will be arranged with the exhibit manager. At that time, any damages or alterations to the convention meeting space will be noted and appropriate actions taken. During the course of your event, if any damage is sustained to the property, your company will be liable and responsible for all repair costs incurred, which will be charged to your group master account. Full payment is required thirty (30) days of billing date. All vendors/groups are responsible to leave the hotel in the same condition it was found. Rates available upon request.

#### 2. WASTE REMOVAL

Decorating/Production companies are responsible for ordering and maintaining their own dumpsters during the exhibit/production. The hotel dumpsters may not be used under any circumstances. In addition, the loading dock areas used for move-in and move-out must be kept clean at all times, including move-in, move-out and during the show. In case no provisions have been made for the collection of debris, Rio All-Suite Hotel & Casino reserves the right to assess charges to the group master account, including but not limited to late fees and overtime fees. All dumpsters must be removed within 24 hours of final load-out. Contact:

##### REPUBLIC SERVICES OF SOUTHERN NEVADA

770 East Sahara Ave., Las Vegas, NV 89104

Phone: (702) 735-5151 | Fax: (702) 735-1986

If any unusual cleanup is required, your organization will be billed on a cost basis of man hours required to restore the Hotel's property to the same condition in which it existed prior to your event. An example of this would be confetti shot from "confetti cannons" as a special effect.

#### 3. CLEANING OF THE FACILITIES

The hotel will provide the exhibit/production space in a clean condition, including exhibit floor, pantry areas and freight dock areas. It is the responsibility of the Decorating/Production companies to return these facilities in the same clean condition as received.

Daily janitorial service is not provided by the Hotel in any area that contains exhibits/trade shows, except those areas designated for coffee breaks, etc. Daily booth and aisle cleanup must be arranged with your exhibit service company. At a minimum, trade show/exhibit floors need to be cleaned before opening and once a day for the duration of the show

#### 4. EQUIPMENT INVENTORY

Rio All-Suite Hotel & Casino convention inventory (tables and chairs) is supplied at no charge for meeting/food and beverage events only. Requests for inventory or labor for an exhibit related event are available upon request and fees will apply.

## 5. SHIPMENT AND STORAGE OF EXHIBIT MATERIALS

- Due to limited storage space, freight will be accepted by the hotel no sooner than three (3) days prior to group arrival. Shipments that require special handling (refrigeration, etc.) should be coordinated with the exhibit company directly prior to shipping. Hotel reserves the right at its own discretion to accept and deliver any boxes, packages and shipments to attendees and clients of Rio All-Suite Hotel & Casino. Applicable charges will apply.
- Due to Clark County Fire Department regulations, crates, boxes and such cannot be stored on Hotel's premises during a show. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. It will be necessary for you to make arrangements with your exhibitor service to receive and store exhibits for delivery to the Hotel on the move-in date. These arrangements must also include the removal of empty crates, their storage during the show and their subsequent return to the Hotel on the move-out date. Any and all equipment found stored inside the Hotel will be moved and cost of labor will be charged to the outside contractor.
- Should any property not be removed by the designated move-out date, the Hotel management may store, or cause to be stored, any such property that your organization, or the exhibitor will be charged a reasonable fee for all incurred.
- All exhibitor packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage. All empty cartons must be removed for storage or they will be removed as trash. Literature, which is on display, shall be limited to reasonable quantities and reserved supplies shall be kept in closed containers and stored in a neat and compact manner.

## IV. SECURITY

- Rio All-Suite Hotel & Casino is not responsible for loss of or damage to equipment or other items left in meeting rooms. If you plan to leave valuables of any kind in a meeting room, we suggest that you hire a security guard to be stationed in the room. This may apply, but is not limited to, exhibit halls, audio-visual/production setups, registration areas, etc. Remember that the majority of our meeting space is bordered by air walls and is easily accessible from the adjoining space.
- Armed guards are not permitted on Rio All-Suite Hotel & Casino property.
- The following parameters apply to any outside Security firms when you hire to provide services on Rio All-Suite Hotel & Casino property:
  - The company selected must be an approved vendor with the Rio All-Suite Hotel & Casino.
  - The company must provide Rio All-Suite Hotel & Casino with proof of insurance, as outlined in the Outside Contractors portion of this guide and naming Rio All-Suite Hotel & Casino as additional insured.
  - A representative of the chosen company must check in with Convention Services Department upon entry to the property and upon departure. Rio All-Suite Hotel & Casino Security Department is to be copied on all incident reports created by the outside provider.
  - The Security Company must provide the Convention Services Manager the contracted dates and times.
  - Certain meeting rooms at the Rio All-Suite Hotel & Casino can have the door locks changed from the standard master lock to a special lock and key to be possessed only by the group and the Security Department of the hotel. The Rio All-Suite Hotel & Casino is not responsible for loss of or damage to equipment or other items left in meeting rooms regardless of lock changes. The fee for this service is \$150.00 per lock/key.

Approved Security Company:

### OFFICIAL SECURITY

Darryl Cronfeld

2404 Santa Paula Dr., Las Vegas, NV 89104

Phone: (702) 369-4366 | Fax: (702) 369-4369

E-mail: osiguards@aol.com

## v. DISTRIBUTION OF PRINTED MATERIALS

- ONLY authorized hotel personnel shall deliver all convention related brochures, magazines, flyers and similar printed materials to guest rooms in the hotel. All Convention Publications must be approved in advance by the association, event planner, company and by the hotel.
- Distribution of gummed promotional stickers or labels is strictly prohibited. Any actions necessary for the protection and/or repair of the premises, equipment or furnishings will be at the expense of the exhibitor, association, event planner or company.

## vi. SHIPPING & RECEIVING/BUSINESS SERVICES

Rio All-Suite Hotel and Casino features a full-service UPS Store to handle all of your OUTBOUND Shipping and Business Center Services:

### SHIPPING & PACKING:

Domestic & International

UPS Next Day, 2nd Day Air, 3-day select, UPS Ground

### CERTIFIED PACKING EXPERTS:

Bubble Cushioning, Packing Peanuts, Shrink Wrap, Boxes & Mailing Tubes

### POSTAL SERVICES:

Meter Mailing, First-Class Mail

### FULL-SERVICE PRINTING:

Black & White, Color, Single/Double-Sided, Reduction/Enlargement, Editing

### DOCUMENT FINISHING:

Collating & Folding, Stapling, Binding & Laminating

### WIDE-FORMAT PRINTING:

Poster Signs, Vinyl Banners, Foam Core Board Mounting

### CONTACT INFORMATION:

The UPS Store at Rio All-Suite Hotel & Casino

3700 W. Flamingo Road

Las Vegas, NV 89103

Phone (702) 777-2476

Fax (702) 777-6565

store6245@theupsstore.com

The Rio Package Center is open 7 days a week and handles all INBOUND convention packages. Hours of operation are Monday through Friday, 7 am to 6 pm, and Saturday and Sunday, 8 am to 4 pm. We receive small packages and freight via FedEx, UPS & USPS, as well as local carriers. Shipments should arrive to the hotel no sooner than three (3) days prior to Guest or Group arrival.

### CONTACT INFORMATION:

Phone: (702) 777-2475

### RECEIVING INSTRUCTIONS:

To ensure proper delivery, please follow the address instructions below:

Rio Package Center

Guest Name

3700 W. Flamingo Road

Las Vegas, NV 89103

Event/Group Name & Dates/Convention Services Manager

Guest Arrival Date

All packages will incur handling charges. Please coordinate with your convention service manager if you are expecting a large volume of incoming or outgoing packages.

## VII. TELECOMMUNICATIONS SERVICES

Please review your telephone line requirements with your Convention Services Manager at least thirty (30) days prior to arrival to assure that we are able to provide the services you require. Orders for 15 lines or less must be received seven to ten (7–10) days prior to installation date, 16–50 lines must be received fourteen (14) days prior and 51 lines or more must be received twenty-one (21) days prior. Pricing and order forms available upon request.

## VIII. PREFERRED VENDORS

Rio All-Suite Hotel & Casino maintains a list of preferred vendors who can provide a variety of services, such as décor, transportation, floral, security, exhibit services, transportation, etc. Charges from our preferred vendors can be applied directly to your master account at Rio All-Suite Hotel & Casino. Please ask your Catering/Conference Service Manager for more information and for our preferred vendor list.

## IX. MEETING AND FACILITIES GUIDELINES

### 1. FORKLIFTS AND SCISSOR LIFTS

- All forklifts and scissor lifts must come equipped with No-Mar tires and a fire extinguisher. The hotel will not loan or provide motorized forklifts, genie booms, lifting devices, tools, ladders, etc. to outside contractors. All equipment must be secured in advance. Contact Encore Event Technologies for rates. Electric and propane forklifts are only permitted and must have a certified operator. Forklifts must have an audible device while driving in reverse and must comply with OSHA Standard 29 CFR Part 1910-178.
- Forklifts, ramps, scissor lifts and any other equipment may not be stored on Rio All-Suite Hotel & Casino Property. Any items placed in areas without approval will be removed at the cost of the client.

### 2. CARPET PROTECTION AND INSTALLATION

- Before any load-in may begin, GymGuard or Visqueen must be securely installed on top of carpet on all main thoroughfares or aisles. We strongly recommend that the following type of product is used for all surfaces that require coverage: woven poly Visqueen plastic made with lightweight interwoven poly strips.
- All doorway entries and areas driven on by heavy equipment must be covered with threshold carpet. It must be at least 60' in length at each entry point. This carpeting must cover 30' into the banquet hallway or loading dock area, with the remaining 30' extending into the ballroom on top of the carpet. This protective carpeting must be "thread up" and maintained to avoid any debris from riding into the carpet.
- All forklifts, scissor lifts, boom lifts or motorized carts used in ballrooms or carpeted hallways must be fit with white NOMAR tires, vinyl tape or booties. These items may not be driven back and forth from the outside of the property to inside the ballrooms. At the entrance to the ballroom, separate forklifts assigned only to outdoor, back of house and loading dock use will be required to transfer their load to separate forklifts used in the ballroom only.
- Pallet jacks (electric or manual) are meant for use in back of house and on the loading dock only. If there is no alternative, the pallet jack must remain on a carpet runner the entire time it is in the ballroom. Pallet jacks are not permitted on any ballroom carpet, public corridor carpet or marble walkways. Push carts are welcome to be used throughout the building.
- Only a low-adhesive tape is permitted on the hotel's carpet. Two-way carpet tape is not permitted. Booth or aisle carpet may be installed over the hotel's ballroom carpet only as follows:
  - Low-tac self-adhesive Visqueen such as Carpet Shield or GymGuard must be laid directly over hotel carpet. Double-sided tape may then be placed on the Visqueen only. Carpet may then be laid over Visqueen securing with low-adhesive tape.
  - Booth carpet may not be cut on top of ballroom carpet using "top cutters."
  - Building, painting, sawing, etc. is not allowed in carpeted areas without protection between the material and the carpet.
- Pads or carpet squares must be placed under all pallets or crates in all carpeted public hallways and ballrooms regardless of surface type, including when placed on Visqueen or GymGuard.
- Production companies using motors and chains to raise truss must place carpet pads beneath all motors before placing them on ballroom carpet.
- Cleaning and/or repair fees will apply should marks, leaks or damage be found on the carpeting or stages. The Exposition Company or production company will be billed for all damages to the facility.

### 3. SPECIAL EFFECTS

Should a production company utilize a special effect during a meeting, such as a confetti cannon, a one-time special cleanup fee of \$1,000.00 will be applied to your master account.

### 4. AMERICANS WITH DISABILITIES ACT

Pursuant to the Americans with Disabilities Act (ADA) of January 26, 1992, Group agrees to provide proper ramp access to all elevated exhibit booths and/or non-permanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility-impaired persons. Group will comply with all other ADA and OSHA requirements.

### 5. EXCLUSIVE SERVICES

Plumbing, booth lighting and catering, audio-visual within exhibit hall and all electrical needs & rigging.

### 6. EQUIPMENT INVENTORY

Our convention inventory of tables and chairs for meeting-related events is supplied at no charge for meeting and/or food and beverage events only. However, if your requirements are larger than hotel supplies, the hotel will not be responsible for renting equipment or for any costs incurred. Please note that our entire inventory of equipment is not available for one single group, but is shared with all other groups on property at the time of your meeting. Please see your Convention Service Manager regarding equipment for your group's specific use. Please note: Extraordinary setups or set delays caused by an exhibit decorator/production company may incur a labor charge.

## x. EXHIBIT/PRODUCTION FLOOR PLANS

In accordance with the Clark County Uniform Fire Co (Ordinance 2289, effective March 30, 1994), all functions with attendance greater than 299 people require a Fire Marshal-approved diagram on the premises for and during each event. It is the sole responsibility of your company to contact the Fire Marshal a minimum of thirty (30) days prior to your scheduled function(s) and submit to the Fire Marshal in writing: three floor plans and appropriate documentation for any functions with attendance greater than 299 people. A Fire Marshal-approved floor plan is to be forwarded to your Convention Services/Catering Manager no later than twenty-one (21) days prior to the event. A Fire Department-stamped plan for each qualified event must be posted at the convention site and be available for inspection at all times. It is your sole responsibility to relay information regarding the uniform Fire Code to exhibitors in your Trade Show/ Exhibit Hall or display area. Your company acknowledges and warrants that Rio All-Suite Hotel & Casino is not responsible to any meeting planner, organizer or other third-party hired by your company to assist with the development, marketing, organization or implementation of your function(s). Any function with attendance greater than 299 people not approved by the Fire Marshal, shall not, under any circumstances, be allowed to happen. Diagrams must be submitted to:

**CLARK COUNTY FIRE DEPARTMENT  
FIRE PREVENTION BUREAU**

Attn: Fire Inspector

4701 W Russell Road, Las Vegas, NV 89118

Rio All-Suite Hotel & Casino is equipped with a software system for creating diagrams at your request. The fee for this service per diagram submitted is \$425.00. Diagrams submitted less than fourteen (14) days prior to function date will be charged at double per diagram. Diagrams submitted less than five (5) days prior to function date will be charged at triple. All setup requirements for your function(s) must be given to your Convention Service Manager no later than thirty (30) days prior to your function(s).

## 1. DIAGRAM GUIDELINES

- The following must be shown on the diagram for your event:
  1. Scaled to a minimum of 1/20"
  2. Dimensions and square footage of the entire area
  3. Size, location and construction of booths or any object taking up floor space in the room
  4. Table and chair location
  5. Width of all aisles
  6. Location and width of all fire exits
  7. Location of ALL fire extinguishers and fire hose cabinets. One fire extinguisher per every 6,000 sq. ft. and travel distance not to exceed 75'. Must be visible and accessible
  8. Name of contact person and phone number
  9. Move-in and move-out dates
  10. Room name
  11. Function name
  12. Name of hotel
  13. Address of hotel
  14. Occupancy
  15. Grandstands, bleachers, risers and alike must be approved by the Clark County Building Department
  16. Perimeter/Screen draping
- All fire exits must be clearly visible with an illuminated exit sign above each.
- Back staging and rear-screen projection guidelines:
  1. No storage boxes, musical cases, etc. may be stored behind staging.
  2. If exiting is covered by stage masking there must be a clear path from masking to exit and illuminated exit sign located on masking.
  3. Any fire extinguishers or fire hose cabinets located back-stage must be clear and easily accessible.

## 2. DIAGRAM CHANGES/ALTERATIONS

- Any changes to approved diagrams must be re-submitted for approval to the Clark County Fire Department. Any unauthorized room changes may cause delays in opening specified event.
- Aisles and exits as designated on approved show plans shall be substantial and fixed in position in a specified area for the duration of the show. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Exhibitors must keep their booths and displays within the designated perimeters. Any violators will be made to move their exhibits.

# XI. FIRE MARSHAL REGULATIONS

## 1. SMOKE, FOG, HAZE AND/OR PYROTECHNICS

- Any smoke, fog, haze or pyrotechnics (including rehearsals) must first have Fire Marshal and Hotel Life Safety approval. The Life Safety staff at Rio All-Suite Hotel & Casino must be notified at least two (2) weeks in advance of the event. Fog machines must be water-based. Rio All-Suite Hotel & Casino facilities will be contacted to disable the fire alarm devices in Rio All-Suite Hotel & Casino. A technician must remain in the Fire Safety Command Center while the devices are disabled. A Fire Watch fee of \$250.00 per hour is required for this service when fire alarms are disabled. Fog machines must be water-based.

## 2. AUTOMOBILES

Automobile or other fuel-powered vehicles of any nature must follow the following guidelines:

1. Gasoline tanks at 1/8th full
2. Batteries disconnected
3. Fuel-filler caps locked or taped
4. Non-flammable drop cloth placed under the engine
5. Locking gas caps
6. Ignition keys removed
7. A set of keys must be turned over to the hotel
8. Propane tanks to be removed
9. Each vehicle must be equipped with its own fire extinguisher

## 3. FIRE RESISTANCE

- Combustible materials must not be displayed in exhibit booths at any time.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo plastic cloth and similar decorative materials shall be flame-retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves or similar combustible materials shall be completely flame-retardant. All drapes, hangings, curtains, drops, exhibit booth construction materials and all other decorative material, including Christmas trees shall be made from non-flammable material or treated and maintained in a flame-retardant condition. Oil cloth, tar paper, sisal paper, nylon, Orlon and certain other plastic materials cannot be made flame-retardant and their use is prohibited. ALL MATERIALS MUST BE ACCOMPANIED BY AN OFFICIAL FIRE-RESISTANCE CERTIFICATE.
- If substitutions of original materials must be made, such labor and materials as required to bring the work up to code standard shall be provided by group at no additional expense to hotel. If group is unable to comply, said convention should be cancelled by hotel without liability to hotel.

## 4. GENERAL COMPLIANCE

- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted but must be stored in a secured upright position.
- Any use of two wire extension cords is prohibited. Multiple outlets and electrical cords must be grounded and must not be used to exceed their listed amp rating.
- Areas enclosed by solid wall and ceilings must be provided with approved smoke detectors and a "fire watch" during off hours. Any covered area exceeding 800 sq. ft. will require a temporary sprinkler system.
- Electrical panels must have 30" clearance in front. All other electrical (cords, plugs, etc.) must be of the approved type and in accordance with the Uniform Fire Code and the National Electrical Code.
- Any bleacher system setup will require approval from the Clark County Building Department.
- Smoking is prohibited in all convention areas, at all times. It is the responsibility of the exposition or production company to enforce this policy with their personal.
- Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the Clark County Fire Department for issuance permit.
- Anyone found violating the above requirements would be subject to full prosecution of the law. Should you have questions, please contact the Clark County Fire Department at (702) 455-7316 or view more information on [www.co.clark.nv.us/fire/firedept.htm](http://www.co.clark.nv.us/fire/firedept.htm)

## XII. CATERING POLICIES

All food and beverage items must be supplied and prepared by Rio All-Suite Hotel & Casino. Food items may not be removed from the premises or to be transferred to guest rooms or hospitality suites as per the Health Department Regulations. No food or beverage may be brought into Rio All-Suite Hotel & Casino by a guest or attendee including exhibitors. Please contact your Convention Services Manager with questions or further clarification on this policy.

### 1. MENU SELECTIONS

- Menu selections are due thirty (30) days prior to your event and must be received in writing.
- All menus are subject to 24% service charge and current Nevada State sales tax. Tax-exempt organizations must present a valid Nevada certificate of exemption ninety (90) days prior to arrival.
- Vegetarian, specialty diet or kosher needs must be received at least seventy-two (72) hours prior to any event; additional charges may apply for special requests.

### 2. GUARANTEED NUMBERS

- All Guaranteed numbers are due by 11 am, three (3) business days prior to each event. This number will be considered a guarantee not subject to reduction and charges will be made accordingly.
- Should guaranteed numbers not be submitted by the deadline, the figure indicated on your banquet event order will become the guarantee and will not be subject to reduction.
- Your master account will be charged for the guarantee at minimum, or for the actual number of guests in attendance, whichever is greater, for all packages priced per person.
- Rio All-Suite Hotel & Casino will be prepared to serve the specified menu up to 3% above the guarantee. Counts may not be reduced more than 5%, seventy-two (72) hours prior.
- On-site food orders (increasing of Food Guarantees) are subject to a 10% surcharge on the meal price, as well as a \$350.00 chef fee.

### 3. RATIOS/MINIMUMS/LABOR CHARGES

- The hotel reserves the right to apply Meeting Room Rentals and/or Room setup labor charges should attendance decrease from the original contracted expected attendance.
- Menus requiring a chef or carver will be assessed a \$300.00 per chef/carver fee, plus applicable Nevada State sales tax.
- For hosted bars, 1 bartender per 100 guests will be scheduled.
- For cash bars, 1 bartender per 150 guests will be scheduled.
- Groups may request additional bartenders above this ratio at \$300.00 per additional bartender.
- Bartender labor charges will be billed to your master account at \$300.00 per bartender, plus applicable Nevada State sales tax.

### 4. POOL EVENTS

- Pool events require Rio All-Suite Hotel & Casino Hotel Security to maintain the privacy of your event and to protect hotel property, at group's expense.
- Pool events require Rio All-Suite Hotel & Casino Life Guards to maintain the safety of hotel guests and Rio All-Suite Hotel & Casino employees, at group's expense.
- The hotel reserves the right to make the final decision as to the suitability of holding an event outdoors or relocating indoors.
- Group is responsible for the purchase of the minimum lighting package available through Encore Event Technologies Audio-Visual.
- A \$1,500.00 labor setup charge will apply for all events on the pool deck for half of the deck and \$3,000.00 for the whole deck.
- Pool event setup may begin no earlier than 6 pm during peak season. The earliest event time available is 7 pm. Bands, DJs and loud music must end at 10 pm in consideration of our other hotel guests.

## 5. MEETING AND FUNCTION SPACE

- Your program of events is due to your Convention Services Manager thirty (30) days prior to your event. Space not assigned at thirty (30) days out will be released to the hotel for scheduling of other functions as required. Should your program grow from the original contract, we will do our utmost to accommodate you but cannot guarantee that space will be available.
- Please review your meeting room requirements with your Convention Services Manager. Setup and labor charges may be incurred for any setups or turns at the discretion of the Convention Services Manager as a result of tight turns and delays caused by outside production and decorating companies. Labor charges may also be incurred if changes to pre-arranged meeting room setups are made less than twenty-four (24) hours prior to a function or after the room has already been set.
- Standard meeting room amenities include water stations with pads and pens. VIP setups are available upon request at an additional charge.
- Podium and Risers are available for rental. Podiums are charged at the rate of \$105.00 per podium/per room/ per day. Hotel Risers are available at the rate of \$175.00 per 6' x 8' riser/per room/per day.
- Rio All-Suite Hotel & Casino reserves the right to make reasonable substitutions to meeting and banquet rooms. Specific room assignments may be changed at the discretion of the Convention Services Manager. Comparable space will be made available to accommodate meeting/function/exhibit requirements.
- If extensive meeting room setups or tight turns are required there may be a setup charge to cover for the additional labor.
- Rio All-Suite Hotel & Casino reserves the right to charge a rental fee for meeting, function or exhibit space utilized by suppliers, allied or affiliated groups that are conducting meetings or holding functions for their own use in conjunction with your group. Room rental will be incurred in all cases unless there is a substantial catered food and beverage purchase guaranteed. Coffee breaks and continental breakfasts are not considered substantial food and beverage. Rio All-Suite Hotel & Casino bears no responsibility for your equipment/belongings left in a meeting room or any other area of the hotel, prior to, during or after a function and regardless of whether Rio All-Suite Hotel & Casino has issued you a key for the function room. A limited amount of lockable space is available and must be arranged prior to arrival.
- Re-coding of keypad accessible doors is complimentary. Rooms that do not have a keypad may be rekeyed for \$150.00 per cylinder.

## XIII. HOTEL SERVICES AND POLICIES

### 1. PARKING

Parking is available at no charge for valet and self-parking.

### 2. PORTERAGE (LUGGAGE HANDLING)

Round-trip portorage is required for all group arrivals of 15 or more; see rate information sheet for pricing. Group arrivals may not take place at the front of the hotel and must be coordinated in advance with your Convention Services Manager at the hotel's tour entrance.

### 3. SAFE DEPOSIT BOXES

In-room safes are available in every room. Limited safe deposit boxes are available at no charge.

### 4. ROOM DELIVERY

Any printed material or room gifts must be delivered by Rio All-Suite Hotel & Casino Guest Services at the current rates, available on the attached rate information sheet. The items must be delivered to Guest Services at least forty-eight (48) hours in advance and must be pre-arranged at least seven (7) days prior to arrival. Your Convention Services Manager must approve all deliveries.

Due to the volume of check-in and check-outs, room deliveries on Sundays must be approved in advance by your Convention Service Manager. All deliveries are between 2 pm and 9 pm, Monday through Saturday. Items will be placed inside the sleeping room (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival.

## 5. CONCIERGE SERVICES

Concierge Services for booking individual show tickets, tours, sightseeing or restaurant reservations are available at the front desk from 8 am to 8 pm. A private concierge desk can be set up exclusively for your convention. Our knowledgeable service staff will ensure your guests make the most of their free time. Please coordinate this service with your Convention Service Manager.

## 6. SATELLITE ROOM REGISTRATION

At Rio All-Suite Hotel & Casino, you have the opportunity to create your own private check-in area in our main Convention Rotunda at built-in registration counters or portable desks specifically designed for this function. This service is available in combination with our portage service. Fees do apply and will cover set up of check-in terminals, staffing during key check-in times and dedicated supervision by a front office convention specialist. Please coordinate this service with your Convention Service Manager.

## XIV. ROOM RESERVATION PROCEDURES

Your group will be assigned a designated Room Reservations Group Coordinator who will be your main contact regarding pickup reports, delegate lists, room block reductions, etc.

- Your Convention Services Manager must approve housing information that will be distributed to your attendees.
- A deposit of the first night's room and tax is required to hold all reservations. See your Sales Contract for specific details. Reservations must be cancelled seventy-two (72) hours prior to arrival to avoid first night's room and tax charges.
- Rooming list must be computer-generated or typed. Handwritten lists will not be accepted.
- The following information is required for each reservation on your list:
  - Last name, first name
  - Last name, first name of anyone sharing the room
  - Company name (if applicable) and address
  - Arrival date
  - Departure date
  - Preferred accommodation type (single, double, one-bedroom suite, etc.) and special room requests (king-sized bed, smoking, non-smoking, high floor, etc.)
  - Room rate
  - Deposit method (credit card, master account, other)
  - Credit card type, number and expiration date, along with name as it appears on card
  - Guests phone and fax numbers
  - Housing agencies must provide a copy of the intended housing procedures for approval prior to print, publishing or distribution to group attendees.
- All credit cards are charged immediately as the reservation is entered into our reservation system.
- Deposits for unclaimed guaranteed rooms are forfeited nightly at 2 am.
- Confirmations for individual call-ins will be given at the time the reservation is made. Rio All-Suite Hotel & Casino does not send a separate mailing with confirmations to individual guests. The Meeting Planner may request a rooming list with confirmation numbers for reference. Please speak with your Room Reservations Coordinator.
- Changes to reservations after the cut-off date will only be made based on availability at the group rate. Please send all changes in writing only to your Room Reservations Coordinator.
- Standard no-show billing is one night's room and tax.
- A sub-block will be required for staff/VIP rooms in the event that group prefers the individual call-in reservation method. This block is inclusive of your main block and not in addition to it. This sub-block will be held for you until your cut-off date, at which time you will need to submit a rooming list to your Room Reservations Coordinator with all info stated above for reservation submission.
- In order to better protect your interests, your Convention Service Manager and Room Reservation Coordinator will want to know if you will approve the release of sub-blocks from your main group block for affiliated or exhibiting companies attending your convention. Please be sure to provide this information when requested.
- Should you wish to control the sale of guest room suites from your room block, please see your Convention Service Manager to review procedures.
- Please provide the name of the person within your organization with whom we will coordinate all housing. In order to alleviate conflicts in information received, we ask that a dedicated person on your staff be allowed to work with us, and that this person is available throughout the check-in process.

## XV. MEDIA COVERAGE

If you are expecting print or news coverage at any of your events in the casino or outside the convention center area, you must inform your Convention Services Manager to gain approval from the Caesars Entertainment Public Relations Department. Security will prohibit access to any media unless prior arrangements have been made.

Please provide an outline of media coverage to include:

- Type of media attending
- Names of local stations
- Date, time and location of event to be covered
- Name and phone number of your organization's Public Relations Manager
- Names of celebrities or speakers that may draw media attention
- Outline of any event or circumstances surrounding your group that may draw media attention, such as picketing

## XVI. CREDIT PROCEDURES AND MASTER ACCOUNTS

- Direct billing privileges may be established for those accounts incurring \$10,000.00 or more in charges and, if a credit application is submitted to the hotel finance department no later than thirty (30) days prior to the first arrival date. If direct billing is approved, a master account will be established.
- Once complete, the hotel finance department will work with you for all required deposits as outlined in the contract or license agreement. They will also advise you of your credit approval status.
- You will need to provide your CSM with a written authorization for any contracted vendors that will be allowed to charge services or goods to your master account, including an outline of the types of charges allowed. It is very important to advise your CSM early if all charges will not go to one master account.
- Pre-payment of 120% of estimated charges is necessary for groups with master account expenditures less than \$10,000.00, those not wishing to apply for hotel credit or those not approved for hotel credit. We accept all major credit cards and/or personal or company checks. Checks will be accepted no less than thirty (30) days prior to arrival.
- Banquet checks will require signature daily and will be delivered to your on-site contact daily by our banquet management team.

## XVII. INSURANCE REQUIREMENTS AND CONFIRMATION OF TERMS

Group will maintain at all times during the term of the agreement, insurance for claims which may arise from, or in connection with the operations of Group, their agents, representatives, employees or subcontractors with coverage at least as broad and with limits of liability not less than those stated below.

### I. WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE

- Statutory workers compensation coverage
- Employers liability insurance:
  - \$1,000,000.00 each accident
  - \$1,000,000.00 disease, each employee
  - \$1,000,000.00 disease, policy limit

## II. COMMERCIAL GENERAL LIABILITY INSURANCE

- Limits: \$2,000,000.00 per occurrence  
\$4,000,000.00 aggregate
- Products/Completed Operations
- Blanket Contractual Liability
- Personal and advertising injury
- Medical Expense Coverage
- Fire Legal Liability/Damage to Rented Premises
- Limits may be combination of primary and excess
- For catering - Must not contain any exclusions for ingestible/food/beverage products
- For catering - Must not contain any exclusions for foodborne illness
- For catering - Includes Liquor Liability/Dram Shop Coverage to the full limits described above if liquor will be served
- Animals limits: \$5,000,000.00 per occurrence  
\$5,000,000.00 aggregate

## III. COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

- Liability limits: \$1,000,000.00 combined single limit  
\$1,000,000.00 uninsured and underinsured motorist
- Covers owned, hired and non-owned Vehicles

## IV. ALL RISK PROPERTY INSURANCE

- Coverage for all personal property of Group (including trade fixtures, inventory, merchandise, machinery and equipment) insured in an amount not less than 100% of their full replacement cost value.
- Such coverage shall be on an "all risk" or "special causes of loss" form.

## V. MEDIA/PHOTOGRAPHER ERRORS & OMISSIONS INSURANCE

- Limits: \$1,000,000.00 each claim  
\$1,000,000.00 annual aggregate
- Coverage for damages and claims expense arising from the Acts, Errors or Omissions of the Insured, and the Insured's employees or independent contractors related to all products and services of the Insured.
- Coverage for Intellectual Property Infringement, including, but not limited to, claims arising out of the actual or ALLEGED infringement of copyright, trademark, trade name, trade dress, service mark or service name.
- Includes Personal Injury coverage for injury other than bodily injury, including, but not limited to, mental or emotional distress or humiliation, invasion of privacy, misappropriation of name/likeness, false light and public disclosure of private facts.
- Coverage must be kept in force for at least two (2) years after termination of this agreement or an extended reporting period option of at least two (2) years must be purchased.

### EVIDENCE OF INSURANCE:

Before the effective date of this Agreement, the Group shall provide [Property's Legal Name] ("Property Name") and Caesars Enterprise Services, LLC. ("CES") with a Certificate of Insurance in accordance with the foregoing and referencing the services to be provided. Such certificate of insurance is to be delivered to [Property Name] and in electronic format to (if global sourcing, show e-mail address of sourcing professional. If property sourcing, show e-mail address of local sourcing professional. If ARIBA, show e-mail address of SIM Coordinator. Risk Management doesn't collect COIs).

## **GENERAL TERMS:**

All policies of insurance shall:

1. provide for not less than thirty (30) days prior written notice of cancellation to [Property Name] and CES,
2. have a minimum A.M. Best rating of A-VII,
3. be primary and non-contributory with respect to any insurance or self-insurance program of [Property Name] or CES, and
4. provide a waiver of subrogation in favor of [Property Name] and CES.

The Group further agrees that any subcontractors engaged by the Group will carry like and similar insurance with the same additional insured requirements.

## **ADDITIONAL INSUREDS:**

Insurance required to be maintained by The Group pursuant to this Section (excluding workers compensation) shall name [insert applicable property's legal name] and Caesars Enterprise Services, LLC., including their parents, affiliates and subsidiaries, and their respective agents, officers, members, directors, employees, successors and assigns, as additional insureds. The coverage for an Additional Insured shall apply on a primary basis and shall be to the full limits of liability purchased by the Group, even if those limits are in excess of those required by this Agreement.

## **FAILURE TO MAINTAIN INSURANCE:**

Failure to maintain the insurance required in this section will constitute a material breach and may result in termination of this Agreement at CES' option.

## **REPRESENTATION OF INSURANCE:**

By requiring the insurance as set out in this section, CES does not represent that coverage and limits will necessarily be adequate to protect the Group, and such coverage and limits shall not be deemed as a limitation on the Group's liability under the indemnities provided to CES in this Agreement, or any other provision of the Agreement.

# RATE SHEET

<p><b>FIRE MARSHAL DIAGRAM FEES:</b></p> <p>Convention Center:</p> <ul style="list-style-type: none"> <li>Convention Center \$425.00</li> <li>Pool Deck \$550.00</li> </ul> <p>If plans are submitted within 10 business days of event, charges are doubled. If plans are submitted within 3 business days of event, charges are tripled.</p>	<p><b>MARKETING OPPORTUNITIES:</b></p> <ul style="list-style-type: none"> <li>Dedicated closed circuit channel - \$1,500.00 per day, per channel</li> <li>Rotunda Video Wall - \$750.00 per graphic</li> <li>Rotunda Video Wall - \$100.00 per each additional graphic</li> <li>Custom Key Cards – cost of keys (minimum order of 1,000 required and a \$3.50 per key fee)</li> <li>Batch Voice Message Delivery - \$2.00 per room</li> </ul> <p>Additional opportunities available. Please see your Conference Service Manager.</p>
<p><b>ADDITIONAL EQUIPMENT – MEETING SPACE:</b></p> <ul style="list-style-type: none"> <li>6' x 8' Riser \$175.00 each</li> <li>Podiums \$105.00 each</li> <li>Table Stanchions \$10.00 each</li> <li>Rope &amp; Stanchions \$15.00 each</li> <li>Water Cooler Rental \$150.00 each</li> <li>Additional 5-Gallon Containers \$50.00 each</li> <li>Easels \$25.00 each</li> <li>Votive Candles \$2.00 each</li> <li>VIP Pre-Set \$2.50 per person /per day</li> </ul>	<p><b>FOOD &amp; BEVERAGE:</b></p> <ul style="list-style-type: none"> <li>24% Service Charge</li> <li>8.15% State Sales Tax</li> <li>All guarantees are due by 11 am, 3 business days prior to the event</li> <li>Bartender(s) - \$300.00 each, plus tax</li> <li>Chef(s)/Carver(s) - \$300.00 each, plus tax</li> <li>Butler(s) - \$300.00 each, plus tax</li> <li>Cash Bars will incur a \$650.00 per bar cash sales minimum and a charge of \$300.00 per bartender is required (four-hour period).</li> <li>All food and beverage items must be supplied and prepared by Rio All-Suite Hotel &amp; Casino. No food or beverage may be brought into Rio All-Suite Hotel &amp; Casino by a guest or attendee, including exhibitors.</li> </ul>
<p><b>PACKAGE HANDLING FEES:</b></p> <ul style="list-style-type: none"> <li>Packages 0 – 5 pounds \$5.00</li> <li>Packages 6 – 10 pounds \$10.00</li> <li>Packages 11 – 20 pounds \$15.00</li> <li>Packages 21 – 30 pounds \$20.00</li> <li>Packages 31 – 40 pounds \$30.00</li> <li>Packages 41 – 60 pounds \$40.00</li> <li>Packages 61 – 80 pounds \$50.00</li> <li>Packages 81 – 100 pounds \$80.00</li> <li>Packages 101+ (per pound) \$0.80/lb</li> <li>Pallet/Skid/Crate \$400.00</li> </ul>	<p><b>ROOM DROPS/PORTERAGE</b></p> <ul style="list-style-type: none"> <li>\$3.50 generic inside room</li> <li>\$1.00 for each additional item</li> <li>\$1.00 additional for name specific</li> <li>Prices listed are per deliver, not per room</li> <li>All food and beverage must be through room service</li> <li>Round Trip Porterage \$7.00 per person, required for all group arrivals of 15 or more</li> <li>Golf Bag Handling - \$4.00 Round-Trip</li> <li>Please coordinate with your Convention Services Manager regarding charges and distribution.</li> </ul>

All Prices Subject to Applicable State Sales Tax, Currently at 8.1%

GROUP NAME:	GROUP REPRESENTATIVE (PLEASE PRINT):
SIGNATURE:	DATE: