



Friday, November 22, 2013

Ian Cordes  
SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY  
400 Executive Center Dr.  
Suite 208  
West Palm Beach, FL 33401

Dear Ian,

On behalf of Harris Rosen and the Associates of ROSEN CENTRE HOTEL, we are delighted to partner with you and the SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY.

Please find enclosed our letter of agreement for your kind review and consideration for SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 2015 program. If the letter of agreement meets with your approval, please sign and return the agreement to my attention at fax # 407-996-9111 or email [Lmurr@RosenHotels.com](mailto:Lmurr@RosenHotels.com) on or before **Tuesday, December 17, 2013**.

We look forward to our continuing friendship and to the opportunity of partnering with you in the upcoming years. Thank you for your business and your confidence in ROSEN CENTRE HOTEL.

Warmest regards,

Lilianne Murr  
National Sales Manager

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**ROSEN CENTRE HOTEL and**  
**SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY**  
**LETTER OF AGREEMENT**

The ROSEN CENTRE HOTEL staff is committed to providing guests attending the Southeast Region Wound, Ostomy and Continence Nurses Society with the finest in quality accommodations, meeting and banquet space, hospitality and service. The following is an outline of the proposed arrangements for the Southeast Region Wound, Ostomy and Continence Nurses Society program in 2015.

Date Prepared: **Friday, November 22, 2013**

Group Name: **SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY**

Program Name: **Southeast Region Wound, Ostomy and Continence Nurses Society 39<sup>th</sup> Annual Conference**

Official Program Dates: **Tuesday, September 08, 2015 through Sunday, September 13, 2015**

File #: **A4921**

Contact: **Ian Cordes**  
**Director of Operations**  
**SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY**  
**400 Executive Center Dr.**  
**Suite 208**  
**West Palm Beach, FL 33401**  
**Phone: (561)689-6321**  
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Headquarter Hotel: **ROSEN CENTRE HOTEL**

Hotel Representative: **Lilianne Murr, National Sales Manager**

Hotel Sales Contact Information: **9840 International Dr.**  
**Orlando, FL 32819**

Telephone: **407-996-9840 or 800-800-9840**

Fax: **407-996-9111**

E-mail: **Lmurr@RosenHotels.com**

Website: **www.RosenCentre.com**

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Hotel initials/date *LM 12-13-13*

This Agreement is made and entered into as of this Friday, November 22, 2013 by ROSEN CENTRE HOTEL (hereinafter referred to as "ROSEN CENTRE HOTEL" or "Hotel") and SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY (hereinafter referred to as "SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY", "Southeast Region Wound, Ostomy and Continence Nurses Society" or "SER WOCN"). In consideration of the provisions set forth below, the parties agree as follows:

**1) GUESTROOM COMMITMENT**

We are pleased to offer the following guestroom block on a first option:

<i>Day</i>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>
<i>Date</i>	<b>9/8</b>	<b>9/9</b>	<b>9/10</b>	<b>9/11</b>	<b>9/12</b>
<i>Run of House</i>	5	52	152	117	42
<i>Staff Rooms</i>		6	6	6	6
<i>Executive Parlor</i>		1	1	1	1
<i>VIP Parlor</i>		1	1	1	1
<b>TOTAL Rooms</b>	<b>5</b>	<b>60</b>	<b>160</b>	<b>125</b>	<b>50</b>

**TOTAL ROOM NIGHTS BLOCKED: 400**

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.

**2) GUESTROOM RATES**

We are pleased to confirm the following rates for SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 2015, if SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY signs and returns this Agreement no later than **Tuesday, December 17, 2013**.

**Guestroom Rates**

Single/Double: \$125.00  
 Additional Person: \$20.00  
 Executive Parlor \$1700.00 - \$2000.00  
 VIP Parlor \$1400.00 - \$1700.00

**\*Special Rates**

**(see Concessions)**

Twenty four (24) Staff (S/D) \$62.50  
 Additional Person \$20.00  
 One (1) two-bedroom Executive Suite (max 4 nights) COMP  
 One (1) One-Bedroom VIP Suite (max 4 nights) COMP

All group room rates (excluding staff rates) noted above are commissionable at 10%, payable to Southeast Region Wound, Ostomy and Continence Nurses Society and are quoted exclusive of  
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appropriate state and local taxes, currently 12.5% and an Orange County Convention Center District (OCCCD) fund, currently 1%.

Taxes are subject to change and may increase during the term of this contract. At the time the increase becomes effective, SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY will incur any additional charges.

ROSEN CENTRE HOTEL has an agreement with the Orange County Convention Center District and other properties in the OCCCD to pay one percent of the guestrooms rate as a fund (not subject to tax exemption). The OCCCD 1% fund shall be used to promote the Orange County Convention Center and tourist services in the vicinity of the Orange County Convention Center District.

Additionally, our family plan will be applicable; no charge for children ages seventeen (17) and under utilizing existing bedding. The group rate will apply for early arrivals and late departures on a space availability basis.

As part of this contract, ROSEN CENTRE HOTEL will pay a commission equal to 10% on revenue producing rooms actually utilized by the group. Please note that no commissions are paid on special rated accommodations i.e.: discounted suites, staff guestrooms, etc. Commissions are made payable upon the final settlement and payment of the SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY Master Account. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY agrees that they take full responsibility for determining whether further disclosure of the commission is required and for making such disclosure if it is required. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY further agrees that it will reimburse ROSEN CENTRE HOTEL for any fees, costs, liabilities or expenses that ROSEN CENTRE HOTEL incurs should any person claim that disclosure was insufficient.

**Please note:** When establishing guestroom blocks and rates, the Presidential, Executive, and VIP Suites within are calculated as parlor sections only and the bedroom sections are held under the Run of House or Single/Double categories and are priced accordingly unless specified otherwise.

### 3) NO LOWER RATE

Hotel agrees to not offer a rate to the general public lower than the Group's rate over the Group's two (2) peak nights (September 10&11, 2015). Exceptions include negotiated volume corporate business, government rooms, airline crew rooms, wholesale rates, previously negotiated groups, golf packages and Rosen Hotels referrals. This applies to rates made available to the general public, either through the Hotel Reservation Department, 800 Reservation Service, any airline reservation system or on Hotel's website. If lower rates are offered by the Hotel in violation of this provision Hotel shall, terminate the offering of such rates.

### 4) INTERNET POLICY

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

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## 5) RESERVATIONS

Reservations can be made directly with ROSEN CENTRE HOTEL by calling our toll-free number 1-800-204-7234. In doing so, please ask your attendees to request the group rate for SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY, Southeast Region Wound, Ostomy and Continence Nurses Society. Hotel will also provide a link to book online reservations until cut-off, upon request, at no additional charge..

We understand that you will provide a partial rooming list for your VIP's and staff, please provide this list to your Group Housing Coordinator prior to your cut-off date. To assist with this process, please let your Group Housing Coordinator know the number of guestrooms to set aside for this rooming list block to protect them from the call-in block. 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 **Tuesday, August 18, 2015**, which is twenty one (21) 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.

## 6) 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 on own. All other individuals are room and tax and incidentals on own.

## 7) CUT-OFF DATE

Reservations must be secured for one night's 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 **Tuesday, August 18, 2015**, (21 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 room availability at the negotiated group rate. Such rooms shall accrue to Group's room block utilization and shall be counted in the calculation of complimentary rooms and any attrition fee.

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 CENTRE HOTEL on International Drive.

## 8) GUARANTEED ROOM BLOCK

If SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY requests to guarantee all remaining unused guestrooms in the block at cut-off date, they may do so, with the approval from the Director of Sales & Marketing or Director of Reservations. However, SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 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.

## 9) RELOCATION OF ATTENDEES

In the event the Hotel cannot accommodate any member of your Group with a guaranteed reservation, the Hotel will provide the following:

- i. An accommodation at an equal or better Hotel as close a reasonably possible at no charge to the guest for the first night the guest is displaced at the Hotel.
- ii. One complimentary round trip group transportation between Hotel and the alternate Hotel for each day the guest is displaced.
- iii. One (1) phone call (5 minutes) and necessary arrangements for the forwarding of the displaced guest's telephone messages and mail.
- iv. Offer to relocate displaced guest back to first available room. If room become available and the guest elects not to return to the Hotel, the Hotel will have no further obligations under this clause.
- v. Upon return to the Hotel, a welcome expression from the General Manager.

## 10) DEPOSIT

ROSEN CENTRE HOTEL requires that all reservations be secured by the cut-off date and a guaranteed payment method of credit card or one night's room and tax. If individuals are responsible for his/her own room and tax charges, each individual is responsible for securing his/her own room and tax deposit at the time the reservation is made with guaranteed method of payment. Five (5) days prior to your arrival, a one night's room and tax authorization will be processed on your credit/debit card. Please be aware that an authorization on a debit card will reduce the funds available in your bank account at that time. Credit cards, checks and money orders are acceptable forms of deposit funds. 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. Any rooms not secured by a deposit will be released back to the Hotel at cut-off. Individual deposits are refundable if cancelled up to five (5) days prior to arrival. You must cancel five (5) days prior to arrival. If you cancel less than five (5) days, your credit/debit card will be charged a one night's room and tax penalty. Any fees collected by the Hotel for late cancellations (less than 5 days prior to arrival) or no shows shall be credited toward any attrition fees

## 11) ATTRITION

Group is required to utilize 80% of the original contracted guestroom block that has been mutually agreed upon in writing. Adjustments to the guestroom block herein may only be made with the written consent of both parties. If Group fails to utilize "80%", Group will pay to the Hotel as liquidated damages, not a penalty, an amount equal to the Group's single guestroom rate multiplied by the difference between "80%" and the number of guestrooms utilized, , regardless of rate paid or method of reservation. However, the attrition fee shall not be in effect for any night during Group's stay in which all available rooms in the Hotel are sold. In the event a portion of the Hotel's available rooms have been

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sold, the attrition fee shall be based on either the difference between 80% and the total room nights utilized by Group, its staff, attendees and guests collectively or the number of rooms available in the Hotel, whichever is lower. Upon the billing of any attrition fee, the Hotel shall provide Group with information and documentation as Group may request for verification of any attrition fee due. This attrition fee shall represent the Hotel's exclusive remedy for Group's failure to utilize and pay for 80% during its Meeting.

**12) COMPLIMENTARY ROOMS**

In consideration of your guestroom commitment, we are pleased to extend one (1) complimentary room night per every **forty (40) full revenue** producing room nights actually utilized by SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY. Complimentary room nights earned will be credited to the Master Account toward room revenue only. Any suite configurations allowed at the group rate are considered one unit when establishing your complimentary allotment.

The following represents suite units, which may be used in exchange for complimentary earned guestroom night credit:

<u>Accommodation Suite Description</u>	<u># of comp units required</u>
Presidential Parlor -	4 Units
Parlor + 1 Bdrm -	5 Units
Parlor + 2 Bdrm -	6 Units
Executive: Parlor -	3 Units
Parlor + 1 Bdrm -	4 Units
Parlor + 2 Bdrm -	5 Units
VIP: Parlor -	2 Units
Parlor + 1 Bdrm -	3 Units
Parlor + 2 Bdrm -	4 Units
Hospitality 2 Bay -	2 Units
3 Bay -	3 Units

SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY should provide a list of names in order of preference for complimentary room assignments. Any earned but unused complimentary room nights shall be credited to Group's master account at the Group's single room rate towards room revenue only.

**13) CONCESSIONS**

We will provide the following value added concession items for your meeting:

- Guestroom rates are valid three (3) days pre and post the convention dates of Tuesday, September 08, 2015 - Sunday, September 13, 2015 and are based on room availability
- One (1) complimentary two-Bedroom Executive Suite (four (4) nights maximum), over and above complimentary rooms. Arrival Date of Wednesday, September 9, 2015, and Departure Date of Sunday, September 13, 2015 as outlined on page 3, section 2.
- One (1) complimentary one-Bedroom VIP Suite (four (4) nights maximum), over and above complimentary rooms. Arrival Date of Wednesday, September 9, 2015, and Departure Date of Sunday, September 13, 2015 as outlined on page 3, section 2.
- Group will receive up to twenty four (24) Staff/Speaker room nights at 50% off group rate, over the dates of the meeting. Staff/Speaker rooms are net and do not include commission.
- Hotel will provide six (6) room upgrades to VIP status at the group rate with concierge level access and amenity Hotel's selection.
- Group will receive up to three (3) complimentary room nights for pre-convention site visit, not over the dates of the meeting and based on room availability.
- Twenty percent (20%) discount off 2014 published food and beverage catering prices, excluding tax and service charge, over the dates of the meeting.
- Fifteen percent (15%) discount on Presentation Services (PSAV) or current in-house audio visual providers published pricing over the dates of the meeting excluding tax and service charge, if PSAV or current in-house supplier is used for all audio visual needs. Discount does not include rigging or electrical.
- Hotel will not charge a hook-up/patch fee for audiovisual services if in-house vendor (PSAV) is used for AV needs.
- Ten percent (10%) discount off all a la carte spa services (packages excluded) for conference participants, excluding service charge and tax.
- Complimentary self-parking for overnight guests, over the dates of the meeting. Hotel will honor the discounted rate of \$7.00 for self-parking for non-overnight meeting attendees over the dates of the meeting.
- Complimentary access to Fitness Center, over the dates of the meeting.
- Hotel will provide one (1) complimentary three (3) day two (2) night gift certificate for a future stay, not valid over the dates of the meeting.
- Complimentary risers, podiums and easels (within Hotel inventory) with water, pads and candy at each table.
- High-speed internet access in guestrooms is provided complimentary.

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- Complimentary basic wireless internet access for up to 10 Mbps, capped at a speed of up to 2 Mbps per device, in the meeting rooms and pre-function areas assigned to the group. Specifications including dates, locations, times, etc. must be pre-ordered and confirmed directly with Millennium Technology Group, the hotel's in-house Technology Provider, a minimum of 10 days prior to group arriving.
- Hotel will extend an early check-in time (12:00PM) and late check-out time (2:00PM) to Board Members and staff based on hotel availability.
- No electrical hook up charge to Southeast Region Wound, Ostomy and Continence Nurses Society in the Exhibit area for official SER WOCN booth. Electrical charges (if needed by exhibitors) will be passed on to the exhibitors.
- Complimentary meeting space for allied groups with their BEOs coming through SER WOCN, but where each allied group is responsible to sign BEO and guarantee payment, their food and beverage charges are credited toward Southeast Region Wound, Ostomy and Continence Nurses Society's Food and Beverage minimum.
- Hotel will accept only SER WOCN packages up to seven (7) days in advance of the program dates and waive any charges for the first five hundred (500) pounds (only for SER WOCN packages). After that, SER WOCN will receive a forty percent (40%) discount off all package handling fees.
- Hotel will accommodate one (1) Board Meeting for SER WOCN in either 2014 or 2015 based on Hotel availability. The Hotel will extend the conference rate for up to ten (10) guestrooms for the Board Meeting for one night, as well as a conference room for one day. Hotel will also offer complimentary self-parking and discounted menus for Board Meeting as negotiated for this contract.
- Hotel does not charge a resort fee. All ancillary items are charged upon usage.
- Hotel will charge \$125.00 bartender fee per bartender, if the bar(s) do not exceed \$500.00 in revenue per bar.

The above concessions are being offered based on a minimum pick up of 80% of the established contracted guestroom nights. If at cut-off date the guestroom nights blocked should drop below the amount, the parties shall mutually agree on any adjustments to the concessions outlined above proportionately to group's pick-up.

#### **14) SCHEDULE OF EVENTS**

The following is a tentative meeting schedule as we understand your events at this time. ROSEN CENTRE HOTEL shall not re-assign meeting or function space listed in the following meeting schedule without the prior written consent of Group. 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.

ROSEN CENTRE HOTEL is in receipt of the SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY preliminary agenda, and a final agenda must be received by our Hotel Convention Services Department sixty (60) days in advance of your conference arrival date (**Tuesday, September 08, 2015**), 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.

Date	Day	Start	End	Function	Room Name	Room Set	People
09/08/2015	Tue	03:00PM	11:59PM	Work Room/ Storage	Salon 24	Special Set up	5
Date	Day	Start	End	Function	Room Name	Room Set	People
09/09/2015	Wed	12:00AM	11:59PM	Work Room/ Storage	Salon 24	Special Set up	5
09/09/2015	Wed	06:00PM	09:00PM	BOD Dinner	PDRoom	Conference	14
Date	Day	Start	End	Function	Room Name	Room Set	People
09/10/2015	Thu	12:00AM	11:59PM	Work Room/ Storage	Salon 24	Special Set up	5
09/10/2015	Thu	06:00AM	11:59PM	General Session	Jr. Ballroom G	Schoolroom 3 per 6'	275
09/10/2015	Thu	06:00AM	11:59PM	Registration	Registration Desk 3	Existing	FLOW
09/10/2015	Thu	07:00AM	11:59PM	Pre Conference Room	Salon 20/21	Schoolroom 3 per 6'	100
09/10/2015	Thu	12:00PM	11:59PM	Exhibit Set up	Executive Ballroom	Exhibits 8x10	90
09/10/2015	Thu	04:15PM	06:45PM	Opening Reception	Executive Ballroom	Existing	400
09/10/2015	Thu	07:00PM	09:00PM	Dinner NON CE	Jr. Ballroom F	Crescent Rounds	150
Date	Day	Start	End	Function	Room Name	Room Set	People
09/11/2015	Fri	12:00AM	11:59PM	Exhibits	Executive Ballroom	Exhibits 8x10	90
09/11/2015	Fri	12:00AM	11:59PM	General Session	Jr. Ballroom G	Schoolroom 3 per 6'	275
09/11/2015	Fri	12:00AM	11:59PM	Registration	Registration Desk 3	Existing	FLOW
09/11/2015	Fri	12:00AM	11:59PM	Concurrent Sessions	Salon 20/21	Schoolroom 3 per 6'	100
09/11/2015	Fri	12:00AM	11:59PM	Work Room/ Storage	Salon 24	Special Set up	5
09/11/2015	Fri	07:00AM	08:15AM	Breakfast Symposium NON CE	Jr. Ballroom F	Rounds of 8	275
09/11/2015	Fri	10:00AM	10:30AM	AM Break	Jr. G Foyer	Rolling Carts	275
09/11/2015	Fri	11:45AM	02:45PM	Box Lunch in Expo	Executive Ballroom	Existing	325
09/11/2015	Fri	03:00PM	03:30PM	PM Break	Jr. G Foyer	Rolling Carts	275
09/11/2015	Fri	06:30PM	09:30PM	SER WOCN	Jr. Ballroom F	Crescent Rounds	200

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Date	Day	Start	End	Awards Banquet Function	Room Name	Room Set	People
09/12/2015	Sat	12:00AM	05:00PM	General Session	Jr. Ballroom G	Schoolroom 3 per 6'	275
09/12/2015	Sat	12:00AM	05:00PM	Registration	Registration Desk 3	Existing	FLOW
09/12/2015	Sat	12:00AM	05:00PM	Concurrent Sessions	Salon 20/21	Schoolroom 3 per 6'	100
09/12/2015	Sat	12:00AM	05:00PM	Work Room/ Storage	Salon 24	Special Set up	5
09/12/2015	Sat	07:00AM	09:00AM	Breakfast Symposium	Jr. Ballroom F	Crescent Rounds	200
09/12/2015	Sat	10:00AM	10:30AM	AM Break	Jr. G Foyer	Rolling Carts	275
09/12/2015	Sat	01:00PM	02:15PM	Sumposium Luncheon NON CE	Jr. Ballroom F	Crescent Rounds	200

### 15) FOOD & BEVERAGE GUARANTEES

We understand that with the confirmation of this contract comes the designation of Headquarter Hotel for the Southeast Region Wound, Ostomy and Continence Nurses Society meeting. With this designation, we anticipate that most of the food and beverage events within your control will be placed at ROSEN CENTRE HOTEL.

Minimum guarantee of catered banquet food and beverage totaling **\$30,000** (exclusive of tax and service charge).

Should Southeast Region Wound, Ostomy and Continence Nurses Society not achieve the above guarantee; the shortfall will be charged to the Master Account. Any catered food and beverage revenue generated by Group's sponsors or affiliates shall be credited toward Group's total catered food and beverage revenue

### 16) CATERING

Menu prices for planned Food & Beverage Functions will be established six (6) months prior to your convention/meeting.

Due to legal liability for all food and beverage served on the premises, as well as licensing restrictions, ROSEN CENTRE HOTEL requires that only food and beverage purchased from the Hotel be served on Hotel property.

At all functions that are catered by Rosen Centre Hotel where alcohol is served, Rosen Centre Hotel will be responsible for exercising reasonable care in its service of alcohol to Group attendees. Hotel will serve alcohol in accordance with our Responsible Vendor training program. All servers will have undergone appropriate training to dispense liquor. Hotel will indemnify, defend and hold harmless Group, its directors, officers, employees, agents, and attendees from and against any and all losses, damages, asserted claims, expenses and liabilities of any kind, including costs of defense, caused by the

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negligence of Hotel's sale or service of alcoholic beverages. Hotel will not be responsible for the negligence of Group, its directors, officers, employees, agents and attendees. The terms of this provision shall survive the termination or expiration of this Agreement.

#### **17) MEETING ROOM RENTAL**

There is no charge for our meeting/function/exhibit rooms including set-up/tear down.

#### **18) EXHIBIT SPACE**

- A. Type, size and number: 90 Exhibits 8x10
- B. Setup date: Thursday, September 10, 2015. Hour for Setup 12:00PM.
- C. Tear down date: Friday, September 11, 2015. Hour for complete removal from Hotel: 11:59PM.
- D. Based on the exhibit space needs for SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY, a total of 17,974 sq. ft. of exhibit space is being held as indicated. The Hotel will waive the daily exhibit rental for the contracted exhibit area usage. Exhibit rental does not include tables, chairs, electrical needs, decorating or drayage. The exhibit rental is for use of the exhibit space and will include general cleaning only, HVAC and existing lighting.
- E. We currently anticipate utilizing 17,974 sq. ft. for the exhibit area.

#### **19) 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.

#### **20) 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 CENTRE HOTEL prior to the move-in will be forwarded to the drayage firm for handling. At the conclusion of your setup 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.

#### **21) AUXILIARY AIDS**

Compliance by Hotel - Hotel shall be responsible for complying with the public accommodations requirements of the Americans with Disabilities Act ("ADA") not otherwise allocated to the Group in this agreement, including: (i) the "readily achievable" removal of physical barriers to access to the

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meeting rooms (e.g., speakers' platform and public address systems), sleeping rooms, and common areas (e.g., restaurants, rest rooms, and public telephones); (ii) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is treated differently by Hotel than other individuals (e.g., Braille room service menus or reader); and (iii) the modification of Hotel' policies, practices and procedures applicable to all guests and/or groups as necessary to provide goods and services to disabled individuals (e.g., emergency procedures and policy of holding accessible rooms for hearing and mobility impaired open for disabled until all remaining rooms are occupied).

Compliance by Group - Group shall be responsible for complying with the following public accommodations requirements of ADA: (i) the "readily achievable" removal of physical barriers within the meeting rooms utilized by Group which Group would otherwise create (e.g., set-up of exhibits in an accessible manner) and not controlled or mandated by Hotel; (ii) the provision of auxiliary aids and services where necessary to ensure effective communication of Group's program to disabled participants (e.g., Braille or enlarged print handouts, interpreter or simultaneous videotext display); and (iii) the modification of Group's policies, practices and procedures applicable to participants as required to enable disabled individuals to participate equally in the program.

Mutual Cooperation in Identifying Special Needs - Group shall attempt to identify in advance any special needs of disabled registrants, faculty and guests requiring accommodation by Hotel, and will notify Hotel of such needs for accommodation as soon as they are identified to Group. Whenever possible, Group shall copy Hotel on correspondence with attendees who indicate special needs as covered by ADA. Hotel shall notify Group of requests for accommodation which it may receive otherwise than through Group to facilitate identification by Group of its own accommodation obligations or needs as required by ADA.

## 22) CREDIT ARRANGEMENTS

A portion of attendees, staff and VIP's are to be applied to the Master Account for room and tax. Incidental charges are on own. All other individuals are room and tax and incidentals on own.

Upon approval from our Finance Department based on objective standards of creditworthiness, 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY prior to the beginning of your meeting.

- ◆ A good faith deposit of \$1,000 is due thirty (30) days after receipt of signed definite agreement.

SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY is requesting a waiver of the 50% deposit requirement and that all master account charges be Direct Billed on a net 30 day basis. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY will be notified of the status of this request within 30 days of receipt and review of a completed Credit Application

If however, based upon review of your completed Credit Application, your Master Account is not approved based on objective standards of creditworthiness, estimated charges must be paid as

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determined by the Finance Department prior to arrival. Should direct billing be approved, all deposits are still required and are based on the outcome of your credit approval and will be deducted from your final bill.

Based on credit approval upon receipt of the Master Account statement,, Group shall promptly advise the Hotel of any discrepancies or errors so that the Hotel may review and, if necessary, make proper adjustments. The balance, exclusive of disputed charges, shall be payable upon receipt of the Master Account statement and Post-Conference Report (as outlined in this Agreement), together with all supporting documentation and information, and no interest charges shall be assessed provided payment is made within thirty (30) days of receipt. Upon resolution of any disputed charges, the Hotel shall rebill the remaining charges to Group. Payment of these charges shall be payable upon receipt of the statement, and no interest charges shall be assessed provided payment is made within thirty (30) days of receipt.

The Hotel shall provide Group with a complete Post-Conference Revenue Report for the Meeting within thirty (30) days following the close of the Meeting. This full revenue report will include information and documentation for room pick-up (including list of names of individuals staying at the Hotel during the blocked dates as well as any pre and post dates), percentage of singles/doubles, no show factor, cancellation rate, as well as food and beverage activity charged to Group attendees' rooms to include room service, restaurant usage, banquet and affiliate functions.

### **23) CANCELLATION**

In the event of a cancellation of this commitment, it would be difficult to estimate the actual damages which would be incurred by the Hotel. The Hotel generates significant revenue from conferences other than the Hotel room rate (such as sales of Food and Beverage and other services). The parties agree that in the event of a cancellation, liquidated damages shall be calculated as follows:

#### Liquidated Damages:

- ◆ Cancellation between contract execution and 9/8/2014  
40% of contracted room revenue
- ◆ Between 9/9/2014 and 3/12/2015 prior to group arrival  
60% of contracted room revenue
- ◆ Between 3/13/2015 and the scheduled departure date  
80% of contracted room revenue and 50% of Food & Beverage guarantee

All liquidated damages shall be paid within thirty (30) days of the date of cancellation.

The Hotel shall attempt to mitigate its losses. If the Hotel is able to replace this canceled business, the collected amount will be reimbursed to Group, without interest. If only a percentage of the lost revenue is recovered, the difference between this figure and the fee will be reimbursed to Group. In determining whether or not the lost revenue is recouped, the last room nights sold over the Meeting dates after notice of cancellation is received shall be credited to Group.

Notwithstanding the above, in lieu of paying the cancellation fee noted above, Group may elect to contract with the Hotel for the same or similar sized and revenue meeting as the meeting that is the subject

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of this Agreement, provided such meeting is scheduled to occur on or before September 30 , 2016. The specific dates of such meeting shall be mutually agreed by the parties and then 25% of the cancellation fee will be credited to the new meeting.

The terms of this section represent the exclusive remedy for unauthorized cancellation of this Agreement by Group.

*Cancellation by the Hotel* – In the event of a cancellation of this Agreement by the Hotel not otherwise permitted under this Agreement, the Hotel shall pay Group for all direct, indirect and consequential damages, expenses, attorney’s fees, and costs incurred by Group on account of such cancellation including, but not limited to, staff time and travel expenses to secure an alternate location for the Meeting, incremental room rate and air fare differential within reason to a similar destination/hotel, function space rental, and air fare differences, and long distance telephone, postage, and printing costs. Hotel fees shall not be greater than the group’s if cancelled on the same date. A mutually agreed upon meeting date change does not constitute a cancellation.

#### **24) ROSEN GREEN MEETINGS**

At Rosen Hotels & Resorts we take environmental responsibilities to heart. We have proudly earned our Two 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.

**RosenGreenMeetings®**

#### **25) 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 Hhotel 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.

#### **26) HOLD HARMLESS**

ROSEN CENTRE HOTEL shall indemnify, defend and hold harmless SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 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

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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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY, 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY. ROSEN CENTRE HOTEL 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 CENTRE HOTEL of any claim made or suit brought within the scope of this Section.

SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY shall indemnify, defend and hold harmless Hotel 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 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 a Hotel). SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY of any claim made or suit brought within the scope of this Section.

The terms of this provision shall survive the termination or expiration of this Agreement.

## **27) INSURANCE**

Hotel and GROUP shall obtain and maintain and provide evidence of insurance upon request in amounts sufficient to provide coverage for any liabilities which may reasonably arise out of or result from the parties' respective obligations pursuant to this Contract.

If SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY 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 coverage's in addition to those above. Also, their insurance is primary to any similar insurance carried by Hotel and they must name Hotel as additional insured on the General Liability policy. They must satisfy all other requirements as stated above.

## 28) RIGHTS OF CANCELLATION

Cancellation Generally - Neither party shall have the right to cancel its obligations under this Agreement except as otherwise provided herein.

Force Majeure - Should events beyond the control of the Hotel or Group such as acts of God, war, curtailment or interruption of transportation facilities, strikes (except those involving hotel's employees) or the imminent threat thereof, threats or acts of terrorism or similar acts, disease, State Department or other governmental or international agency travel advisory, corporate travel restrictions, government furlough or closure, civil disturbance, or any other cause beyond the parties' control, which, in the party's reasonable judgment, would materially impact 25% or more of SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY attendees from attending the meeting or make it commercially impracticable, illegal or impossible for either party or its members to perform their obligations under the Agreement as they relate to the Meeting, such party may cancel the Agreement without liability upon written notice to the other party. Notice of cancellation may be sent at any time prior to the Meeting provided the canceling party has met the requirements of this provision. In the event Group decides to hold its Meeting despite such circumstances, the Hotel shall waive any fees related to a reduced-sized Meeting (including any room and food and beverage attrition fees and any function space rental fees) and shall offer the Group's guests any lower room rate offered to guests during the contracted dates.

Financial Difficulties - In the event that either party shall make a voluntary or involuntary assignment for the benefit of creditors, enter into bankruptcy proceedings, become insolvent or subject to foreclosure, or take any other action for the benefit of creditors or relief of debtors, the other party shall have the right to cancel this Agreement without liability upon written notice to the other.

Deterioration in Quality/Availability of Facilities and Services - Should the Hotel suffer a substantial deterioration in the quality of its facilities or services, Group shall notify the General Manager of its concerns in writing. Should the General Manager be unable to correct the deficiencies of the facilities or services to Group's expectations, Group may cancel this Agreement without liability upon written notice to the Hotel.

Construction or Renovation - In the event the Hotel will be undergoing any major construction or major renovation during the Meeting dates, the Hotel shall promptly notify Group, and Group shall have the right to cancel this Agreement without liability upon written notice to the Hotel if, in Group's reasonable judgment, such construction or renovation may tend to materially affect the use of the facilities or the quality of service to be provided under this Agreement.

Change in Management - The Hotel shall promptly notify Group if there is a change in management company of the Hotel prior to the Meeting or if the Hotel no longer operate as Rosen Hotel property and Group shall have the right to cancel this Agreement without liability upon written notice to the Hotel.

Alternate Facilities - In the event of cancellation of this Agreement by the Hotel or by Group under any of the preceding paragraphs, the Hotel shall assist Group in securing alternate facilities if so

requested by Group.

Refund Included - The phrase "without liability" wherever used in this Agreement shall be deemed to include a refund by the Hotel of all deposits and prepayments made.

### **29) 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY waives any objection to venue or personal jurisdiction, as well as the right and privilege to file suit in any other court or venue.

### **30) 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 on or before **Tuesday, December 17, 2013**, the Hotel shall have the right to contract with other parties for the use of the room block and meeting space described in this Agreement, without any obligation or further notice to you. In the event we have a request for your dates prior to **Tuesday, December 17, 2013** and we have not received your signed Agreement, we will contact you for a decision. The agreement is required to be received by the Hotel within 48 hours after being notified or Hotel will have the right to contract with another party, without any obligation or further notice to you.

### **31) 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.

### **32) MISCELLANEOUS**

The persons signing this Agreement on behalf of the Hotel and SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY, respectively, each warrant that they are authorized to make the agreements set out on behalf of the Hotel and the SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY, respectively, and have the authority to bind the Hotel and organization to this Agreement. This Agreement, together with attachment 1, 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 all (or facsimile transmittal) counterparts of this Agreement and Attachments and return all of such counterparts to the attention of your Sales

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contact, c/o ROSEN CENTRE HOTEL. 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 the signed document by the Hotel after execution by you.

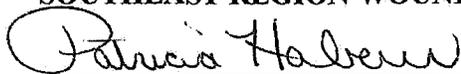
If a facsimile transmittal is used by the parties as fully executed facsimile copy shall serve as the original legal document.

### 33) 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 CENTRE HOTEL and SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY.

Authorized confirmation signature for:

**SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY**



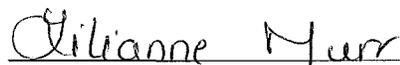
Patricia Haberer  
President

12-12-13

Date

Authorized confirmation signature for:

**ROSEN CENTRE HOTEL**



Lilianne Murr  
National Sales Manager

12-13-13

Date

**ROSEN CENTRE HOTEL**  
**POLICIES AND PROCEDURES ATTACHMENT**  
**ATTACHMENT 1**

SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY agrees to abide by all the terms and conditions as set forth in ROSEN CENTRE HOTEL Policies and Procedures for meeting and function rooms that will be provided by our Convention Services department.

**1. FINAL AGENDA**

ROSEN CENTRE HOTEL is in receipt of the Southeast Region Wound, Ostomy and Continence Nurses Society preliminary agenda. A preliminary agenda is due to the Hotel ninety (90) days prior to the groups' arrival 06/10/2015, and a final agenda must be received by our Hotel Convention Services Department sixty (60) days in advance of your conference 7/10/2015, 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 CENTRE HOTEL 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 CENTRE HOTEL will make every attempt to provide early check-in for staff and VIP's.

**4. SIGNS 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. 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 this purpose. Only professionally printed signs will be allowed.

**5. HOTEL LOGOS**

The name and logo of ROSEN CENTRE HOTEL, 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.RosenCentre.com](http://www.RosenCentre.com) for downloading logos and pictures.

**6. SECURITY**

If required, based on mutual agreement, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel

supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. It is required that all exhibit areas, inside function rooms and in foyers, be staffed with security personnel to ensure the safety of all materials.

## **7. AUDIO VISUAL & RIGGING SERVICES**

Presentation Services is our in-house Audio Visual and Rigging Company at ROSEN CENTRE HOTEL. A complete line of state-of-the-art equipment is available for rent. Audio visual representatives are located in-house and are on call. All productions requiring attachment to the building structure and motor packaging will need to be coordinated through our exclusive in-house rigging company, Presentation Services. They can assist you with their rigging expertise. Their experienced production riggers can handle your event from the initial design process through load out saving you time and money by utilizing on-site inventory of hoists, truss, hardware and scissors lifts. The Hotel is equipped with a permanent rigging point system. All rigging designs and all rigging labor and chain hoists for your event must be approved and provided by Presentation Services.

For further information and arrangements please contact:

Kevin Wilson  
[KCWilson@psav.com](mailto:KCWilson@psav.com)  
Direct: 407.996.8555  
Fax: 407.248.2549

## **8. ELECTRICAL REQUIREMENTS**

To ensure the safety of our guests and team members and the integrity of the building, the ROSEN CENTRE HOTEL requires that all electrical power, and the labor to install, operate and remove, be provided by our exclusive electrical contractor, Edlen Electrical Exhibition Services of Orlando. Edlen will provide estimates to you and /or your production company for all electrical needs including, but not limited to multiple laptops, office equipment, audiovisual, computer sets, etc. Please know that many areas of the Rosen Centre event space are limited to one or two standard electrical outlets.

For further information and arrangements please contact:

EDLEN ELECTRICAL EXHIBITION SERVICES  
Louise Murray  
Phone: 407-854-9991 \* Fax: 407-854-9992  
[Lmurray@edlenelectrical.com](mailto:Lmurray@edlenelectrical.com)  
For Company Information, please visit [www.edlen.com](http://www.edlen.com)

## **9. HOTEL'S FOOD AND BEVERAGE POLICIES AND GUIDELINES**

ROSEN CENTRE HOTEL 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.

**10. 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) business 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 24% taxable 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. For functions with groups of twenty-five (25) or less, the Hotel will charge a \$125.00 labor charge.
- e. 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. In addition, there will be a \$125.00 bartender fee per bartender, if the bar(s) do not exceed \$750.00 in revenue per bar. For bars open over three hours, each additional hour will be charged at \$50.00 per bartender per hour. Hotel shall adhere to all federal and state laws regulating the sale and service of alcoholic beverages. All beverages consumed must be purchased from the Hotel.
- f. For Beverage Only events, the Hotel will charge a service fee of \$125.00 per 100 guests.

**11. PACKAGE ROOM:**

All packages will be weighed upon arrival and handling charges will be assessed to the guestroom or Master Account when they are delivered to you as detailed below:

**HANDLING FEES (RECEIVING):**

Letters, envelopes under 1 lb.	No charge
Boxes, cases, letters/envelopes over 1 lb., pallets	\$0.70 per lb.
Storage (7 days prior to arrival )	\$5.00 per box per day/\$50.00 per pallet per day

**HANDLING FEES (SHIPPING WITH OWN ACCOUNT):**

Letters, envelopes	\$5.00 per piece
Federal Express/UPS provided boxes, tubes	\$5.00 per piece
Boxes, cases, booths up to 50 lb.	\$10.00 per piece
Boxes, cases, booths over 50 lb.	\$20.00 per piece
Pallets	\$100.00 per pallet

- a. Pricing will vary for any packages shipped via the Package Room courier accounts. Charges will vary depending on destination, weight, speed of delivery, etc.
- b. No charge for letters and envelopes under one pound.

- c. Package Room Management reserved the right to NOT accept boxes which are damaged during shipping, unsafe or too large.
- d. Parcels are accepted (7) seven days prior to arrival. Storage charges will be applied as noted above.
- e. Number each box and know its contents. This helps when a specific box needs to be located immediately (i.e. 1 of 2, 2 of 2)
- f. Payment by credit card, room charge or master account will be due prior to delivery of any boxes.
- g. No freight will be accepted after 5:00pm.

## 12. 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. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY shall be responsible for obtaining any necessary governmental approval of exhibit plans.
- d. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY agrees to submit to ROSEN CENTRE HOTEL a copy of the exhibitor's contract before it is sent to exhibitors.
- e. Exhibitors and SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY shall indemnify and hold harmless ROSEN CENTRE HOTEL 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. SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY shall be responsible for obtaining any necessary Local Fire Department approvals of Exhibit plans.
- g. Cleaning of facilities: ROSEN CENTRE HOTEL 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. Please be advised that dumpsters are the responsibility of the drayage/exhibit company and/or the customer.
- 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 SOUTHEAST REGION WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY to provide visqueen under all vehicle displays and over the carpet in ballrooms. All automobiles must have locking gas caps.

## 13. 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 CENTRE HOTEL 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.

#### **14. PARKING**

- Parking charges are as follows: (subject to change).
- Overnight Self Parking - \$ 15
- Daily Self Parking- \$ 15
- Overnight Valet Parking - \$20
- Daily Valet Parking - \$20

#### **15. SMOKING**

Proudly, ROSEN CENTRE HOTEL is a smoke-free environment in all indoor public areas and guest rooms. 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 CENTRE HOTEL is a non-smoking hotel. Smoking areas are available outside of the hotel. A \$350 cleaning fee will be applied to guest folios if the policy is not followed in the guest rooms.

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 CENTRE HOTEL**  
**9840 International Dr.**  
**Orlando, Florida 32819**  
**Phone 407-996-9840 Fax 407-996-2659**