Located just eight miles from Washington, DC, the Gaylord National Resort & Convention Center is a monumental addition to the national capital region. With 2,000 guest rooms (including 110 lavish suites), 478,000 square feet of state of the art function space, and three signature restaurants, Gaylord National is the ultimate meeting and event destination for groups of all sizes — from ten to 10,000. The hotel is conveniently accessible by a downtown shuttle, as well as a scenic water taxi service from multiple locations.

As the newest member of the award-winning Gaylord Hotels, the Gaylord National offers trained, attentive Conference Services professionals providing the highest standards for conference planning and catering – all in the largest combined hotel and convention center on the East Coast.

This meeting planner guide will outline all meeting space and give you detailed information regarding facility guidelines, exclusive services, preferred partners, and service rates. This document will be a beneficial tool throughout the planning process along with your Gaylord National point of contact who will work closely with you to ensure a flawless meeting. Thank you once again for choosing Gaylord National and welcome to National Harbor, Maryland.
MEETING PLANNER SURVEY
Perfect 5 for a flawless meeting

CRITICAL MILESTONE ONE
Introduction Call with Sales Manager
Seven (7) business days after turnover

CRITICAL MILESTONE TWO
Discovery Call
Within thirty (30) days after introduction call with sales manager

CRITICAL MILESTONE THREE
Conduct Scouting Report
Typically twelve (12) months before the meeting

CRITICAL MILESTONE FOUR
All Preliminary Proposals and Preliminary Agendas Sent
Six (6) months before the meeting

CRITICAL MILESTONE FIVE
Complete Planning Visit
Ninety (90) days before the meeting

CRITICAL MILESTONE SIX
Final Information Needed from Meeting Planner
Forty-five (45) days before the meeting

CRITICAL MILESTONE SEVEN
Final Details Sent to the Meeting Planner
Thirty (30) days before the meeting
## Convention Center Meeting Space

### Potomac Ballroom  
50,000 square feet : 24' ceiling height

<table>
<thead>
<tr>
<th></th>
<th>SQUARE FEET</th>
<th>THEATER</th>
<th>CLASSROOM</th>
<th>CONFERENCE</th>
<th>U-SHAPE</th>
<th>ROUNDS OF 10</th>
<th>RECESSION</th>
<th>LENGTH</th>
<th>WIDTH</th>
<th>CEILING HEIGHT</th>
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<td>-</td>
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<td></td>
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</tbody>
</table>

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
Potomac Ballroom  (continued)

Potomac Stage:

- 99.4’ wide x 32’10” deep
- 47 line sets on 8” centers
- Total weight capacity for each line set: 2,000 pounds
- Grid: 50’6” off the stage floor
- The stage is designed with 150 per square inch live load capacity
- 22’10” to the top of the proscenium
- Backstage, there is an accessible elevator with access to the main stage

Backstage:

The Green Room is 15’ 6” wide x 35’ deep and 488 square feet. It comes equipped with pre-set furniture, including a flat-screen television with data-feed capabilities to the Potomac Ballroom.

There are four dressing rooms and all have bathrooms with showers and pre-set furniture.
- Dressing Room #1: 10’6” wide x 30’ deep (this room is accessible)
- Dressing Rooms #2 & #3: 8’ wide x 30’ deep
- Dressing Rooms #4: 8’4” wide x 30’ deep

Ballroom Level Dock Spaces:

Five slips available for production load in/out (two slips have built in electric dock leveling plates).

Freight Door:

The load-in point from the back of the house is the freight door which is 10’ wide x 12’ high.

Potomac Registration Desks and Offices:

The registration desks are located just outside the ballroom. Each desk is 14’ wide x 11’ deep and the counter is 13’7” wide x 10” deep. Under the counters are two electrical outlets, phone jacks, a video jack and Internet capabilities. The adjacent office to each desk is 11’ x 11’ and is also equipped with electric, data and phone service capabilities.

Rigging:

The ballroom is equipped with permanent rigging points rated for 1,000 lbs. Please note there is no rigging other than the permanent rigging points installed. PSAV technicians operate the counterweight (fly-rail) system on the stage.
### Convention Center Meeting Space

**Maryland Ballroom**  
31,306 square feet : 24’ ceiling height

<table>
<thead>
<tr>
<th>Room</th>
<th>SQUARE FEET</th>
<th>THEATER</th>
<th>CLASSROOM</th>
<th>CONFERENCE</th>
<th>U-SHAPE</th>
<th>ROUNDS OF 10</th>
<th>RECEPTION</th>
<th>LENGTH</th>
<th>WIDTH</th>
<th>CEILING HEIGHT</th>
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<td>-</td>
<td>-</td>
<td>400</td>
<td>543</td>
<td>99’</td>
<td>54’</td>
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<td>-</td>
<td>-</td>
<td>400</td>
<td>592</td>
<td>99’</td>
<td>59’</td>
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</tr>
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<td>-</td>
<td>400</td>
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<td>30’</td>
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</table>

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
Maryland Registration Desks and Offices:
The registration desks are located just outside the ballroom. Each desk is 14’ wide x 11’ deep and the counter is 13’7” wide x 10” deep. Under the counters are two electrical outlets, phone jacks, a video jack and Internet capabilities. The adjacent office to each desk is 11’ x 11’ and is also equipped with electric, data and phone service capabilities.

Ballroom Level Dock Spaces:
Five slips available for production load in/out (two slips have built in electric dock leveling plates).

Freight Door:
The load-in point from the back of the house is the freight door which is 10’ wide x 12’ high.

Rigging:
The ballroom is equipped with permanent rigging points rated for 1,000 lbs. Please note there is no rigging other than the permanent rigging points installed.
Chesapeake Rooms  

Twenty-four individual breakouts : 14’ ceiling height

<table>
<thead>
<tr>
<th>Squares Feet</th>
<th>Theater</th>
<th>Classroom</th>
<th>Conference</th>
<th>U-Shape</th>
<th>ROUNDS OF 10</th>
<th>Reception</th>
<th>Length</th>
<th>Width</th>
<th>Ceiling Height</th>
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</thead>
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<td>28’</td>
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<td>40</td>
<td>76</td>
<td>27’</td>
<td>28’</td>
</tr>
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## Convention Center Meeting Space

### National Harbor Rooms

**Fifteen individual breakouts: 14’ ceiling height**

<table>
<thead>
<tr>
<th>Room</th>
<th>Square Feet</th>
<th>Theater</th>
<th>Classroom</th>
<th>Conference</th>
<th>U-Shape</th>
<th>ROUNDS of 10</th>
<th>Reception</th>
<th>Length</th>
<th>Width</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
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<td>31’</td>
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</tbody>
</table>

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
### Prince George’s Exhibit Hall

180,000 square feet : 24’ ceiling height

<table>
<thead>
<tr>
<th>Room</th>
<th>SQUARE FEET</th>
<th>6' X 10' BOOTH</th>
<th>10' X 10' BOOTH</th>
<th>THEATER</th>
<th>CLASSROOM</th>
<th>ROUNDS OF 10</th>
<th>RECEPTION</th>
<th>LENGTH</th>
<th>WIDTH</th>
<th>CEILING HEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
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<td>953</td>
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<td>8,515</td>
<td>10,000</td>
<td>17,878</td>
<td>299</td>
<td>602</td>
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<tr>
<td>Prince George’s A</td>
<td>34,881</td>
<td>188</td>
<td>162</td>
<td>3,488</td>
<td>1,661</td>
<td>2000</td>
<td>3,488</td>
<td>299</td>
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<td>24’</td>
</tr>
<tr>
<td>Prince George’s B</td>
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<td>200</td>
<td>184</td>
<td>3,515</td>
<td>1,674</td>
<td>2000</td>
<td>3,515</td>
<td>299</td>
<td>118</td>
<td>24’</td>
</tr>
<tr>
<td>Prince George’s C</td>
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<td>200</td>
<td>184</td>
<td>3,626</td>
<td>1,727</td>
<td>2000</td>
<td>3,626</td>
<td>299</td>
<td>122</td>
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<tr>
<td>Prince George’s D</td>
<td>35,692</td>
<td>200</td>
<td>184</td>
<td>3,569</td>
<td>1,700</td>
<td>1990</td>
<td>3,569</td>
<td>299</td>
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<td>24’</td>
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<tr>
<td>Prince George’s E</td>
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<td>196</td>
<td>171</td>
<td>3,680</td>
<td>1,753</td>
<td>1990</td>
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<tr>
<td>Pre-Function</td>
<td>23,361</td>
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</tr>
</tbody>
</table>

*Columns in Prince George’s Exhibition Hall are 3’ in diameter and spaced 60’ apart.*

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
Prince George’s Exhibit Hall (continued)

Dock Spaces:
The dock has 17 slips available (eight slips have built in electric dock leveling plates).

Ramps:
Two ramps run from street level to the dock level. One is located at the exhibit hall dock and one at the hotel dock. Each ramp resides at the western most-end of their respective dock. Exhibit hall level ramp measures 22’ wide x 71’ long.

Loading Dock and Exhibit Hall Doors:
Dock loading entrances (loading dock to the service corridor):
- Eight entrances – 16’ wide x 12’ high
- One entrance – 16’8” wide x 24’ high

Exhibit loading entrances (service corridor to the exhibit hall):
- Four entrances – 10’ wide x 12’ high
- One entrance with ramp – 16’8” wide x 24’ high (leads into Exhibit Hall E)

Prince George’s Registration Desks and Offices:
There are five registration desks on the exhibit level, one located outside of each of the exhibit halls. The desks are 18’ wide by 15’ deep; the inside counter is 18’ wide x 22’ deep with 4’ of workspace behind the registration counter equipped with electrical outlets, phone jacks (CAT-3, CAT-5) Internet ports and an AV panel. Each desk has two adjacent 10’ x 10’ offices except for registration desk B which has one.

Exhibit Hall Power Connections:

Walls and Columns
Every other column (east to west) has one 225A panel, 3ph, 120/208V (20 panels total). These panels are mounted to 10’ AFF. There are 20A, 120V house receptacles located on the walls around the perimeter of the exhibit hall every 12 to 20 feet.

Overhead
There are five each 400A 3ph 480/277V disconnects throughout and ten each 1600 amp 120/208V bus ducts running north to south across the entire width of the exhibit hall. Each bus can be tapped with 400A or 200A disconnects. These disconnects can tap the bus bar at any point along their length in 2’ increments. There are an additional 121 panels, each rated at 200A, 120/208V 3ph, located throughout the exhibit hall ceiling. Each is distributed as 1-3 pole 100A with a Meltric DR100 connection, 1-3 pole 60A with a Meltric DSN60 connection, 2-3 pole 30A with a L21-30 twist lock connection, 1-3 pole 20A with a L21-20 twist lock connection, 1-single pole 15A with a 5-15 standard.

Water/Air/Waste:
There is a compressed air, a 3/4” domestic cold water connection, and a 4” floor drain at every column except for the south wall where these services are at every other column.
Ballrooms, Meeting Rooms and Executive Boardrooms

Hotel Spaces:
The hotel conference and convention facilities contain two ballrooms, 16 individual meeting rooms and two executive boardrooms.

Hotel Ballroom Production and Decor Load-In and Out:
Load-in and out for the Woodrow Wilson and Cherry Blossom Ballrooms must go through the Baltimore Bus Loop service doors located on St. George Street. There is no dock or ramp in this area. All activity must be coordinated with your Conference Service Manager prior to moving.

Woodrow Wilson Ballroom
14,000 square feet : 22’ ceiling height

Cherry Blossom Ballroom
8,000 square feet : 8,800 square foot pre-function space

Baltimore Meeting Room
Rooms 1 & 2 - 2,273 s.f. : Rooms 3, 4 & 5 - 3,289 s.f.

Presidential Boardroom
1,090 square feet : 9.5’ ceiling height
### Hotel Ballrooms Level 2

<table>
<thead>
<tr>
<th>Room Name</th>
<th>SQUARE FEET</th>
<th>THEATER</th>
<th>CLASSROOM</th>
<th>CONFERENCE</th>
<th>U-SHAPE</th>
<th>ROUNDS OF 10</th>
<th>RECEPTION</th>
<th>LENGTH</th>
<th>WIDTH</th>
<th>CEILING HEIGHT</th>
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<td>-</td>
<td>-</td>
<td>-</td>
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<td>60</td>
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<tr>
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<td>80</td>
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<td>14'</td>
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<td>27'</td>
<td>14'</td>
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<td>-</td>
<td>-</td>
<td>43'</td>
<td>26'</td>
<td>14'</td>
</tr>
<tr>
<td>Presidential Boardroom</td>
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<td>-</td>
<td>-</td>
<td>42'</td>
<td>27'</td>
<td>9.5'</td>
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</table>

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
## Eastern Shore Meeting Rooms

*Three individual breakouts: 11’ ceiling height*

<table>
<thead>
<tr>
<th></th>
<th>SQUARE FEET</th>
<th>THEATER</th>
<th>CLASSROOM</th>
<th>CONFERENCE</th>
<th>U-SHAPE</th>
<th>ROUNDs OF 10</th>
<th>RECEPTION</th>
<th>LENGTH</th>
<th>WIDTH</th>
<th>CEILING HEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Shore 1</td>
<td>1,914</td>
<td>100</td>
<td>63</td>
<td>34</td>
<td>36</td>
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<tr>
<td>Eastern Shore 2</td>
<td>3,356</td>
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<td>162</td>
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<tr>
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<td>-</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>30’</td>
<td>15’</td>
<td>11’</td>
</tr>
</tbody>
</table>

Capacities shown in this book are maximum for each room, with no staging or audio-visual, and should be used for reference only. Room capacities will be diminished based on your staging and audio-visual needs.
General Information

Accessible Rooms:

- King Handicap with roll-in shower — nine rooms
- Queen/Queen Handicap with roll-in shower — ten rooms
- Queen/Queen Handicap with tub — twenty-eight rooms
- King Hearing Impaired — seven rooms
- Queen/Queen Hearing Impaired — twenty rooms
- Suites Handicap with roll-in shower — four rooms
- Suites Hearing Impaired — two rooms

Audio Recording:

Access to the hotel’s recording infrastructure must be coordinated in advance through Presentation Services (PSAV). Access to the record patch bay is available at the prevailing rate and must be supervised by the hotel’s in-house audio-visual provider. The group is responsible for providing all recording equipment and tape stock.

Audio System:

Outside companies are permitted to interface equipment with the hotel’s permanent systems exclusively under the supervision of Presentation Services (PSAV). Patch fees will be assessed at the prevailing rates.

The hotel reserves the right to limit sound levels to maintain comfortable meeting environment for all guests. All audio and performance based sound checks must be coordinated in advance through Conference Services and Presentation Services (PSAV).

Audio-visual in Hotel Suites and Sleeping Rooms:

Presentation Services (PSAV) installs and removes audio-visual equipment within hotel rooms and/or suites. For security purposes, outside vendors are not permitted access to hotel guest rooms or suites.

Audio-visual Storage:

We cannot provide storage for outside audio-visual vendors unless a contracted meeting room is used for this purpose.

Banners and Signage:

Banner and signage placement must be coordinated in advance through your Conference Service Manager and is subject to approval to ensure a safe and favorable meeting environment. Presentation Services (PSAV) must hang all banners and signs. Please contact PSAV for specific pricing.

Box Movement:

Box movement should be coordinated in advance through your Conference Services Manager to ensure proper storing. Prevailing rates may apply.

Bus Movement:

Bus activity occurs on our bus loop on St. George Street. This is located outside the Woodrow Wilson and Maryland Ballrooms. Bus loop activity must be scheduled with your Convention Services Manager. Any bus movement not handled by a destination management company will require supervision by a Gaylord National Safety Services Officer at $45 per hour.

Catering Fees:

There is a 24% service charge and a 6% sales tax added to all food and a 24% service charge and 9% sales tax added to all alcoholic beverage charges. The 24% service charge is taxable. All prices are quoted per person unless otherwise indicated. Bar prices are per drink unless otherwise indicated. To ensure food quality, buffet pricing is based on two hours of service or less. Refreshment breaks are based on 30 minutes of service or less. Additional charges may incur for extending hours of service.
General Information (continued)

**Carpet Protection:**
All carpeted areas must be protected in advance of move-in and move-out with PolyTak arranged through Presentation Services (PSAV). Production company stagehands must remove all PolyTak before the end of the event. Areas requiring protection include, but are not limited to storage rooms, production areas, kit stuffing rooms, audio-visual storage room and under all production stages as well as the backstage area.

**Confetti & Balloons:**
The use of confetti and non-helium balloons must be scheduled in advance through Conference Services and is subject to clean up fees as listed below. Confetti is not permitted in the atrium.
- Balloon clean-up — $250
- Mylar confetti — $1,000
- Paper confetti — $500

**Damages:**
Damages to the hotel as a result of group activity will be subject to a repair charge. A scheduled walk-through should be arranged with Conference Services or the Production Coordinator prior to move-in and after move-out to assess conditions.

**Emergency Information:**
All Gaylord National Safety Services Officers are CPR and AED certified. All emergencies or suspicious activities should be reported by dialing 333 from any house phone. Safety Services will then call 911 to avoid delays in response. National Harbor has fire, police and EMS support on the grounds.

Gaylord National Resort & Convention Center is protected by a zoned fire protection system which activates on the fire floor, the floors above and below the fire. The system will not activate in areas which are not affected. If fire or smoke spreads beyond the affected area, the system will activate in the additional areas.

**Floor Plan Submissions:**
Exhibit and production floor plans must be submitted a minimum of thirty (30) days prior to an event and prior to selling booth space for approval and permitting by the Prince George County/Fire Department. Any changes to be made to the layout after receiving approval, new floor plans must be re-submitted. Please submit floors plans to the Gaylord National Exhibits Manager with a $100 check made out to Prince George's County.

Plans should include a layout of exhibits and use of building, marked egress aisle and exit doors, all temporary curtain walls, fire extinguisher equipment (size, location and type), move-in and move-out dates, and times open to the public, contact information, any structure constructed inside of the building (detailed plans must be submitted fifteen (15) working days prior to the event), vehicles with type and number with diagram of placement. Scaled drawing shall be available upon request.

**Freight Elevators:**
There are four freight elevators located on the ballroom level on the back side of the convention center. Two are 6’10” wide x 10’2” deep x 11’10” high (door is 7’8” wide x 7’2” high) and they service the exhibit hall and ballroom levels. The other two service the ballroom to National Harbor levels and are 5’4” wide x 8’5” deep x 8’9” high (door is 7’ wide x 4’ high).

**Green Meetings, We’re Ecological:**
Gaylord National is committed to protecting the environment we all share by identifying and implementing innovative approaches to energy efficiency, water conservation, waste reduction and air cleanliness. For more information on our green initiatives, visit us online at www.GaylordNational.com.
Facility Guidelines and Information

General Information  (continued)

Haze/Smoke/Fog Machines:
The use of haze, smoke or fog machines must be arranged with Conference Services. Fire watch is required at all times when these machines are being used, including during rehearsals. Fire watch personnel can be arranged through Conference Services at the prevailing rate. A schedule of rehearsal and show times must be submitted no later than three (3) weeks in advance. Only water-based machines are permitted.

Helium Balloons:
Helium balloons are permitted in the hotel with prior approval through Conference Services. Balloon retrieval fees may be assessed in cases where rigging labor is required. Helium balloons are not permitted in the atrium.

Local Hospital and Drugstore:
• Fort Washington Medical Center
  11711 Livingston Road, Fort Washington, Maryland 20744 - (301) 292-7000

• CVS Pharmacy
  162 Fleet Street, National Harbor, Maryland 20745 - (301) 686-0248

Insurance Requirements:
At all times during the term, contractors shall carry and maintain in full force and effect, at their sole expense, the following insurance policies with insurance companies reasonably acceptable to the hotel and admitted to do business in the State of Maryland. Contractors shall provide an insurance certificate naming the hotel as an additional insured and evidencing the insurance coverages described below:

• Comprehensive General Liability insurance with limits of not less than $2,000,000 each occurrence and annual aggregate
• Business Automobile Liability insurance covering all vehicles used in connection with this agreement with limits of not less than $1,000,000 each accident;

FourWinds Interactive:
All meeting rooms have electronic messaging boards outlining name and times of meetings. The limit is 31 characters for a group name and 35 characters for an event name. If you brand with a logo, this will affect the number of characters used. The information on the board outside of the room shows up to two hours prior to the start time of the meeting.

Loading Docks:
The use of loading docks must be coordinated through your Conference Services Manager. A detailed schedule is required in advance to ensure access to dock slips.

Logo and Image Requests:
Gaylord National has a number of high resolution images, logos and illustrations and photographs of the hotel available for use in your convention and promotional materials. Please submit any image or logo requests to the Conference Services department.

Marshalling:
Marshalling facilities are not available on hotel property. The marshalling area is the responsibility of the general contractor or the group’s designated coordinator.

Material Handling Equipment and Lifts:
Material handling equipment and lifts are not available for use/rental through the hotel. Electrical moving equipment and lifts (i.e., scissor lifts, boom lifts) in carpeted areas must have PolyTak when in use. The use of propane lifts is permitted in the exhibit hall only. Gasoline powered equipment is strictly prohibited.
Meeting Inventory:
Meeting equipment (i.e., tables, chairs, risers, easels, etc.) is provided within the limits of the hotel inventory. Equipment requirements exceeding hotel inventory is the responsibility of the group. The group is responsible for renting staging if the main/general session stage exceeds 12’x24’.

Metro Accessibility:
Metro bus shuttle services will be available to/from the Gaylord National Resort & Convention Center and the Southern Avenue Metro Station (Green Line).

Outdoor Functions:
Additional fees will be applied to all outdoor functions as follows:

- $8 per person fee for Orchard Terrace
- $8 per person fee for Potomac Terrace
- $20 per person for Gaylord National Pier
- $8 per person fee plus $7,500 rental fee for Riverview Terrace

All catered food and beverages will be served using non-breakable plates and glassware. Glassware can be accommodated on Riverview Terrace for an additional fee.

All outdoor functions must conclude by 10 p.m. and may not begin prior to 7 a.m.

Plated meal functions may only be held in Riverview Terrace.

Parking:
There are 1,700 parking spaces in the garage (1,400 self park and 300 valet) and 96 more valet spaces adjacent to the front drive.

Security:
Gaylord National Safety Services is the exclusive source for all security needs. Gaylord National Safety Officers are required on the loading docks and in ballrooms during all move-in and move-out activity at the prevailing rate.

For Prince George County Police Office:
- $65 per hour per Police Officer (with 14 days advance notice)
- $75 per hour per Police Officer (within 14 days of arrival)

For Pyro-Hazers System Override:
- $250 charge for override for up to four (4) hours with each additional hour at $62.50 (with 14 days of advance notice)
- $45 per hour per officer rate still applies for each hour system is shutdown (with 14 days of advance notice)
- $290 charge for override for up to four (4) hour with each additional hour at $72.50 (within 14 days of arrival)
- $55 per hour per officer rate still applies for each hour system is shutdown (within 14 days of arrival)

Staffing Requirements for Load In/Out:
- One (1) officer per loading dock location
- One (1) officer per exhibit hall section
- One (1) officer per ballroom section
- One (1) officer per outdoor venue
- Four (4) hour minimum on all safety service request
General Information  (continued)

Safety Service Pricing at Gaylord National –
- For Officer:
  - $45 per hour per officer (with 14 days advance notice)
  - $55 per hour per officer (within 14 days of arrival)
- For Supervisor:
  - $55 per hour per Supervisor (with 14 days advance notice)
  - $65 per hour per Supervisor (within 14 days of arrival)

Taxi Cost from the Airport:
Approximate taxi fares (one way) are as follows. Please note that these prices are subject to change.
- From Ronald Reagan National Airport — $28 Express Car Service / $34 Regular Taxi Cab
- From Dulles International Airport — $60
- From Baltimore Washington International Airport — $70

Weather Policies for Outdoor Functions:
For evening functions, the Resort will decide by Noon on the day of your function whether the event will be held inside or outside. For daytime functions, the Resort will decide by 5 p.m. on the day prior. Should there be a report of thirty percent (30%) or more chance of precipitation in the area, the scheduled function will automatically be moved to the designated back-up location. Temperature below sixty-five (65) degrees or above one hundred (100) degrees and/or wind gusts in excess of twenty (20) miles per hour shall also be cause to hold the function indoors.

In all cases, the Resort reserves the right to make the final decision, especially if lightning storms or severe weather conditions are expected in the vicinity that may endanger the safety of guests or employees. Please note that should an event be moved after the weather call, as per the group’s request, an additional labor fee will be assessed.

Waste Removal/Dumpster Fees:
Gaylord National does not provide cleaning supplies, vacuums, large waste receptacles, or janitorial services for the exhibit space. Post-show cleanup is the responsibility of the decorator/production crew/freight movers including: spot scraping, removal of tape and its residue, mopping spills on floors and all trash removal from the convention center, exhibit hall and production areas and carpeted surfaces.

The decorator/production company is responsible for returning the convention center to “move-in condition”. All debris must be removed from the exhibit and production space, hallways and loading dock. The decorator/production company is responsible sweeping the exhibit hall and loading dock prior to departure. The open container dumpsters can be used to remove all waste material from conventions and exhibit shows for a fee per dumpster.

Clients will be responsible for waste removal if no contractor was hired. The cost of cleaning and/or repair to any surface in the hotel will be charged to the group at the prevailing rate.

Water Taxi Schedules:
Please see www.PotomacRiverBoatCo.com for schedules and pricing.

Weight Loads:
- Prince George’s Exhibit Hall — 350 lbs. per square inch
- Exhibit Hall Pre-function — 100 lbs. per square inch
- Potomac Ballroom, Maryland Ballroom and Chesapeake Rooms — 150 lbs. per square inch
- National Harbor Meeting Rooms — 100 lbs. per square inch
- Exhibit and Production Level Loading Docks — 250 lbs. per square inch
Exclusive Services Offered

FedEx Office Printing and Shipping Center:

Located on the ballroom level between the hotel and convention center, FedEx Office provides you convenient access to business services while on-site. From posters, signs/banners, to copying, printing, binding as well as packing and shipping. You will never have to leave the hotel to get the job done. The business center is staffed from 6:00 a.m. to 9:00 p.m. daily and offers 24 hour self-service printing, copying and internet access to accommodate any last minute document needs you may have. For information regarding FedEx Office Services at the Gaylord National Resort and Convention Center, please contact the center directly at (301) 567-0457.

Labeling standards for packages sent to the Gaylord National Resort and Convention Center:

- Guest/Recipient Name (cell phone number)
- c/o Gaylord National Resort and Convention Center
- 201 Waterfront Street
- National Harbor, Maryland 20745
- Convention/Conference/Event Name
- Date of Event
- Box(es) # of # (multiple boxes must be numbered)

(Receiving and/or handling fees are assessed for both inbound and outbound packages. Please contact the center for more information regarding the fee schedule.)

Catered Food and Beverage:

Due to liability and legal restrictions, no outside food or beverages of any kind may be brought into the Resort by the customer, guests or exhibitors. Gaylord National Resort and Convention Center is the only licensed authority to serve, sell or receive alcoholic beverages for Gaylord National and the real estate footprint. No alcoholic beverages can be brought onto the grounds unless through an approved licensed Maryland distributor. Maryland law requires persons to be a minimum of twenty-one (21) years of age to consume alcoholic beverages. Gaylord National Resort and Convention Center reserves the right to refuse alcohol service to anyone.

Gaylord National Resort and Convention Center will supply cash bars on customer request. All drink prices will include tax and service charge. Each cash bar must incur a minimum of $800 per bar (inclusive). The customer will be responsible for the difference of actual sales.

In order to meet new accounting laws established by Congress, all Banquet Event Orders (BEOs) must be signed as verification of anticipated future revenue. We are unable to proceed without signed BEOs. BEOs are to be received signed by the Customer at least thirteen (13) days in advance. Additionally, banquet checks will be presented for signature the following day of all events involving food and beverages as well as any other checks for services rendered by Gaylord National Resort and Convention Center per contract. These checks must be signed as verification that services were provided. We are unable to provide a final bill for you until all checks have been signed.

BEOs are to be approved via signature by Customer no later then thirteen (13) days in advance. Ten (10) working days prior to all catered food and beverage functions, the Hotel requires the Customer to submit an expected number of guests for each scheduled event. The expected number of guests cannot be reduced or increased by more than 10% once final guarantees have been submitted. Guarantees submitted and final actualized attendee counts above or below 10% of the expected number of guests are subject to a 20% surcharge. All guarantees are due three (3) working days prior to the event date by 10 a.m. If no guarantee is received by the guarantee due date, then the agreed number of guests will be used as a minimum number of guests for billing purposes. All charges outlined on the banquet event orders are subject to the applicable service fee and all of the current state and local taxes (currently at 6% for food and non-alcoholic beverages and 9% for alcoholic beverages).

On plated food and beverage functions, the Hotel will provide a dry overset of 3%, not to exceed fifty (50) seats. Food will only be prepared for the guarantee only, not the overset. Preset food items are available for oversets for an additional cost.
Exclusive Services Offered (continued)

Communication and Network Services:
All connectivity for bandwidth inside the hotel including Internet, VPN transport, and all telecommunications connectivity in and around the facility for telephone and data requirements will be coordinated with the Gaylord National IT Department. The IT Department can also assist with running programs on one of the two open channels on our television cable system.

Electrical Services:
A Gaylord National electrician is required to install all wiring, lighting, sound, extension cords and other audio-visual equipment that requires power. Please note that there is an additional charge for all electrical use in meeting rooms and exhibit space.

Rigging Services:
All rigging must be installed and supervised by Presentation Services (PSAV), our exclusive, in-house rigging provider. This includes labor, truss, motors, chain hoists, and associated hardware (span sets, steels, shackles, etc.).

For more information, please visit: http://www3.avsericescorp.com/lsws/PublishedSite.aspx?Loc=1681&LangId=1

Security and Safety Services:
Gaylord National Safety Officers are required to be present on the loading docks during all move-in and move-out activity. Arrangements may be made through your Conference Service Manager at the prevailing rate.

Sponsored Hotel Room Keys:
Plasticard (PLi) provides custom hotel key cards. Please contact your Conference Service Manager for further details. A $1.00 per key fee will be charged by Plasticard. Two keys per peak room night is recommended.

Tents:
The hotel retains exclusive rights to provide tents for a group’s activity. Please contact Conference Services to arrange tents on the hotel property. Tents are available at the prevailing rate through our preferred partner, Freeman Decorating.

For events scheduled on Riverview Terrace, exclusive tenting must be arranged through Sugarplum Tents. Please contact your Catering Representative for further details.

Transportation Services:
• National Harbor Transportation — Luxury sedan services with professional and courteous chauffeurs and shuttles to and from all airports serving Washington, DC. Reservations can be made electronically at www.execucar.com or by calling 1-800-660-8000.
• Chariots for Hire — Discover the rich culture and history of Washington, DC with convenient shuttle access right from Gaylord National’s front door. Shuttles run to the Old Post Office (1100 Pennsylvania Avenue, NW) and Union Station (H Street and 2nd Street, NE) seven days a week: 9:00 a.m. until 7:30 p.m., departing from the main entrance at hour and a half intervals.

Utilities:
The hotel will provide and be responsible for the installation and removal of all utility services (electrical, water/drain and compressed air) and connectors. All exhibitor and production type equipment for safety and/or code compliance is subject to inspection. All electrical equipment shall be “UL” listed and labeled.
Service Rates

**Food and Beverage:**

- 6% sales tax to all food charges
- 9% sales tax to all alcoholic beverage charges
- 24% service charge, taxable
- $225 per bartender (two hour minimum, $75 each additional hour)
- $225 per cashier (two hour minimum, $75 each additional hour)
- $225 per chef/carver
- $75 per Badge Collector/Meal Ticket Taker
- $200 per waiter – For Receptions with minimal to no food ordered (two hour minimum, $75 each additional hour)
- $100 POP UP Fee will incur for events requested within a 72-hour period
- $125 service charge will apply to all catered meal functions of less than twenty-five (25) people
- $500 per rented bar surround

**FedEx Office Printing and Shipping Center – Inbound and Outbound Shipping Handling:**

Cost of outbound shipping is based on weight, service and destination. The following handling fees apply to all packages shipped in and out, in addition to the carrier's assessed cost.

- 0 - 1 pound – $5
- 1.1 - 10 pounds – $15
- 10.1 - 20 pounds – $20
- 20.1 - 30 pounds – $30
- 30.1 - 40 pounds – $40
- 40.1 - 50 pounds – $50
- 50.1 - 60 pounds – $50
- 60.1 and over – $70
- Crates & Pallets – $0.75 per pound

**Parking:**

Self Parking:

- $6 – up to 1 hour
- $12 – 1-2 hours
- $16 – 2-3 hours
- $24 – 3-24 hours
- $24 – overnight rate (in/out access included)

Valet Parking:

- $20 – up to 3 hours
- $35 – 3-24 hours
- $35 – overnight rate (in/out access included)

**Rigging and Banners:**

For marketing and placement opportunities as well as pricing, please contact Conference Services. Please contact Presentation Services (PSAV) for current rigging opportunities and pricing by going online to: [http://www3.avservivcecorp.com/lsws/PublishedSite.aspx?Loc=1681&LangId=1](http://www3.avservivcecorp.com/lsws/PublishedSite.aspx?Loc=1681&LangId=1)
Service Rates (continued)

**Bell Services:**

- **Room Drops**
  - $1.50 – outside the door, per room, per item
  - $1.50 – under the door, per room, per item
  - $2.50 – inside the room, per room, per item
  - $0.50 – each additional item

**Porterage Fees and Luggage Storage Fees:**

- $10 round trip ($5 one way bag push/pull)
- $35 per hour with a two person bell service minimum if luggage storage is requested in the meeting space

**Batch Voicemails:**

- $30 for 1-50 rooms. $1.25 for each additional room.

**Securing of Meeting Rooms:**

- $75 for the first five (5) keys made
- $5 for any other request over five (5) keys
- $25 each for any lost or damaged keys

**Housekeeping Fees:**

- No set housekeeping gratuity – suggestion is $3 per day
- Roll-away bed – $25 per night

**Key Cards:**

- $1 per key service charge for sponsor keys
- Two keys per room, peak night

**Dumpster Pulls:**

- $500 per pull

**Life Safety System Override:**

- $250 for four hours. Each additional hour is $62.50

**AV Patching Fees:**

- $100 per room, per day
- $60 per hour for labor to monitor the sound board
- Additional $60 if Presentation Services (PSAV) mixer is required
Gaylord National Preferred Partners

BBJ Linen
Our inventory of rental linens, chair covers, belts, ties, pads, jackets and caps as well as napkins is unparalleled and has proudly made us the leading linen rental company in the industry for over 25 years. The variety of styles, patterns, textures, sizes and fabrics from metallic, lace, damask, lamour, bengaline, twist, theme linens and classic looks we offer is tremendous and are just a few types of the linen we have available to rent.

Hello! Washington D.C.
Hello! Washington D.C. is a full service destination management company focused on the success of our clients. Our services include transportation, hospitality staff, customized themed events, entertainment, tours, activities, team-building, and access to Washington, D.C.'s premier venues. Our professionals will listen, define your needs, work vigorously to craft your vision, and oversee your program's successful execution. We do this with experienced people who are passionate about what they do, and who have the benefit of unmatched business resources. Whether you are planning a fun-filled incentive trip or an important corporate meeting, we will partner with you to make the best possible use of your time in Washington, D.C. Founded in 1986, the guiding principle of our organization was, and continues to be, "represent the customer to the market, not the other way around." Clients feel the difference, and Hello! Washington D.C. has a superior reputation for going above and beyond. Our commitment to excellence makes us the leader in the industry today, and tomorrow. Our experiences combined with our intimate knowledge of the markets we serve allow us to create extraordinary events and provide flawless service that exceeds your expectations.

Freeman Decorating Company
The right environment sets the stage for success. And the right design can bring your show to life. But it's more than decor. Your audience needs to get your message. That's why we seamlessly integrate design with marketing to create an experience that facilitates interaction. From registration desks to show design, our people work tirelessly to develop the perfect theme and look for your event. Furnishings, carpet, graphics, signage and more. At Freeman, we bring it all together to help create a successful show.

FedEx Office Print and Ship Center
Located in the premier hotels and convention centers around the country, on-site FedEx Office Print and Ship Center locations offer the critical business services you need to make your meeting of event a success. Posters, banners, copying, printing, packing and shipping, parcel management or last-minute office supplies – we have you covered. FedEx Office at Gaylord National Resort and Convention Center is located on the ballroom level between the hotel and convention center and is open and staffed from 6:00 a.m. to 9:00 p.m. daily. We also provide 24 hour access (via room key) to self-service copying, printing and Internet.

Green Technology, Inc.
Green Technology, Inc. is a full service horticultural/environmental company which caters to the commercial sector including hotels, resorts, conference centers and commercial properties.

Chariots for Hire
Our Chariots for Hire offer you the luxury, speed, and security to match the grandeur of our beloved Nation's Capital. We realize that Washingtonians, as did the Ancient Romans, carry ample responsibilities, as well as expect the very best for their money. Let us alleviate your transportation worries. No matter what your function, our fleet of vehicles and superior service will enhance your experience. There is no better way to enjoy what Washington has to offer, than to ride with us.

Party Rental Ltd.
With over 375,000 square feet of combined warehouse space and the largest selection of linen, tables, flatware, china and catering equipment in the country, Party Rental Ltd. is fully capable of meeting the needs of any first-rate event. If you are planning a dinner for 500, a picnic for 10,000 or even cocktails for 20,000, we pride ourselves on not only being able to deliver anywhere in the country, but with accuracy time and again. We guarantee you will be delighted with our industry-leading offerings and exquisite service.
Lake Presidential Golf Club

Centrally located between Washington, D.C., Baltimore and Annapolis, Lake Presidential has become one of the most renowned public access courses of the Mid-Atlantic golf community in its first two seasons. The handsome 11,000 square foot clubhouse is spacious and accommodating, hosting both women’s and men’s locker rooms, a full service Grille and Bar, a private conference room, as well as banquet and event space for more than 200 guests. The pro shop serves not only the golfer’s needs, but is an outfitter of several corporations for company apparel, accessories, and giveaway items.

PSAV Presentation Services

With its on-site office, Presentation Services is most familiar with Gaylord National's meeting and events rooms, and is ready to handle all of your rigging requirements. Allow us to assist you with our CAD and rigging expertise. Our experienced production riggers use PSAV on-site inventory of hoists, truss, hardware and scissor lifts to manage your event – from initial design to load out – saving you time and money.

Veolia Transportation Company

Veolia Transportation is the largest private sector operator of multiple modes of transit in North America (Super Shuttle, ExecuCar, etc.) providing bus, rail, para-transit, shuttle, sedan, and taxi services. We manage 200 transportation contracts for cities, transit authorities and airports, providing safe and sustainable mobility solutions. Our mission is to improve public transportation, to enhance quality of life and combat global warming.