

PRAIRIE  WINDS
EVENT CENTER

POLICIES & PROCEDURES

The purpose of this document is to inform any party, guest or otherwise, using Prairie Winds Event Center's (PWEC) facilities of the policies and procedures in advance so necessary persons can make the best possible use of PWEC facility and services while present. These policies and procedures have been developed to ensure that any event will be as safe and successful as possible. Not all situations will be covered in this guide or may need special consideration by PWEC management. Any questions regarding policies and procedures not included here can be directed to PWEC at 712-707-5900 or events@orangecityiowa.com. Any enclosed information will be gladly clarified.

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Reservations

PWEC accepts reservations via telephone, fax, or email. All guests will be required to sign the PWEC Rental Agreement upon booking.

When making a reservation, the guest(s) must provide the following information:

- Date and time of event
- Department, agency, program, or persons making the reservation.
- Name and type of event.
- Required furnishing arrangements (if applicable)
- Estimated number of attendees
- Listing of special needs and/or equipment (internet, projectors, etc.)
- Details regarding outside catering service (if applicable)
- Space reserved
- Rental deposit (50% of total rental cost)
- Refundable security deposit of \$250

An invoice will be sent to the guest 30 days prior to the scheduled event with the remaining amount due. Final payment will be due ten days prior to scheduled event.

If the reserved space is not in used within the first hour of the scheduled time, the reservation will be considered cancelled and will be made available for immediate use by others.

Failure to cancel reservations as indicated below, will result in the guest be billed the full rental charges agreed upon in Rental Agreement. These charges may be waived by PWEC management if the guest submits adequate, written justification for failure to use the reserved space. However, waived charge submissions are at the discretion of PWEC management and may not be excepted.

Cancellations

Weekend and holiday* cancellations must be made at least 90 days prior to reservation to avoid full rental charges.

Weekday* cancellations must be made at 30 days prior to reservation to avoid full rental charges.

*Weekends are defined as Friday–Sunday. Weekdays are defined as Monday–Thursday. Holidays observed are New Year’s Eve, New Year’s Day, Orange City Tulip Festival, Memorial Day, Fourth of July, Labor Day, Halloween, Thanksgiving, Christmas Eve, and Christmas Day.

Pricing Structure

Entire facility	\$775.00
Main Level	\$500.00
Upper Level	+\$200.00
Outdoor Space	+\$75.00
East/West Wings	\$100.00 (half day) \$150.00 (full day)
Outdoor space	\$150.00

Set Up Information

No later than 30 days before event, PWEC requires the guest to provide one copy of a full and complete floor plan and a description of all electrical, communications systems, and plumbing work for the event, all of which is subject to PWEC approval. The guest must also provide PWEC with all other information required by PWEC concerning the event, such as room set-ups, staging, and catering specifics no later than ten days before event.

Event Related Equipment

Guest is responsible for the removal of any personal property, equipment, signs and props from PWEC at the end of event. If not PWEC may exercise the right to discard any such items.

Equipment Inventory

PWEC equipment such as tables, chairs, audio/visual equipment, etc. is available on a first-call basis as available in current inventory.

Special Resources

If possible, the following requests for any special resources must be made at time of room reservation:

- Requests for internet service must be made at least 48 hours prior to event.
- Request for video conferencing must be at least 72 hours prior to event.
- Requests for use of projectors, owned by PWEC, will be granted based on availability.

Any equipment must be “checked-out” with PWEC staff and “checked-in” with PWEC staff immediately following the conclusion of event. Checked-out equipment can not be left unattended at any time. Failure to follow procedures will result in the loss of privilege to use any equipment owned by PWEC. Should any “checked-out” equipment be lost or damaged during use, the guest will be responsible for the replacement costs and will be billed accordingly.

Audio System

The PWEC staff is responsible for the house audio system and they must supervise any connection made to this system.

Sound Levels

Maintaining sound levels will ensure that other events are not disturbed nor interrupted. PWEC management reserves the right to require sound levels to be lowered.

Banners & Signage

Banner, signs, pictures, notices, or advertisements may only be placed in locations, and by methods, approved in advance by PWEC. We require posters to be mounted on easels and/or individual holders. Staples and tacks are prohibited and not be used on any building surface or equipment. No posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. No stickers will be allowed to be distributed.

Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The guest will be billed for any damages resulting from the removal of taped items.

All signage must be of a printed nature and meet with the approval of PWEC management. At move-out, all posted signage must be removed by the guest. If an materials are left in or on the building, the guest will be billed at the prevailing labor rates to remove.

Hanging Signs

Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by PWEC. Graphics, signs, or advertising displays may not be blocked in any manner at any time. During move-out following the event, all wires, hooks, screws, and hanging materials used to hang signs must be removed.

Decorations

The method and location of special installations must be approved in advance by PWEC management. Final approval will be determined after consideration of other building tenants occupying the space at the same time. The provided picture rails accommodates XX feet of optional display space, and may be used with PWEC management approval. The following is a general list of decoration guidelines:

- No one may tape, nail, tack, or otherwise fasten to ceilings, painted surfaces, columns, walls, or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits, or lighting systems.
- Permanent installations in common spaces may not be blocked.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the Orange City Fire Department.
- No one may use adhesive backed decals or stickers nor may they be distributed anywhere on the premises.
- "Glitter" and confetti may not be used in any area of the building.
- Only PWEC staff may move planters, lobby furniture, and other equipment in the public areas.
- Distribution of helium balloons in PWEC is not allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the guest. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.
- All pools, decorative fountains, etc. must be waterproofed and may be tested prior to installation.
- Guest, with PWEC staff supervision, will be responsible for removal and clean up for any dirt, bark, much, or similar materials used for decorating purposes.

Hazardous Materials Labeling

For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein, and appropriate hazard warnings. Any exhibitor/guest displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to PWEC management no less than 60 days prior to event move-in.

Security

PWEC may require minimum levels of security coverage in any leased space and other areas. No doors may be obstructed or locked when the area is occupied. Event security requirements are subject to PWEC approval and must be submitted 30 days prior to event.

Safety & Fire Code Requirements

The safety of all occupants of PWEC is of primary concern. Any unsafe condition or activity should be immediately reported to PWEC management and supervisory personnel of the responsible party for corrective measures. In case of emergencies, call 911.

(specific codes are yet to be determined)

Fog & Smoke Machines

For public safety, fog/smoke usage is restricted to water-based chemicals. Approval must be obtained from PWEC and the Orange City Fire Department.

Lasers

For public safety reason, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

Pyrotechnics

Any guest that intends to use pyrotechnics on the premises shall hold a valid license issued by the U.S. Department of the Treasure-Bureau of Alcohol, Tobacco, and Firearms, for the use of "low explosives." A copy of this license shall be provided to PWEC management at least 30 days prior to event date. The use of pyrotechnics within the licensed area shall be approved by the guest who shall remain directly responsible to PWEC for all activities as described in the License Agreement. A complete description of the pyrotechnic activity shall be prepared and submitted to the facility 30 days in advance of the event and include the following information:

- Permit from Orange City Fire Department.
- Plots showing exact location, type and number of devices.
- Protective materials and equipment for activity.
- Location and number of fire extinguisher for activity.
- Schedule of activities, number of certified pyrotechnic operators, and their locations.
- Schedule for pre-show pyrotechnic test to be conducted in the presence of an Orange City Fire Inspector.
- Pyrotechnic contractor shall provide a certificate of insurance to PWEC management naming PWEC, PWEC staff, and City of Orange City as additionally insured.
- In addition to the above requirements the contractor must be licensed by the State of Iowa.

Firearms

Under no circumstances is any form of firearms allowed on PWEC property. The only possible exception is when accompanied by an on-duty law enforcement professional.

Novelties

PWEC retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to, T-shirts, programs, pictures, records, tapes, and miscellaneous show promotion items. A facility merchandise fee may be applicable. All negotiations to arrange for event sale and compensation procedures are to be directed to PWEC management.

Package Inspection

For safety and security reasons, cartons, package, or other containers brought in or removed from PWEC, may be subject to inspection.

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Last revised: February 13, 2012

Rigging

PWEC must approve all rigging, and reserves the right to retain consultants at the guest's expense to review or verify rigging specifications. Nothing may be attached to any PWEC electrical or mechanical system. This includes, but not limited to, ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members.

All rigging at PWEC must be in accordance with all national, state, and local safety codes, including, but not limited to, OSHA, BOCA, and PWEC policy.

Surface Drilling

Floor, wall, and ceiling drilling is strictly prohibited.

Movable Walls

For public safety, as well as courtesy to other guests, all movable walls must be installed and removed by PWEC staff only.

Utilities

Installation of all utility services involving electrical, air, water, water drainage, or internet/telephone connections must be performed or supervised by PWEC management.

PWEC electrical equipment, such as extension cords, electrical panels, spotlights, and fixtures are not to be removed by guest or any other unauthorized persons. Violators will be assessed an appropriate charge for any removals.

Under no circumstances shall distribution panels or mechanical equipment be blocked or access impeded.

Floor boxes may NOT be accessed by anyone other than PWEC personnel.

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Animals

For the safety and comfort of all our visitors, animals are not permitted in PWEC except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The guest is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by Law) are allowed in PWEC. All sanitary needs for animals are the responsibility of the guest.

Capacities

Public Safety is a top priority at PWEC. All rooms have a maximum occupancy, which may not be exceeded. PWEC reserves the right to deny further entry into these spaces in order to protect public safety.

Parking

Overnight parking on PWEC property is prohibited. Options for the rental of the parking lot areas for outside exhibits and/or guest parking are available.

Smoking

As designated under the State of Iowa law, PWEC is a non-smoking facility. No smoking will be allowed within 100 feet of all entrances and exits to PWEC. No PWEC employee subcontractors, and/or subcontractors' employees will be allowed to smoke on PWEC premises while "clocked-in."

Damages

The guest is responsible for all damages. For accuracy in billing, PWEC management should inspect all leased space prior to move-in to determine existing conditions. Guest will be informed of all damages which occur after event with written reports and photographs as soon as they are documented. A final walk-through will take place at the conclusion of your event

Cleaning

The building will be provided to the guest as specified in the Rental Agreement. The floor will be clean upon move-in. It is the responsibility of the guest to return the building in its original condition. Or, a cleaning service will be provided at guest's expense.

Billing

Upon booking an event, renter is required to pay a deposit of 50% of total rental cost. An invoice will be provided 30 days prior to event showing remaining rental cost due. This amount will be due ten days prior to event. Neither payment is refundable.

For your convenience and clarification, an Event Settlement Sheet summarizing rent, additional charges, and any credits is prepared after each event. Any additional charges and fees accrued during or after event will be charged to renter. These charges may include, but are not limited to:

- General room lighting, heat/air conditioning on day of move-in, event, and move-out.
- One standard room set-up per day
- Cleaning of public areas
- Equipment provided
- Electrical service
- Telecommunications service
- Audio/visual equipment and dedicated labor
- Natural gas, water, and drainage service
- Janitorial and cleaning
- Trash haul fees
- Insurance
- Security or police officer services
- Emergency Medical Technician services
- Damages to PWEC and equipment
- Additional equipment rental
- Water service for attendees
- Table linens
- Coat check services

Payment

Accepted payments are cash, check, Visa, Mastercard, Discover, and American Express. All guests must pay their rental deposit upon reservation. PWEC reserves the right to request payment in advance for estimated additional cost beyond minimum rental.

Failure of payment by said date, will be brought to a collection agency of PWEC's choosing.

Event Estimates

For guest clarification, PWEC management will provide an Estimation and Detailed Report prior to event. Guest will be asked to sign the Estimation and Detailed Report, and agree to the charges prior to event. Charges are subject to change.

Insurance

For the protection of the guest and the facility, PWEC management reserves the right to cancel any event upon failure of guest to provide such verification within the specified period.

PWEC does offer guests the option of purchasing insurance through [insurance company]. For more information please contact PWEC management.

Alcohol

[bar contract holder] as a licensee at PWEC is responsible for the administration of the sale and service of any alcoholic beverages in accordance with the State of Iowa Alcohol Beverages Division Regulations. In compliance with state law, all alcoholic beverages must be supplied by [bar contract holder]. Guests must be prepared to show proper and valid identification, upon request, when ordering or consuming alcoholic beverages. Any guest that appears to be 40 years of age or under must be able to show proof of birth date. The following are, but not limited to, the policies of PWEC for the use of bar services:

- The maximum length of bar services is X hours.
- Food must accompany any alcohol.
- The State of Iowa prohibits the sale to and consumption of alcoholic beverages to persons under the age of 21. No exceptions.
- Valid state issued identification card, drivers license, passport, or military identification card in accordance to State of Iowa law must be available as proof of birth date, upon request.
- Bartender reserves the right to refuse service to any guest.
- All bartenders must be certified by the State of Iowa before being allowed to serve or handle alcoholic beverages.
- No alcohol may be removed from premises.
- PWEC reserves the right to suspend liquor service at any time for any reason without warning.
- Any product purchased off-site must be approved by [bar contract holder] and [bar contract holder] before being allowed on premises, and a handling fee will be applied.
- Each bar requires a \$XXX set-up fee for event.

Host Bar

The host pays for all beverages consumed. Charges will be based on consumption and a deposit will be required in advance. Sales tax and 18% gratuity will be added to the final liquor invoice.

Cash Bar

Individual guest pay cash for all beverages consumed. All sales taxes are included in the cost of the drink. The allowance of tabs is at the discretion of PWEC and [bar contract holder].

Behavior

Rude behavior towards PWEC staff or other hired staff will not be tolerated and will be reported to PWEC management. Repeat offenders may be barred from use of PWEC facilities.

State of Iowa Anti-Bullying/Anti-Harassment Laws will be strictly enforced, and any violation of these will be severely punished. For more information of said laws, please visit www.iowa.gov.

American with Disabilities Act (Ada)

As a facility of public accommodation, PWEC is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. We also require our guests to comply with all provisions of the ADA.

Prairie Winds Event Center Management

PWEC management will provide the most professional, efficient, and courteous service the guest has ever experienced. PWEC management will:

- Contact guest following execution of event agreement.
- Be the guest's primary PWEC liaison before, during, and after event.
- Be responsible for gathering all event information and provide that information to all necessary PWEC departments.
- Generate an Estimate and Detailed Report for guest's review and approval no later than 30 days prior to event.

Prairie Winds Event Center Staff

PWEC is committed to providing first-class hospitality, maximum safety, and effective cost controls. PWEC is responsible the conduct of their employees, subcontractors, and subcontractors' employees. Employees not in compliance with PWEC policy may be barred temporarily or permanently from PWEC. This includes the following:

- Restricted areas of PWEC are labeled "Authorized Personnel Only" and are off limits to all personnel except authorized by PWEC. Unauthorized personnel found in restricted areas will be reported to the appropriate employer and may be subject to permanent dismissal from PWEC.
- Profane language and disorderly conduct are not permitted at any time. State of Iowa Anti-Bullying/Anti-Harassment Laws will be strictly enforced, and any violation of these will be severely punished. For more information of said laws, please visit www.iowa.gov.
- The use of alcoholic beverages in the workplace is strictly prohibited. The use of illegal drugs is strictly prohibited at all times. All employees may be subject to drug and alcohol testing at any time, and is at the discretion of PWEC management.
- Cost of repair to any damages to PWEC equipment or property that may be caused by their employees.

To maintain security, all event personnel including show and service contractor staff, exhibitor-appointed contract staff, temporary help, exhibitors and other workers affiliated with an event must enter and leave PWEC through the entrances and exits designated by PWEC management.