



**"EXHIBIT B"**

**GENERAL POLICIES & PROCEDURES**

**CHECK-IN / CHECK OUT**

Guest check-in time is 3:00 p.m. If rooms are requested prior to check-in time, early arrivals (7am-12pm) will be accommodated only when rooms become available for a fee of \$20. Early check-ins between the hours of 12pm–3pm will be honored at no charge, based on availability. Guests must be at least twenty-one (21) years of age or be accompanied by someone at least twenty-one (21) years of age to check in.

Check-out time is 11:00 a.m. All late check-out requests will be granted **based on availability only**. Fees for late check-out request are as follows:

<b>Late Check Times</b>	<b>Fee Amount</b>
*11 am-12pm	No Charge
12pm-1pm	\$20
1pm-3pm	\$35
3pm-6pm	½ day at prevailing rate or \$50
After 6pm	Prevailing rate
<i>*must be pre-approved and noted on the reservation(s)</i>	

Hotel bell staff can store luggage on a complimentary basis for those guests who have checked out, but are not yet departing the Hotel. For those guests not wanting to stop at the Front Desk on the way out, express check-out is available thru the in-room televisions.

A \$20.00 surcharge (subject to change) will apply per night, to each additional third and fourth person occupying the same room. Each occupied guestroom may have a maximum of four guests.

**EARLY DEPARTURE**

No fees will be charged for early departure request.

**REFRIGERATOR**

There is a \$20 fee per night for refrigerators.

**ROLLAWAYS**

A fee of \$20 per night will be charged for all rollaway beds.

## **SUITE POLICIES**

Maintaining the integrity of suite furniture arrangement is vital. Furniture, fixtures, artwork, etc. may not be moved or removed.

Please note exhibits and displays are not permitted on guest room floors or in the suites, and signage is not permitted in the corridors, elevator foyers, or on doors. Furthermore, taping or affixing of any materials to walls, floors or ceilings is not permitted.

Food and beverage for suites should be ordered well in advance of your arrival through the Beau Rivage Room Service Department. No individual, outside company or vender will be permitted to provide items or catering for the suites.

Please be advised suite numbers cannot be pre-assigned or confirmed in advance.

## **BAGGAGE SERVICE - INDIVIDUAL**

Guests arriving individually are greeted at the front door by Hotel bell staff and given a claim check for their luggage. The guest will then call from their room to arrange for delivery of luggage.

## **BAGGAGE SERVICE - GROUP**

Should the Meeting Group request baggage handling; the charge is currently \$5.00 per person (subject to change) for all arrivals in a single group of ten (10) rooms or more. This charge covers handling of baggage both in and out of the Hotel. The Bell Desk staff will take the luggage off the group's transportation vehicle while the guests enter to register. Upon departure, guests' luggage must be packed, left just inside the locked guestroom door, and ready for pickup by the Bell Desk staff no later than one (1) hour prior to departure.

## **CONVENTION SERVICES**

The Convention Services Department will be in contact with Meeting Group following receipt of the signed agreement. The Convention Services Manager becomes the main contact for all details involving reservations, billing procedures, show tickets, and provides recommendations for outside services if necessary.

In addition, the Convention Services Department will be responsible for assisting Meeting Group with function room arrangements and menu selections. Unless already provided, Hotel requires a tentative schedule of function room requirements to the Catering Department at least ninety (90) days in advance of the meeting. Any additional requests for function rooms will be on a space available basis. A firm and detailed schedule must be furnished to the Catering Department no later than thirty (30) days before the program.

## **SIGNAGE AND DISPLAY ADVERTISING**

Hotel retains exclusive rights to all display advertising within the function space and all other space on the Hotel property. Meeting Group may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on Hotel property, and may not place any signage or banners in the function space or on Hotel property without prior written consent of Hotel. In the event

Hotel grants its consent for Meeting Group to advertise within the function space or on Hotel property, it shall be a nonexclusive right to advertise. Any signage or banners approved by Hotel may only be hung or posted by the Beau Rivage staff (subject to charge). No flyers, advertising materials or free samples shall be produced, placed or distributed, without the prior written approval of, and under the conditions established by Hotel, Meeting Group, its agents, contractors and employees, may not affix signage to any wall located on the Hotel property.

### **ROOM DELIVERIES**

Items will be placed inside the sleeping rooms (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival. All deliveries will be charged \$2.50 per item/per room and \$.50 per item /per room for each additional item.

### **PRINTED MATERIALS**

We request that the Hotel Services Manager review and be placed on your mailing list to receive all materials concerning Hotel. In this way, we can share with our staff all printed materials in the possession of your prospective attendees.

### **WIRE TRANSFER INSTRUCTION**

Should you choose to forward deposit(s) and payment(s) via bank wire transfer, please follow the procedure outlined below. All funds should indicate the group name and be directed to your Monte Carlos sales contact. The Monte Carlo's bank information is outlined below:

Bank Name and Address: Wachovia  
D118-02D  
P.O. Box 563966  
Charlotte, NC 28256-3966

Phone: 800-566-3862  
Fax: 704-590-5800 for domestic wires

Bank Account Name: Beau Rivage Resorts, Inc.  
Routing # 053000219  
Bank Account number 2000032622519  
EIN# 88-0340296  
Beau Rivage Resorts, Inc. (Legal Name)  
Client is responsible for any applicable bank/transfer fees

## **SHIPPING PROCEDURES & FEES**

Beau Rivage will accept most packages and freight up to three (3) days prior to arrival. Handling fees will apply for all incoming and outgoing shipments. Hotel policy requires that only the addressee may sign for and receive packages and freight. A photo I.D. is required. All packages should be sent to the following address:

Beau Rivage Resort and Casino  
875 Beach Boulevard  
Biloxi, MS 39530  
Hold for: Guest's Name/Company Name  
Arrival Date:  
Box: # of #

The Hotel Convention Services Departments must be notified of any incoming packages and freight at least seven (7) days prior to the arrival of the shipment.

### **Parcels/Packages**

#### *Inbound:*

Parcels must be properly labeled and will be held for guest pickup at the Business Center.

#### *Outbound:*

Shipping authorization forms are required and must be completely filled out and obtained from the Business Center. After completing the forms, parcels will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. Outgoing parcels must be delivered to the Business Center no later than 2:00 p.m. for shipping on that day. Any parcels dropped off at the Business Center after 2:00 p.m. will be shipped the following day, with the exception of Friday, then parcel will ship the following Monday, although Saturday delivery is available.

### **Freight**

#### *Inbound:*

The Convention Services/Catering Department is responsible for the coordination of incoming freight that equals to or is larger than a standard pallet size- 40'x47" (this is also now as "large items"). Hotel's Business Office employees are required to move all items from/to the dock, unless special arrangements have been made through the Convention Services/Catering Department. If a Meeting Group representative must access any stored freight, the representative must contact the Business Center. Hotel is unable to receive, store, or ship freight which is larger than a standard pallet (40" x 47") unless special arrangements have been made. Freight can only be received between the hours of 6:00 a.m. and 2:00 p.m. on weekdays and on Saturdays. **Please note the dock is closed on Sundays.**

Incoming shipments that do not include the proper information on the label and/or shipments that arrive after hours may be refused unless the proper arrangements have been made. The following information must be provided to the Convention Services/Catering Department at least seven (7) days prior to the arrival of the shipment for larger items:

- Company transporting the freight
- Delivery date & time
- Contact name and information for pickup from the Guest Services Department
- # of pallets and estimated weight

*Outbound:*

Shipping requisition forms are required and must be obtained from the Business Center. After completing the forms, freight will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. It is the responsibility of the guest to notify the transportation company of pickup date and time. The Convention Centers Manager Office must receive notification of the intent to ship outbound at least seven days prior to ship date. Freight can only be shipped between the hours of 6:00 a.m. and 2:00 p.m. on weekdays and 7:00 a.m. and 2:00 p.m. on Saturdays. **Please note the dock is closed on Sundays.**

Set up assistance fees are applicable to inbound and outbound freight for large items. Please see your Catering and Conference Services Manager for details, shipping guidelines and prices.

**Handling Fees**

In addition to shipping costs, the following handling charges (subject to change) will apply. Prices are based on weight, dimension and destination. Package handling price is per piece and applies to all incoming and outgoing boxes and/or packages.

<b>Weight</b>	<b>Per Piece</b>
<b>0 - 50 pounds</b>	\$5.00
<b>51 - 100 pounds</b>	\$10.00
<b>Over 100 pounds</b>	\$15.00

**MEAL COUPONS**

Coupons are available for purchase through your Convention Services Manager to The Buffet. Current buffet prices are \$15.85 for breakfast and \$19.51 for lunch Monday through Friday, 28.05 for Dinner Sunday – Thursday and \$36.59 for Dinner Friday and Saturday. A Champagne Brunch is offered Saturday and Sunday at \$26.83.

**All coupon prices are per person, tax and gratuity inclusive. Meal coupons are non-refundable, non-transferable, and prices are subject to change. Meal coupon prices are subject to change for Thanksgiving and other special Holidays.**

**RENTAL CARS**

Enterprise Car Rental has designed a special program for Beau Rivage Guest to meet car rental needs. For the guest's convenience, Thrifty Car Rental is located at the hotel's motorcoach lobby and is open daily 7:00am – 4:00pm. For more information, please contact Enterprise Car Rental at 228-386-7070.

**TRADEMARK**

Neither party is authorized to use any trademark, trade name, or service mark owned or registered by the other party, its parent, subsidiaries or affiliates. Neither party may, without prior written approval of the other party, copy, reproduce, distribute or use any trade name, trademark, copyrighted material, or service mark of the other party, its parent, subsidiaries, or affiliates.

### **LOST OR STOLEN PROPERTY**

Hotel shall not be responsible for losses by Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of Hotel.

### **DAMAGE TO PROPERTY**

Meeting Group shall be liable for any damage, normal wear and tear excluded, to the Function Space, or to any other real or personal property of Hotel, caused by the act or omission of Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, or performers. Meeting Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, tape or velcro or other items into any part of the Function Space or Hotel equipment or property. Meeting Group shall return the Function Space to Hotel in as good of condition and repair as the same shall have been found when licensed for Meeting Group's use.

## **"EXHIBIT C"**

### **CATERING POLICIES & PROCEDURES**

#### **GUARANTEES**

The Catering Office must receive guaranteed numbers of attendees for all events three (3) business days prior to the function by 10:00 A.M., and three (3) business days prior to events held on Sundays, holidays and weekends. Meeting Group will be charged the guaranteed number or the number of people actually served, whichever is greater. Hotel will not set more than three percent (3%) above the guaranteed number, not to exceed fifty (50) people. If no guarantee is received, the number of guests indicated on the Banquet Event Order will be the guaranteed attendance. If the guarantee decreases by more than fifteen percent (15%) from the original estimated number, Hotel reserves the right to charge room rental or relocate Meeting Group to a smaller room.

#### **TAX AND GRATUITY**

Food, beverage and audiovisual prices are subject to 7% sales tax and 20% gratuity (both subject to change). There is a service charge of 22% and 7% sales tax for all offsite/outdoor events. Tax-exempt organizations must furnish a Certificate of Exemption from the state of Mississippi to the Catering Office at least two weeks prior to the event.

#### **FOOD AND BEVERAGE**

The Banquet Department is the sole provider of all food and beverages served in the banquet facilities. Food and/or beverage is not permitted to be brought into the Convention Area by a guest or any attendees. To ensure compliance with the Mississippi Board of Health, food will be consumed on the hotel premises at the contracted time of the event, and may not be removed from the banquet facilities.

In compliance with Mississippi ABC Laws, Hotel is the only authorized licensee able to sell and serve liquor, beer and wine on the Hotel premises. Hotel reserves the right to refuse service to any person who appears to be intoxicated. No one under twenty-one (21) years of age will be served alcoholic beverages.

#### **FOOD AND BEVERAGE EVENTS**

The Catering Department will be the Meeting Group's main contact for all details involving function arrangements and menu selections. The current menu prices are indicated on our menus. All food and beverage must be supplied by the Banquet Department at Beau Rivage Resort and Casino. The resort is the only authorized licensee to sell and serve food, liquor, beer and wine on premises. This includes hospitality suites and food and beverage amenity deliveries. All food and beverage prices are guaranteed ninety (90) days prior to the date of the function.

Menu service to less than the specified minimum guarantee of guests for a catering function is subject to a minimum taxable surcharge. Menu service is available for maximum time specified on each menu. The resort will assess a taxable service charge for each additional half hour. The Convention Services Department will be happy to customize and tailor specialty menus at your request.

## **FEES AND MINIMUMS AND CANCELLATIONS**

Receptions, except those preceding a dinner, require a \$45.00 per person food and beverage minimum, excluding tax and service charge. Reception Stations are charged on the total number of guests guaranteed. If there are any changes or additions to the setup within three (3) business days of the function (by 12:00 noon), a \$200 labor fee may be applied

Continental, breakfasts, lunches and dinner prices are based on minimum guarantees for a set time. Please refer to the catering menus for the minimal amounts and times. Should the minimum guest guarantee fall below the required minimum amount and/or the length of time food and beverage should be served is for more than the allotted time, additional service fee(s) will be applied.

Cancellation of any food and beverage events may be subjected to a penalty. Please refer to the contract for the catering cancellation schedule.

## **SERVICE CHARGES**

- A labor charge of \$100.00 per Bartender and \$50.00 per cashier will be incurred
- \$100 per Station Chef
- \$75 Service attendant (if needed or required)

## **DISPLAYS, SIGNS AND DECORATIONS**

Displays, signs and decorations must be of professional quality and may not be used unless Hotel approves them in advance. Affixing any materials to the walls, floors, ceilings or furnishings is not permitted. Hotel staff must hang all banners. If we are notified in advance, a charge of \$35.00 per banner will apply. However, if we are not notified in advance prior to the group's arrival, a charge of \$50.00 per banner will apply. Decor of any kind that causes damage to the property is prohibited. Meeting Group agrees to be responsible for any damage done to the Hotel during the time the premises are under the Meeting Group's control. This also includes any excessive cleanup made necessary by Meeting Group and/or decorators/outside agencies during set-up or teardown. Decorations using candles or flames are strictly prohibited. Mylar Balloons are prohibited. Displays, signs and decorations are permitted on the convention floor only.

## **AUDIO VISUAL/OUTSIDE PRODUCTION COMPANIES**

The Beau Rivage Audio Visual department is the exclusive provider for all rigging equipment and services. This includes: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. The department offers an extensive inventory of equipment for meetings, special events and full-scale stage productions. The Hotel staff is highly trained and experienced in all phases of technical services including audio/visual, truss and rigging, staging and lighting, telecommunications and broadband internet connections.

Beau Rivage's Audio Visual Department is the exclusive provider of audiovisual and no equipment may be provided by the meeting group or outside company without authorization by the Hotel. The Hotel understands that the Meeting Group may desire to utilize the services of a production company of its choice for its program. However, any equipment or labor that is not secured through the Hotel's audio visual department must be approved in advance by the Hotel prior to finalization of the involvement of an outside company. If approval to utilize the services of an outside company is granted, a thirty-five percent (35%) accommodation fee based upon the hotel's retail price for similar equipment and services will be assessed.



## **EXHIBITS**

Upon request, Hotel will provide up to twenty (20) table top displays (6 foot tables) including standard linen and table skirting, two (2) chairs and a wastebasket during Meeting Group's program. A charge of \$40.00 per tabletop will be applied. Table top displays in excess of these numbers must be authorized by the Hotel Catering Director. Hotel can provide phone lines, signage, AV equipment, etc., at a charge. All requests must come from Meeting Group's main contact.

## **BEAU RIVAGE EVENTS**

Beau Rivage offers complete decorating and entertainment services. No meeting or food and beverage event is too large or too small for creative wall treatments, florals and linens, and custom designed props and signage. Our Convention Services department, provides convenient one stop shopping for special events. For additional information regarding special décor option, please contact your Convention Services Manager.

## **MEETING GROUP ENTERTAINMENT**

Meeting Group acknowledges that Hotel has a reputation for offering high-quality entertainment and services to the public, is held by a publicly-held company, is subject to regulation and licensing, and desires to maintain its reputation and receive positive publicity concerning Meeting Group's functions. Consequently, prior to contracting with any entertainer or production company to provide entertainment at its function(s), Meeting Group shall obtain Hotel's written consent for the entertainment, which consent shall not unreasonably be withheld. In contracting for entertainment, Meeting Group agrees that any such entertainment will comply with Hotel's normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, Hotel, its directors, officers or employees or those of any affiliate of Hotel shall be made.

## **SAFE USE OF FUNCTION SPACE**

Meeting Group shall, at all times, conduct its activities in a safe and careful manner, with full regard to public safety, and will observe and abide by all applicable laws (including the Americans with Disabilities Act), ordinances, rules, regulations and requests by duly authorized governmental agencies having jurisdiction, as well as those of the Board of Fire Underwriters or any similar body and Hotel.

## **SALE OF MERCHANDISE**

Meeting Group may not utilize Hotel function space or property for the purpose of selling merchandise or services without the prior written approval of, and under the conditions established by Hotel, Meeting Group, its agents, contractors and employees. All permits and licenses required by law for such activity in Harrison County are the sole responsibility of Meeting Group. A copy of the certificate must be presented to the Catering Office two (2) weeks prior to the event.

## **BROADCAST, TAPE OR RECORD**

Meeting Group may not broadcast (either live or on a delayed basis) or tape or record the function for any purpose or by any means without first receiving the prior written permission of Hotel.

## **ACCESS AND RIGHT TO ENTER**

Representatives of Hotel may enter upon and have access to the Function Space at any time. Additionally, officers and authorized employees of governmental agencies may enter the Function Space at reasonable times, when necessary, in the performance of their official duties.