



TAMPA

Technology Services



TAMPA

CATERING & CONVENTION SERVICES PROCEDURES AND GUIDELINES

The Seminole Hard Rock Hotel & Casino professional Catering & Convention Services team stands ready to assist with the responsibilities of planning all aspects of your forthcoming event. We will do our utmost to please you and your guests in every possible way! Please assist us in making your function successful by familiarizing yourself with the following information:

GUEST ROOM AMENITIES

An array of Seminole Hard Rock specialty merchandise, Seminole Hard Rock logo wear and other specialty items are available through out the Seminole Hard Rock Hotel & Casino for delivery to guest rooms. Please ask your Catering Manager for a complete list of creative possibilities.

MENU SELECTIONS

In order for us to assure the availability of all chosen items, your menu selections should be submitted to the Catering office four weeks prior to the function date. Please note that a minimum of (3) courses for lunch and (4) courses for dinner are required. A \$3.00++ per person charge for lunch and \$5.00++ per person charge for dinner will be applied if course minimums are not met. Your Catering Manager will be happy to tailor a menu to your specific tastes and desires.

GUARANTEES

In order to make your event a success, please notify the Catering Office of the number of guests attending by 12:00PM at least (3) business days in advance of the function. Once given, this guarantee is not subject to reduction. A 15% increase will be permitted if the Seminole Hard Rock Hotel & Casino is advised by 12:00 noon (1) day prior to the function. We will be happy to provide seating for an additional 5% beyond the guaranteed number at no charge; however, if attendance exceeds the 5% set, a \$5.00 per person surcharge will also be applied. If no guarantee is received at the appropriate time, the Seminole Hard Rock Hotel & Casino will assume the contact/ expected count to be the guarantee and charges will be made accordingly.

FUNCTION SPACE

Function rooms are assigned by the guaranteed number of people anticipated. Setup fees may be applicable if attendance drops below the estimated attendance at the time of the booking. The Seminole Hard Rock Hotel & Casino reserves the right to change events to a room more suitable for the anticipated attendance, if attendance increases or decreases.

SERVICE AND LABOR CHARGES

BANQUET SERVICES – For all sit-down meals served in private function rooms with less than (20) people in attendance, an additional service charge of \$50.00 will be added to the banquet check.

BAR SERVICE – A \$75.00 charge per bartender.

BUFFET SERVICE – If your final guarantee is less than the stated minimum, a \$3.00++ per person charge for lunch and \$5.00++ per person charge for dinner will be applied.

CHEFS - A flat \$100.00 labor charge will be assessed for each Chef required for preparation for Stations.

CLEAN UP – Appropriate labor charges will apply to functions if more than standard cleanup is required at the conclusion of the event, i.e. trash, confetti, cartons, rice, etc.

GUEST ROOM FUNCTIONS/HOSPITALITY ROOM - \$50.00 labor charge will be assessed for all food and beverage functions held in guest rooms, including hospitality suites.

OUTDOOR FUNCTIONS

All outdoor meal functions must be served buffet style. The Hotel reserves the right to make the decision to move any outdoor function inside in inclement weather or based upon impending inclement weather predicted by the National Weather Service Forecast. Parties will be moved inside due to wind, rain or a 40% or greater forecast of rain. The decision to move will be made (4) hours in advance of such functions in conjunction with the event/group contact. If the decision must be delayed or changed and it necessitates the Hotel to set both the indoor and outdoor function space, a \$10 per guest service charge will be billed according to party size and complexity of setup. Outdoor functions that have entertainment must conclude the entertainment by 12 a.m. due to local ordinance.

WINES

In the interest of gracious dining, we urge you to consider the inclusion of carefully selected fine wines with your function. The Seminole Hard Rock Hotel & Casino wine list offers a discriminating selection. Requests for quantity should be checked as to availability of supply. Vintages are subject to change.

BEVERAGES

All beverage functions are arranged through the Catering office. We offer a complete selection of beverages to complement your function. As a licensee, the Hard Rock is responsible to abide by regulations enforced by the Florida State Liquor Commission; therefore, liquor or wine cannot be brought into the Hotel from outside sources.

ENTRÉE SELECTION

Entrée selection on all banquet menus is limited to one choice unless special dietary laws or religious holidays must be adhered to. In these instances, the exact numbers of special substitute entrees are to be specified with the guaranteed attendance. The number of substituted entrees should number less than 5% of the total attendance and will be charge at no less than the same per person price of the previously selected entrée. Specialty and theme menus may be designed to meet your particular needs.

LINEN

From its inventory, the Hotel will provide our house standard linens. Any special requests for linens not within our inventory can be made through your Catering Manager at an additional charge.

PRESENTATION SERVICES/AUDIO-VISUAL

The Seminole Hard Rock Hotel & Casino has a fully-equipped audio-visual company on property which can handle any range of audio-visual requirements.

The Seminole Hard Rock Hotel & Casino must be notified, in advance, of any outside company or producer coming on property. When an outside producer is hired, the Seminole Hard Rock Hotel & Casino requires that a minimum of one Seminole Hard Rock technician oversee the setup, operation and breakdown of the production. Charges will be applied accordingly. The Seminole Hard Rock Hotel & Casino will apply a 10% surcharge on any outside contractor supplying equipment or performing work which is available through the Seminole Hard Rock Hotel & Casino directly. All AV equipment will be set up 45 minutes prior to event start time based on room availability. Rental prices are per room, per day unless otherwise requested. Audio visual service orders require a minimum of 48 hour cancellation notice. Cancellations made later than this will be subject to a 50% cancellation charge.

FLORIST

We will be pleased to help you make arrangements with the Seminole Hard Rock Hotel & Casino's recommended florist. Centerpieces of freshly-cut, seasonal flowers for each round, buffet and head table are available. Speak with your Catering manager regarding your requirements.

SPECIAL DECORATIONS AND SERVICES

We will be delighted to discuss with you any needs for your particular function such as ice sculptures, hand-carved centerpieces, thematic decorations, and menu and invitation printing. These and other services will be provided at a pre-arranged fee.

SHOW, STAGE, MUSIC & ENTERTAINMENT

We will be pleased to assist with the arrangements for these services or we can make recommendations and you can deal directly with the companies.

ANIMALS

We must approve the appearance of any animals in events at Seminole Hard Rock Hotel & Casino. Please contact a Catering/Convention Services Manager for specifics.

Live animal wet labs are not allowed in any of our convention facilities on Seminole Hard Rock Hotel & Casino property. This includes any medical demonstrations or experiments on live animals. Please contact a Catering and Convention Service Manager if you wish to perform any other demonstrations or experiments on Seminole Hard Rock Hotel & Casino property.

REGISTRATION TABLES & SIGNAGE

Registration, nametag, check-in, information tables or group signage may only be located outside the immediate entrance to the respective function room.

SECURITY

The Seminole Hard Rock Hotel & Casino will not assume any responsibility for damages or loss to any merchandise or articles left or sent into the Hotel prior to, during or following your banquet or meeting. Arrangements may be made in advance for security of exhibits, merchandise or articles set up for display prior to or during the planned event. If additional security services will be needed a security fee will be billed directly to the master account.

PRICE CHANGES

All printed Catering menu prices are subject to change without notice; however, all contract prices will be honored.

SERVICE CHARGE

The customary twenty one percent (21%) service charge will be added by the Hotel to all group banquet or hospitality suite charges.

SPACE & PRICE COMMITMENTS

Established times on events are followed per this agreement. The event/group contact is responsible for abiding by these scheduled times as the Hotel may have commitments of function space prior to or following the arranged event. Private rooms and contractual prices are assigned to the number of anticipated attendees at the time the function is booked. The Seminole Hard Rock Hotel & Casino reserves the right to renegotiate these prices and or change the assigned function room(s) in the event of a decrease or increase in the number of attendees.

SHIPMENT OF PACKAGES/PARCELS

SPECIAL INSTRUCTIONS: Shipments should be sent to arrive no more than 3 days prior to setup date. At the end of the event, arrangements should be made to ship items no more than 3 days after teardown date. Storage charges will be applied to shipments held more than 3 days. Handling of incoming items includes: Receiving item from carrier, up to 3 days of storage, delivery to the proper location inside the Seminole Hard Rock Hotel & Casino, pick up of packed items after the event, up to 3 days storage and placing items with carrier for shipment.

UNLESS SPECIFIED, ALL SHIPMENTS SENT FROM THE SEMINOLE HARD ROCK HOTEL & CASINO WILL BE SENT VIA FEDERAL EXPRESS AT GUEST EXPENSE.

ELECTRICAL REQUIREMENTS

The Seminole Hard Rock Hotel & Casino requires all electrical service needs to be submitted no later than fifteen (15) days prior to the function. Electrical charges may be billed directly to the master account

Telephone & Internet Services

Telephone Lines

Lines Do Not Include Telephone or Any Other Communication Hardware

Basic In-House Line

Single Phone Line
Local & 800 Calls and Credit Card Lines
Calls Will Be Patched in By Operator
\$75.00++ Per Line

Direct Inward Dial Phone Line

Single Phone Line
Local & 800 Calls and Credit Card Lines
Calls Will Not Be Patched in By Operator
\$200.00++ Per Line

Long Distance

Direct Inward Dial Phone Line

Single Phone Line
Long Distance Call Capabilities
Local & 800 Calls and Credit Card & Fax Lines
\$225.00++ Per Line

Long Distance Charges Will Be Applied

Telephones

Telephones Do Not Include Telephone Lines

Cordless Phone

Single Line Phone
\$150.00++ Per Phone

Polycom

3 Mic Speaker Phone
Conference Call Capable
\$200.00++ Per Phone

Digital Phone

Multi Line Speaker Phone
\$300.00++ Per Phone

Upgrade Your Phone Device

Voicemail

Compatible with All Phone Types
\$50.00++ Per Telephone Line

Rollover

Compatible with Digital Phones Only
Sends Calls to Next Available Line
\$50.00++ Per Phone

Internet Connections

Internet Connections Do Not Include Computers or Any Other Communication Hardware

Basic Internet Line

\$300.00++ Per Line

High Speed Internet Line

\$400.00++ Per Line

Wireless Internet Router

\$300.00++ Per Router

Communications or IT Technician

1 Hour Minimum
\$150.00++ Per Hour

\$50.00++ Fee Will Be Charged For Basic Installation Of All Telephone And/Or Internet Services.

Telephone & Internet Is Subject To Applicable Taxes & Service Charges. Prices, Service Charges, & Taxes are Subject To Change Without Notice.
Rental Prices Are Per Room, Per Day Unless Otherwise Requested. Prices May Vary With Requirements And Number Of Access Points. A Service Tech Will Provide A Quote.

Extra Charges Will Apply For Voicemail, Rollovers and Call Pickups Depending on Volume And Configuration.

Phone & Data Orders Require A Minimum Of 48 Hour Cancellation Notice. Cancellations Made Later Than This Will Be Subject To A 50% Cancellation Charge.
21% Service Charges and 6% Sales Tax

Audio Visual Services

LCD Data Projector Package (up to 75 PPL) \$465.00++
 (1) 1000 ANSI Lumens Projector; (1) Draped Cart; (1) Tripod Screen (up to 8')

1/2" Video Package \$185.00++
 (1/2") VHS Video Player; (25"-27") Color Monitor; (54") Draped Cart

Overhead Projector Package \$110.00++
 Overhead Projector; Draped Cart; Tripod Screen (up to 8')

Slide Projector Package \$130.00++
 (35)mm Slide Projector with Zoom Lens; Draped Stand;
 Wireless Remote Control; Tripod Screen (up to 8')

Client LCD Projector Set-up Package \$75.00++

Screens

60 x 60 to 96 x 96	\$40.00++
10 x 10 Cradle	\$70.00++
12 x 12 Cradle	\$80.00++
6 x 8 Fastfold with Dress Kit	\$130.00++
7 1/2 x 10 Fastfold with Dress Kit	\$150.00++
9 x 12 Fastfold with Dress Kit	\$180.00++
Black Velour Run Off Drape, Per Foot	\$14.00++
Fiber Optic Curtain, Per Panel	Call

Meeting Accessories

25' AC Extension Cord	\$5.00++
Multi Outlet AC Strip	\$8.00++
A-Frame Easel	\$20.00++
48" Rolling Cart	\$20.00++
Projector Stand	\$20.00++
Laser Pointer	\$40.00++
Whiteboard w/ Easel	\$45.00++

Video and Production Equipment

VHS Camcorder with Tripod	\$140.00++
Lighting Packages	from \$175.00++
Spotlight	\$95.00++
Data Monitors, Plasma Screens	from \$175.00++
Data/Video Switchers, Interface Kits, Amplifiers	from \$50.00++

Professional video equipment available upon request.

\$50.00++ Fee Will Be Charged For Basic Installation Of All Telephone And/Or Internet Services.
 Telephone & Internet Is Subject To Applicable Taxes & Service Charges. Prices, Service Charges, & Taxes are Subject To Change Without Notice.
 Rental Prices Are Per Room, Per Day Unless Otherwise Requested. Prices May Vary With Requirements And Number Of Access Points. A Service Tech Will Provide A Quote.
 Extra Charges Will Apply For Voicemail, Rollovers and Call Pickups Depending on Volume And Configuration.
 Phone & Data Orders Require A Minimum Of 48 Hour Cancellation Notice. Cancellations Made Later Than This Will Be Subject To A 50% Cancellation Charge.
 21% Service Charges and 6% Sales Tax



Technology Services

Audio Visual Services

Sound System Package 100 (up to 100 PPL) \$185.00++

(1) Wired Microphone with Stand; (2) JBL 10" Speakers on Stands

Sound System Package 200 (up to 200 PPL) \$295.00++

(1) Wired Microphone with Stand; (1) 4 Channel Mixer; (2) JBL 15" Speakers with Stands

Wireless Mic System \$125.00++

UHF Handheld or Lavalier

Mixing Consoles

4-Channel	\$35.00++
8-Channel	\$85.00++
12-channel	\$125.00++

Audio Components & Accessories

Standing Lectern Microphones	\$40.00++
Lavalier Microphone	\$45.00++
Mono Cassette Player / Recorder	\$40.00++
CD Player	\$55.00++
Speaker Phone	\$45.00++
Teleconference Phone	\$125.00++

Flipchart Package \$32.00++

Flipchart Stand
(1) Pad, (2) Markers

Labor - Service Charge

All basic equipment orders are subject to a service charge for installation and dismantle. Additional labor charges will apply to more complicated requirements, or last minute requests.

Labor - Operators

Audio/Video/Lighting Operator	\$50.00++
Data Display/Multi-Media Operator	\$60.00++
7am to 5pm - Monday through Friday	Straight Time
5pm to 12 Midnight - Monday through Friday	Time-and-a-half
7am to 5pm - Saturdays, Sundays, Holidays	Time-and-a-half
12 Midnight to 7am - Seven Days a Week	Double Time

Rates listed are hourly and subject to change. Special daily rates may be available upon request.

\$50.00++ Fee Will Be Charged For Basic Installation Of All Telephone And/Or Internet Services.

Telephone & Internet Is Subject To Applicable Taxes & Service Charges. Prices, Service Charges, & Taxes are Subject To Change Without Notice.

Rental Prices Are Per Room, Per Day Unless Otherwise Requested. Prices May Vary With Requirements And Number Of Access Points. A Service Tech Will Provide A Quote.

Extra Charges Will Apply For Voicemail, Rollovers and Call Pickups Depending on Volume And Configuration.

Phone & Data Orders Require A Minimum Of 48 Hour Cancellation Notice. Cancellations Made Later Than This Will Be Subject To A 50% Cancellation Charge.

21% Service Charges and 6% Sales Tax