



Rest Assured.®

December 6, 2017

Ms. Rachael Moulton  
Executive Assistant to the President & CEO  
**THE ABLE TRUST**  
3320 Thomasville Road, Suite 200  
Tallahassee, FL 32308

Dear Rachael,

Please accept our sincerest "*Thank You*" for returning the contract for the The Able Trust Board Meeting. We look forward to once again welcoming your group to our beautiful Hotel!

In the near future your account will be turned over to our Catering/Convention Services Department. At that time, the manager who has been appointed to handle your Account will guide you through the remainder of the final intricacies of your program. Rest assured that every conceivable effort will be made to make this a successful program for both you and Rosen Shingle Creek.

Rachael, we look forward to once again partnering with you and The Able Trust in September 2018! If we may be of assistance to you at any time, please do not hesitate to contact us. We appreciate the opportunity to serve you.

Warmest regards,

A handwritten signature in cursive script that reads "Lisa M. Burrows".

Lisa Burrows  
Conference Center Sales Manager



**ROSEN SHINGLE CREEK and  
THE ABLE TRUST  
CONFERENCE CENTER LETTER OF AGREEMENT**

The ROSEN SHINGLE CREEK staff is committed to providing guests attending the The Able Trust Board Meeting with the finest in quality accommodations, meeting and banquet space, hospitality and service. The following is an outline of the proposed arrangements for the The Able Trust Board Meeting in September 2018.

Date Prepared: **Wednesday, December 06, 2017, Revised**

Group Name: **THE ABLE TRUST**

Program Name: **The Able Trust Board Meeting**  
Official Program Dates: **Wednesday, September 19, 2018 through Saturday, September 22, 2018**

File #: **A1666**

Contact: **Ms. Rachael Moulton  
Executive Assistant to the President & CEO  
THE ABLE TRUST  
3320 Thomasville Road, Suite 200  
Tallahassee, FL 32308  
Phone: (850)224-4493x223  
Email: rachael@abletrust.org**

Agent for Group:

Headquarter Hotel: **ROSEN SHINGLE CREEK**

Hotel Representative: **Lisa Burrows, Conference Center Sales Manager**

Hotel Sales Contact Information: **9939 Universal Boulevard  
Orlando, Florida 32819**

Telephone: **407-996-3359 or 866-996-9939**  
Fax: **407-996-9935**  
E-mail: **lburrows@rosenshinglecreek.com**  
Website: **www.RosenShingleCreek.com**

This Agreement is made and entered into as of this Wednesday, December 06, 2017, Revised by ROSEN SHINGLE CREEK (hereinafter referred to as "ROSEN SHINGLE CREEK" or "Hotel") and THE ABLE TRUST (hereinafter referred to as "THE ABLE TRUST", "The Able Trust Board Meeting" or "Group"). In consideration of the provisions set forth below, the parties agree as follows:

Client initial/date  
Hotel initial/date

### 1. GUESTROOM COMMITMENT

We are pleased to offer the following guestroom block:

<i>Day</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
<i>Date</i>	09/19	09/20	09/21	09/22
<i>Run of House</i>	7	32	4	c/o
<i>Executive Parlor</i>	1	1	1	c/o
<i>TOTAL Rooms</i>	8	33	5	c/o

**TOTAL ROOM NIGHTS BLOCKED: 46**

The above room block also includes any suite requirements (parlor plus any adjoining bedrooms). Please note: parlors are counted as one unit; each adjoining bedroom is included in the "Run of House" category.

### 3. INTERNET POLICY

ROSEN SHINGLE CREEK strictly prohibits the publication of any rate information on the Internet, World Wide Web, or other on-line system that links to [www.roseushinglecreek.com](http://www.roseushinglecreek.com).

### 4. RESERVATIONS

We understand reservations for your meeting will be made by rooming list. Please begin providing daily room count figures to your Group Housing Coordinator beginning three (3) months prior to arrival, and then weekly thereafter. Your final rooming list is due on or before **Wednesday, September 05, 2018**, which is fourteen (14) days prior to the start of your meeting. Please provide your rooming list in an excel format, if possible.

**Please note:** Individual departure dates will be reconfirmed upon check-in. Any adjustments to departure date should be made at that time. Shortened lengths of stay, thereafter, will result in a one time \$50.00 administrative fee.

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Owned and Operated by Rosen Hotels & Resorts

Client initial/date  
Hotel initial/date

SK  
JB

## 5. PAYMENT METHOD

We understand that a portion of your attendees, staff and VIP's are to be applied to the Master Account for room and tax and incidentals. Some individuals are room and tax only.

## 6. CUT-OFF DATE

Reservations must be secured for one nights room and tax at the time of booking with either credit card, cash or check payment and they are due by 5:00 PM EST on Wednesday, September 05, 2018, (14 days prior to main arrival) after which all remaining rooms will be released back to the Hotel. Reservations after cut-off date will be accepted based on availability at the negotiated Group rate.

Please notify your attendees that there are three (3) ROSEN Hotels, two of which are located on International Drive - each adjacent to the Orange County Convention Center. Your meeting is being held at ROSEN SHINGLE CREEK on Universal Boulevard.

## 7. GUARANTEED ROOM BLOCK

If THE ABLE TRUST requests to guarantee all remaining unused guestrooms in the block at cut-off date, they may do so with the approval from the VP of Sales & Marketing or the Director of Reservations. However THE ABLE TRUST must accept full financial responsibility for such rooms if guarantee is granted, otherwise we will continue to accept reservations from your attendees after this date at Group rates, subject to availability.

## 8. DEPOSIT

ROSEN SHINGLE CREEK requires that all reservations be secured by the cut off date with a guaranteed payment method. Credit cards, debit cards, checks and money orders are acceptable forms of guarantee and/or deposit funds. Five (5) days prior to your arrival, a one night's room and tax authorization will be processed on your credit/debit card, if there is no deposit. Please be aware that an authorization on a debit card will reduce the funds available in your bank account at that time. Any rooms not secured by a deposit will be released back to the Hotel at cut-off. Our Hotel has a five (5) day cancellation policy. If a guest cancels less than five (5) days prior to arrival, the credit/debit card used to guarantee the reservation will be charged a one night's room and tax penalty. If deposit was sent in to guarantee the reservation it will be refunded before five (5) days or forfeited within the cancellation policy. If room and tax charges are to be included in your Master House Account, any deposit requirements will be addressed by the Hotel's Credit Manager and conveyed accordingly.

Individual departure dates will be reconfirmed upon check-in. Any adjustments to departure date should be made at that time. Shortened lengths of stay, thereafter, will result in a one time \$50.00 administrative fee.

The following is a tentative meeting schedule as we understand your events at this time. ROSEN SHINGLE CREEK reserves the right to re-assign meeting space and to re-evaluate the amount of space being held in the event of changes in your program and/or room block. Any additions and/or modifications to the program outlined herein are always subject to space availability. Requested changes must be submitted in writing and will be confirmed back to you in writing.

Day	Date	Start Time	End Time	Function Name	Style	Ppl
Thu	09/20/2018	12:00PM	05:00PM	Board Meeting	U Shape	30
Thu	09/20/2018	06:00PM	09:00PM	Private Dinner at Calla Bella	Rounds of 8	30
Day	Date	Start Time	End Time	Function Name	Style	Ppl
Fri	09/21/2018	09:00AM	12:00PM	Awards Brunch	Crescent Rounds	125

### 13. MEETING ROOM RENTAL

There is no charge for our meeting/function/exhibit rooms provided there is 90% utilization of your contracted guestroom block at ROSEN SHINGLE CREEK.

### 14. SIGNAGE AND DECORATIONS

Signs, decorations and displays brought into the Hotel must be approved prior to arrival. Items may not be attached to any stationary wall, floor, window or ceiling with nails, staples, tape or any other substance. Only professionally printed signs will be allowed.

### 15. DRAYAGE/STORAGE OF DISPLAY MATERIALS

We are unable to store display material and/or show merchandise either prior to or after the conclusion of the show. All exhibit materials which may inadvertently be delivered to ROSEN SHINGLE CREEK prior to the move-in will be forwarded to the drayage firm for handling. At the conclusion of your set-up operation, all related equipment, crates, etc., must be removed from the premises and returned no later than the last day of the exhibit-show period. All exhibit materials must enter and exit the Hotel via our loading dock.

### 16. CONVENTION HOUSING CONFLICTS

In the event the arrangement described herein (i.e.: guestrooms and/or function space) is found to be affiliated with, and contradictory to, an existing Agreement, this Contract becomes null and void. Therefore, guestrooms and/or function space required for special convention blocks at the Hotel must then be reserved through the designated convention housing agent. In the event the Group is booked through another Company or third party organization unknowingly by the Hotel and is determined to be affiliated with the Citywide or multi housing Group currently in-house, Group may not utilize citywide bussing/transportation, nor may they request to purchase transportation passes through the citywide. In the event Group violates this request, Group/third party will pay any penalties assessed by the citywide Group to the Hotel for violation (support documentation will be provided by the Hotel to the Group/third party).

*[Handwritten initials and date]*

## 17. AUXILIARY AIDS

ROSEN SHINGLE CREEK represents and THE ABLE TRUST acknowledges that beginning on January 1, 1992, and continuing thereafter in accordance with the compliance dates established or required under Title III of the Americans with Disabilities Act and the regulations promulgated there under ("ADA"), the Hotel facilities being rented to THE ABLE TRUST under this Agreement, its guest rooms, common areas and its transportation services will be in compliance with the public accommodation requirements of the ADA.

THE ABLE TRUST agrees that within a reasonable and sufficient time period, it will furnish to the Hotel a list of any auxiliary aids needed in any meeting room or function space by its attendees. Should such auxiliary aids be required, THE ABLE TRUST shall pay all charges associated with the acquisition, rental or provision of such aids.

When sleeping room reservations are made, please ask your attendees to notify the Hotel of their auxiliary aid needs, so that we may notify you as to the names of businesses with which you may contract to obtain those aids.

## 18. CREDIT ARRANGEMENTS

We understand that a portion of your attendees, staff and VIP's are to be applied to the Master Account for room and tax and incidentals. Some individuals are room and tax only.

Upon approval from our Finance Department, a Master House Account may be established for authorized charges. All charges that are to be posted to the Master House Account will be reviewed by our Convention Services Manager with the authorized signer for THE ABLE TRUST prior to the beginning of your meeting.

- ◆ 50% of Estimated Charges due 30 days prior to arrival; Remaining Charges direct billed due 30 days from receipt of hotel invoice. Payment of undisputed charges is not to be withheld. All disputed charges are due 30 days from resolution of the dispute

If, however, based upon review of your completed credit application, your Master Account is not approved; estimated charges must be paid as determined by the Finance Department prior to arrival.



## 20. ROSEN GREEN MEETINGS

At Rosen Hotels & Resorts we take environmental responsibilities to heart. We have proudly earned our Three Palm designation under the Florida Green Lodge Certification for each of our Convention properties. It is with great pride that we make it a point to provide ways for our guests to participate in earth friendly methods to manage waste, energy use, water conservation and clean air practices.

We ask that you help educate your attendees on how they can help save our planet through seamless measures. We have implemented towel and linen reuse in our guestrooms. We provide an opportunity for our guests to recycle aluminum and plastic and have placed bins in the vending room of each floor. For meetings, you will also find recycling bins in designated areas to assist with the efforts. Please visit our website [www.rosengreenmeetings.com](http://www.rosengreenmeetings.com) for additional green meetings suggestions.

RoseaGreenMeetings®

## 21. PUBLIC SPACE

The Hotel will not be responsible for personal items that are left unattended in public areas. Personal items include but are not limited to laptop computers, purses, cellular phones, pagers, etc. Public space is primarily defined as any area of the Hotel other than the guest Hotel room or the Hotel safe. Public space includes but is not limited to: salons, meeting rooms, restaurants, lobby area, storage rooms, gift shops, restrooms, health club, hallways, etc.

## 22. HOLD HARMLESS

ROSEN SHINGLE CREEK shall indemnify, defend and hold harmless THE ABLE TRUST and its affiliates and subsidiaries, and their respective directors, officers, employees, shareholders, agents and representatives (collectively, the "INDEMNIFIED PARTIES" and individually an "INDEMNIFIED PARTY"), subject to the limitation of liability set forth in Chapter 509, Fla. Stats, or other applicable statutes, from and against any and all claims, damages, losses, costs and expenses of any kind, (including reasonable attorney fees and costs incurred by an INDEMNIFIED PARTY) caused by HOTEL resulting from the use or occupancy of the Hotel premises by THE ABLE TRUST, its officers, employees, members, guests, customers, and invitees, including, without limitation, injury to or death of any person and damage to or destruction of any property, real or personal (including but not limited to property owned, leased or under the control of THE ABLE TRUST. ROSEN SHINGLE CREEK shall not be obligated to indemnify INDEMNIFIED PARTIES for matters arising from the gross negligence or willful misconduct of an INDEMNIFIED PARTY. INDEMNIFIED PARTIES will promptly notify ROSEN SHINGLE CREEK of any claim made or suit brought within the scope of this Section.

THE ABLE TRUST shall indemnify, defend and hold harmless ROSEN SHINGLE CREEK and its affiliates and subsidiaries, and their respective directors, officers, employees, shareholders, agents and representatives (collectively, the "INDEMNIFIED PARTIES" and individually an "INDEMNIFIED PARTY") from and against any and all claims, damages, losses, costs and expenses of any kind, (including reasonable attorney fees and costs incurred by an INDEMNIFIED PARTY) arising out of or resulting from the use or occupancy of the Hotel premises by THE ABLE TRUST, its officers, employees, members, guests, customers, and invitees, including, without limitation, injury to or death of any person, damage to or destruction of any property, real or personal (including but not limited to property owned, leased or under the control of ROSEN SHINGLE CREEK. THE ABLE TRUST shall not be obligated to indemnify INDEMNIFIED PARTIES for matters arising from the gross negligence or willful misconduct of an INDEMNIFIED PARTY. INDEMNIFIED PARTIES will promptly notify THE ABLE TRUST of any claim made or suit brought within the scope of this Section.

*SJK*  
*[Signature]*



### 23. INSURANCE

ROSEN SHINGLE CREEK and THE ABLE TRUST shall obtain and keep in force during the term of the occupancy or use of the premises, policies of Commercial General Liability Insurance in an amount no less than \$1,000,000 per occurrence; and if applicable Automobile Liability Insurance in an amount no less than \$1,000,000 per occurrence; and Workers' Compensation Insurance with a minimum of statutory limits and Employer's Liability limit of \$1,000,000. Each Party's General Liability Insurance shall name the other party and its affiliates and subsidiaries, and their respective directors, officers, employees, shareholders and partners as additional insured and this shall be evidenced by a Certificate of Insurance which shall be received by each party thirty (30) days prior to occupancy or use of the Hotel.

If THE ABLE TRUST uses an outside vendor, contractor or service provider to deliver, set up and/or take down booths, exhibits, staging, equipment or for any other purpose, the vendor, contractor or service provider must maintain the same types and amounts of insurance as stated above and in some cases amounts and coverages in addition to those above. Also, their insurance is primary to any similar insurance carried by Hotel. They must satisfy all other requirements as stated above.

### 24. FORCE MAJEURE

a. Should events beyond the reasonable control of either HOTEL or GROUP occur, including acts of God, war within the United States, strikes/labor disputes/labor unrest (except those involving HOTEL employees, contractors or agents), governmental regulation, civil disturbance, terrorism on US soil, disaster, fire, earthquakes, hurricanes in Florida, extreme inclement weather, curtailment of transportation facilities, public utility failure, declaration of a "severe" risk of terrorist attack by the U.S. Department of Homeland Security, issuance of a travel advisory for the region in which HOTEL is located by the World Health Organization, or any other comparable condition, making it inadvisable, illegal or impossible for either HOTEL or GROUP to perform their obligations hereunder, the affected party may cancel this Agreement without liability for any one or more of such reasons upon written notice to the other. In addition, all deposits and pre-payments made by GROUP or its guests shall be promptly refunded. For purposes hereof, a force majeure event shall be deemed to exist if 50% of the registered attendees cannot make it to the meeting for one or more of the foregoing reasons.

b. Upon request, the party canceling this Agreement due to a force majeure/excuse of performance event shall provide the other party with reasonable evidence of such occurrence.

c. In the event of any action to enforce or interpret the terms and conditions of this Agreement, the parties agree suit shall only be brought in state court in Orange County, Florida, and GROUP waives any objection to venue or personal jurisdiction, as well as the right and privilege to file suit in any other court or venue.

### 25. VENUE

In the event of any action to enforce or interpret the terms and conditions of this Agreement, the parties agree suit shall only be brought in state court in Orange County, Florida, and THE ABLE TRUST waives any objection to venue or personal jurisdiction, as well as the right and privilege to file suit in any other court or venue.



## 26. OPTION CLAUSE

This block of rooms is being held for you on a first-option basis. Upon receipt of a signed Agreement, this Agreement shall constitute a binding commitment by you for use of the Hotel as outlined below, subject to the terms and conditions contained in this Agreement. If a signed original of this Agreement has not been received by the Hotel prior to **Wednesday, December 06, 2017**, the Hotel shall have the right to contract with other parties for the use of the room block described in this Agreement, without any obligation or further notice to you. In the event we have a request for your dates prior to **Wednesday, December 06, 2017** and we have not received your signed Agreement, we will contact you for a decision. If we do not receive your signed Agreement within forty-eight (48) hours after being so advised, we will have the right to contract with another party, without any obligation or further notice to you.

## 27. CHANGES, ADDITIONAL STIPULATIONS, OR LINING OUT

Any changes, additions, stipulations or deletions, including lining out by either party will not be considered agreed to or binding to the other unless such modifications have been initialed and dated or otherwise approved in writing by the other.

## 28. MISCELLANEOUS

The persons signing this Agreement on behalf of the Hotel and THE ABLE TRUST, respectively, each warrant that they are authorized to make the agreements set out on behalf of the Hotel and the THE ABLE TRUST, respectively, and have the authority to bind the Hotel and organization to this Agreement. This Agreement constitutes the entire understanding between the parties, and supersedes any previous communications, representations or agreements, whether written or oral. No changes or modifications of any of the terms or conditions of this Agreement shall be valid or binding on either party unless in writing and signed by an authorized representative of each party.

If these arrangements meet with your approval, please sign each of the original (or facsimile transmittal) counterparts of this Agreement and Attachments and return all of such counterparts to the attention of your Sales contact, c/o ROSEN SHINGLE CREEK. Upon receipt of such counterparts, each counterpart will be executed by an authorized signatory for the Hotel and, thereafter, the Hotel Sales Department will forward a fully executed original counterpart of this Agreement to you for your records. Acceptance of this Agreement will occur upon execution of each of the signed originals by the Hotel after execution by you.

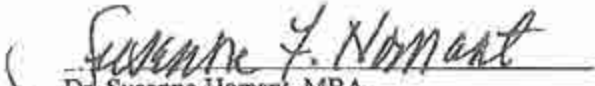
If an electronic copy and/or electronic signature is used by either party, it shall be binding and serve as the original legal document.

*[Handwritten signature]*  
*[Handwritten signature]*

29. CONFIRMATION

This constitutes the entire agreement between the parties and may not be amended or changed unless done so in writing and signed by ROSEN SHINGLE CREEK and THE ABLE TRUST.

Authorized confirmation signature for:  
**THE ABLE TRUST**

  
\_\_\_\_\_  
Dr. Susanne Homant, MBA  
President & CEO

12/6/17  
Date

Authorized confirmation signature for:  
**ROSEN SHINGLE CREEK**

  
\_\_\_\_\_  
Lisa Burrows  
Conference Center Sales Manager

12/6/17  
Date

63624

**ROSEN SHINGLE CREEK  
POLICIES AND PROCEDURES ATTACHMENT  
ATTACHMENT 1**

**THE ABLE TRUST Letter of Agreement  
Wednesday, September 19, 2018 - Saturday, September 22, 2018**

THE ABLE TRUST agrees to abide by all the terms and conditions as set forth in ROSEN SHINGLE CREEK Policies and Procedures for meeting and function's rooms that will be provided by our Convention Services department. Any changes to these Policies and Procedures will be listed in the Concessions Section of this agreement.

**1. FINAL AGENDA**

ROSEN SHINGLE CREEK is in receipt of the THE ABLE TRUST preliminary agenda. A preliminary agenda is due to the Hotel ninety (90) days prior to the Groups' arrival date, and a final agenda must be received by our Hotel Convention Services Department sixty (60) days in advance of your Group's arrival, at which time all unassigned meeting rooms will be released for general Hotel sale. Notification will be made in writing by your Convention Services Manager, with a copy sent to your Hotel Sales Manager.

**2. SPACE RELEASE**

Should ROSEN SHINGLE CREEK have a request for meeting rooms from any other party prior to receipt of your final agenda; we may request that you release such meeting rooms. You agree to respond within five (5) working days of our written request if a release or change in room is agreeable.

**3. CHECK-IN/CHECK-OUT**

Check in time after 3:00 p.m. Check out time is 11:00 a.m. All guests arriving before 3:00 p.m. will be accommodated as rooms become available. Our Bell Captain's Desk can arrange to check baggage for those arriving early when rooms are unavailable and for guests attending functions on departure day. ROSEN SHINGLE CREEK will make every attempt to provide early check-in for staff and VIP's.

**4. TIERED IN-ROOM AND COMMON AREAS GUEST INTERNET SERVICES**

Rosen Hotels & Resorts now offers three levels of wired and wireless guest internet services within hotel guestrooms and all non-convention common areas including: hotel lobbies, lounges, pool area and restaurants throughout the hotel. Tiered services are currently not available for purchase at any of our Rosen Hotels & Resorts leisure properties.

Our internet portal requires that guests log in to the system using their name and room number, which also allows them to utilize our bill-to-guestroom functionality. Guests may also use a credit card via the portal to upgrade their internet service.

TIER ONE	TIER TWO	TIER THREE
<b>Complimentary Internet</b> \$0/day for up to 2 Mbps*	<b>Enhanced Internet</b> \$9.95/day for up to 5 Mbps*	<b>Premium Internet</b> \$14.95/day for up to 10 Mbps*
This service is free to guests within all non-convention common areas and guestrooms.	This service is available to guests within all non-convention common areas and guestrooms.	This service is available to guests within all non-convention common areas and guestrooms.
Complimentary internet is designed for a single guest to send and receive mail, access to corporate networks remotely, social networking sites and browse the internet.	The enhanced internet is designed for a single guest to access corporate networks remotely, stream videos over the internet and enhances their overall browsing experience.	The premium internet is designed to deliver business-class speeds capable of streaming videos, online gaming, and much more!

\* Hospitality suites being utilized as meeting space can also take advantage of these products although it is not recommended. Meeting grade services should be requested via Millennium Technology Group, our on-site technology professionals at 407.996.2589.

ATTACHMENT 1 – Cont'd.

5. *SIGNS, BANNERS AND DISPLAYS*

No signs, banners and displays shall be erected or displayed in any part of the Hotel without the approval of the Convention Service Manager. Signage is not permissible in the Hotel Lobby areas. It is further agreed that no sign, banner or display shall be affixed to any part of the Hotel. The Hotel will provide easels for displaying signs based on its available inventory. Only professionally printed signs will be allowed to be displayed.

6. *HOTEL SUPPLIED RESERVATION BROCHURES*

ROSEN SHINGLE CREEK will provide complimentary rack brochures up to three (3) times the number of guestrooms blocked on your peak night.

7. *HOTEL LOGOS*

The name and logo of ROSEN SHINGLE CREEK, is exclusive to Rosen Hotels & Resorts. Any unauthorized use of these names and logos is prohibited. If in fact you should be in need of press kits, logo sheets or any other information on the property, please feel free to contact our office or visit our web-site [www.RosenShingleCreek.com](http://www.RosenShingleCreek.com) for downloading logos and pictures.

8. *SECURITY*

In order to maintain adequate security measures in light of the size and/or nature of your function(s), it is recommended that the Group provide, at the Group's expense, security personnel supplied by the Hotel Security department or a reputable licensed and insured security agency. Outside security agencies are subject to the Hotel's approval and must obtain the Hotel's minimum required insurance. The Hotel is not responsible for any items left in function rooms, foyers and/or pre-function areas in the convention facility.

9. *AUDIO VISUAL/ENTERTAINMENT*

We are pleased to inform you that Presentation Services has been selected as our in-house audio, visual and entertainment supplier at ROSEN SHINGLE CREEK. A complete line of state-of-the-art equipment is available for rent. Audio visual representatives are located in-house and are on call.

10. *HOTEL'S FOOD AND BEVERAGE POLICIES AND GUIDELINES*

ROSEN SHINGLE CREEK is licensed to serve food and beverages. No food or beverages may be brought into the Hotel by the Group for service at this specific event. Hotel reserves the rights to cease service of alcoholic beverages in the event that persons under the state mandated age limit are present at the function and attempt to receive service of alcoholic beverages to any attendees or under varied circumstances.

11. *FOOD AND BEVERAGE GUARANTEES:*

- a) The Catering Office must be notified of the guaranteed attendance no later than 11:00 a.m., seventy-two (72) hours in advance. Guarantees for Saturday, Sunday and Monday are due by 11:00 a.m. the preceding Wednesday. This number will be considered a guarantee, not subject to reduction and charges will be made accordingly.
- b) Menu quotations do not include taxes and service charge, which are currently 6.5% tax and 25% service charge (*subject to change*).
- c) The Hotel will set five percent (5%) over this guarantee for 500 people or less, and three percent (3%) for Groups of more than 500 people.
- d) Wait staff at all meal functions: there will be at least 1 wait person for every:

Sit-Down or Plated Meal  
20 guests at breakfast/lunch  
15 guests at dinner

Buffet Meal  
30 guests at breakfast  
25 guests at lunch/dinner

- e) For functions with Groups of twenty (20) or less, the Hotel will charge a \$75.00 labor charge. At all functions catered by Hotel where alcohol is served, there will be no less than one (1) bartender for every one hundred (100) people for hosted bars and one (1) bartender for every one hundred fifty (150) people for cash bars, and there will be a \$125.00 bartender fee per bartender, if the bar(s) do not exceed \$500.00 in revenue per bar. Hotel shall adhere to all federal and state laws regulating the sale and service of alcoholic beverages (*subject to change*).





ATTACHMENT 1 – Cont'd

**12. PACKAGE ROOM:**

A package room is available for receipt, holding, and delivery of small packages to guests in rooms and meeting spaces. The package room may not be used as storage, nor will it be available to store exhibits or large crates in an effort to avoid the Group's contracted drayage company. It is requested that packages arrive at the Hotel no earlier than five (5) days prior to the date required. No freight will be accepted after 5:00 pm.

Convention and meeting materials should be labeled and identified as follows:

Rosen Shingle Creek  
Group Name/Dates:  
Hold for:  
Arrival Date:  
Attn: Name of Convention Services Manager  
9939 Universal Boulevard  
Orlando, FL 32819

Charges for all incoming materials will be assessed and charged at a rate \$0.75 per pound. Pallets will be charged at the same rate with a maximum charge weight of 400 pounds for each pallet received. Storage for boxes received more than 5 days prior to the Group's (or recipient's) arrival, an additional charge of \$5 per box per day, and \$50 per pallet per day will be incurred. For shipping out, pre labeled packages will be charged at a rate of \$10 per box, \$15 per plastic container and \$100 per pallet.

Transporting of packages is available to Rosen Shingle Creek Convention/Conference attendees and is managed on-site. Services include transporting inbound shipments sent to or outbound shipments sent from Rosen Shingle Creek.

**13. HOTEL GUIDELINES ON EXHIBITS**

- a. Hotel, unfortunately, does not have storage space for crates.
- b. Use of exhibit space does not include drayage, decorations such as tables and chairs, guard service, labor such as carpenters, electricians, plumbers and drapery men, cleaning of booths and aisles, booth and aisle carpeting, storage space for crates.
- c. THE ABLE TRUST shall be responsible for obtaining any necessary governmental approval of exhibit plans.
- d. THE ABLE TRUST agrees to submit to ROSEN SHINGLE CREEK a copy of the exhibitor's contract before it is sent to exhibitors.
- e. Exhibitors and THE ABLE TRUST shall indemnify and hold harmless ROSEN SHINGLE CREEK and its servicing agents from all liability (damage or accident) which might ensue from any cause resulting or connected with transportation, placing, removal or display of exhibits.
- f. THE ABLE TRUST shall be responsible for obtaining any necessary Local Fire Department approvals of Exhibit plans.
- g. Cleaning of facilities: ROSEN SHINGLE CREEK will provide the exhibit space in a clean condition. "Exhibit space" means exhibit floor, pantry areas, freight dock areas and dumpsters. It is the responsibility of the Exhibit / Drayage Company and / or Decorator to return these facilities in the same clean condition or a charge will be assessed to the Group's master account.
- h. Floor plan must be submitted w/ layout of automobiles on floor plan. Fire Marshall will not allow more than 1/8 tank of gas per automobile. It is up to THE ABLE TRUST to provide visqueen under all vehicle displays and over the carpet in ballrooms. All automobiles must have locking gas caps.

**14. DRAYAGE/STORAGE OF DISPLAY MATERIALS:**

We are unable to store display material and/or show merchandise either prior to or after the conclusion of the show. All exhibit materials, which may inadvertently be delivered to ROSEN SHINGLE CREEK prior to the move-in, will be forwarded to the drayage firm for handling. At the conclusion of your set-up operation, all related equipment, crates, etc., must be removed from the premises and returned no later than the last day of the exhibit-show period. All exhibit materials must enter and exit the Hotel via our loading dock.

*[Handwritten initials and date]*

ATTACHMENT 1 – Cont'd

15. *PARKING*

There is an \$18.00 parking fee for self parking. Valet parking is also available for \$26.00 plus tax all day or overnight. *(subject to change). •Complimentary self-parking for all attendees, over the meeting dates.*

16. *SMOKING*

Proudly, ROSEN SHINGLE CREEK is a smoke-free environment in all indoor public areas and guestrooms.

In order to fully comply with the Florida Indoor Clean Air Act, as well as provide a refreshing, smoke free environment for our guests, ROSEN SHINGLE CREEK is a non-smoking Hotel. Smoking areas are available outside of the Hotel. A \$350.00 plus tax cleaning fee will be applied to guest folios if the policy is not followed in the guestrooms.

The Policy and Procedures listed above are subject to change from time to time. We will be happy to provide you with the latest Policy and Procedures upon your request.

**ROSEN SHINGLE CREEK**  
9939 Universal Blvd.  
Orlando, Florida 32819  
Phone 407-996-9939 Fax 407-996-9935

*[Handwritten initials and date]*



