

Seven Feathers Casino Resort Group Policies & Procedures

The following terms are made a part of the agreement between the Group mentioned in the agreement (hereinafter "Group") and Seven Feathers Casino Resort (hereinafter "Seven Feathers").

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ACCOUNTING

Deposit

An advance deposit is required at the time function space is reserved. The amount required is based on the date and/or size of your event. Function space reservations are not guaranteed without the deposit. Your deposit is applied as a credit toward the final cost of the function. Details of your deposit schedule are established by the Group Sales staff.

Rooms Only Bookings, not including function space, have a 25% deposit on group rooms that is paid by group/organization and due two (2) weeks prior to arrival.

Payment & Payment Terms

Seven Feathers accepts payments by: business & organizational checks, cash, Visa, MasterCard, Discover, Carte Blanche or Diner's Club.

All applicable group room charges will be transferred to the Group Master Bill. Full payment of the Master Bill is to be paid at the time of check-out unless a pre-approved Direct Bill Account is set up. Individuals are responsible for their own incidentals unless specified in the Sales Agreement.

Wire Transfer Payments

Bank wire transfers for the forwarding of deposit(s) and payment(s) are available upon request. Contact the Group Sales Department for wire transfer form and instructions. Group is responsible for any applicable bank/transfer fees.

Direct Bill

Payment must be made in advance of the function unless a Direct Billing Account (credit) has been established. Once credit has been established, a predetermined deposit will be required at the time of signing the contract, and additional amount may be required prior to the event. The balance of the account is due and payable 30 days after the date of the function. A service charge of one-and-one-half (1 ½) percent per month may be applied to any unpaid balance past 30 days.

Billing Procedures

Direct billing privileges are extended to groups who have completed the Seven Feathers credit application procedures thirty (30) days prior to their scheduled function. Groups who do not have billing privileges are responsible for the total balance due prior to the event.

Meeting / Catering Cancellations (same as pg.19)

A full or partial advance deposit refund for function space may be returned depending on when the event is cancelled in relation to the number of days before to the event. NOTE: Written cancellation notice is **required**. Please refer to the fund table below that shows the percentage of deposit to be returned.

Days Prior To Event	REFUND of Advance Deposit	RESCHEDULE Booking within 180 Days of Original Event Date* and Advance Deposit Applied	OWE Anticipated Ancillary Revenue
365+	100%	100%	n/a
181 – 365	50%	100%	n/a
91 – 180	25%	100%	n/a
61 – 90	n/a	100%	n/a
31 – 60	n/a	n/a	50% **
0 – 30	n/a	n/a	100% **

* Subject to availability

** Full Advance Deposit applied to Anticipated Ancillary Revenue owed

Price Quotations

Price quotations, verbal or written, are subject to change due to fluctuation in food costs or increased cost of operation. All menu pricing, except market price items, will be guaranteed sixty (60) days prior to your event.

Indemnification

The Client hereby agrees to indemnify, defend and hold harmless, Seven Feathers from any loss, liability, costs or damages arising from actual or threatened claims or causes of action resulting from the misconduct of the Client, or its respective officers, directors, employees, agents, contractors, members or participants (as applicable), provided that, with respect to officers, directors, employees, and agents, such individuals are acting within the scope of their employment or agency, as applicable.

Force Majeure

The performance of this agreement by Seven Feathers is subject to the acts of God, war, government disorder, and curtailment of transportation facilities or other emergencies, including epidemics, pandemics and/or outbreaks of a serious or life threatening nature (including but not limited to influenza, H1N1, Swine Flu, SARS, or any other disease causing more than 20 percent of conference attendees to not attend) or an increase in the health alert level by the World Health Organization, making it unadvisable, illegal or impossible to provide the facilities or to hold the meeting. Should a travel advisory be issued any time during the period of one month before the event through the time of the event, performance by Seven Feathers may be forgiven without liability. It is provided that this agreement may be terminated for any one or more of such reasons by written notice from Seven Feathers to the Client.

SIGNAGE, MARKETING & COMMUNICATIONS

Trademark

Neither party is authorized to use any trademark, trade name, nor service mark owned or registered by the other party, its parent, subsidiaries or affiliates. Neither party may, without prior written approval of the other party, copy, reproduce, distribute or use any trade name, trademark, copyrighted material, or service mark of the other party, its parent, subsidiaries, or affiliates. Approval from Seven Feathers Marketing Department must be obtained for the use of the Seven Feathers name, logo and/or likeness in any advertising or promotional material for your event.

Proper use of the Seven Feathers name, in text, should be "Seven Feathers Convention Center" or "Seven Feathers Casino Resort." Your request must be submitted to the Group Sales Department prior to final print and/or distribution of any advertising/marketing materials. Please allow one business week for approval(s). Logos are available upon request from the Group Sales Department.

Advertising/Media

Displays and signs including flyers, advertising materials or free samples are permitted on the meeting space floor or pre-function area only. Prior approval, from the Group Sales and/or Banquet Department, must be obtained prior to the event to display any information outside these areas or the exterior of the facility.

Printed Materials

Seven Feathers requests the Group Sales Manager (and sales@sevenfeathers.com) be placed on your mailing list to receive all materials concerning Seven Feathers. This allows us to share, with our staff, all printed or digital materials in the possession of your prospective attendees.

The Seven Feathers Banquet Department requires a tentative schedule of function room requirements be received to the Group Sales Department at least 90 days in advance of the event or meeting. Any additional requests for function rooms will be on a space available basis only. **A firm and detailed schedule must be furnished to the Group Sales no later than 30 days before the program.**

HOTEL

Check-In / Check-Out - \$

Guest check-in time is after 3:00 p.m. Early arrivals before 3:00 p.m. will be accommodated as rooms become available. Guests must be 18 years of age or be accompanied by someone 18 years of age to check-in.

Check-out time is before 11:00 a.m. Express check-out is provided for all rooms. For hotel guests checking out but not yet departing may the hotel bell staff will be happy to provide complimentary storage of your luggage.

Each occupied guest room may have a maximum of five (5) guests. There will be a \$5.00 surcharge (subject to change) applied per night for each additional third and fourth person occupying the same room. Seven Feathers has no resort fees.

Hotel Cancellation or No-show Policy

Cancellations must be received 24 hours prior to the scheduled arrival date to avoid charges.

Guest Room Reservation Information

All guest rooms are one (1) king bed or two (2) queen beds. Rooms, with the exception of a few available smoking rooms, are non-smoking. The occupancy tax is 12% and subject to change without notice. The room rates are a per room, per night basis. Once we have received the signed contract and deposit. We will gladly accept your group's guest room reservations. Room rates quoted in the agreement are for single or double occupancy, unless otherwise specified to be triple or quad occupancy.

Attrition

Seven Feathers does not assess any fees against the Group when there is a failure to utilize the total room block as outlined in a contract.

Published Rate

Seven Feathers published rates may vary by season, day of the week, time of booking, length of stay and hotel availability. Group attendees who are Seven Feathers Players Club Members, may redeem club offers, but on an individual basis and still subject availability.

Availability of Special Group Rates

Any unsold portion of the Group room block will be released for general sale on the closing day noted in the contract. Seven Feathers reserves the right to reduce your room block due to poor pickup sales. When 50% or more of the unsold portion of the Group room block is not reserved 30 days prior to arrival, the Seven Feathers Hotel reserves the right to release 25% of the remaining rooms to general sale. We will honor early arrival and late departure at the group room rate if reserved prior to the contract drop date. Guests reserving after the block has dropped may still make reservations. However rooms are subject to availability and subject to best available rate rather than group rate. With prearranged notice the Seven Feathers Reservations department will do its best to keep a reservation waitlist for the group in the event of being sold out. Should your block need to be increased we will review inventory levels on a case by case basis.

Reservation Options

Your room block is being held on a Right of First Refusal basis until the predetermined room block drop date. Due to high demand, rooms will be automatically released if a signed contract is not received by the contracted due date. Seven Feathers reserves the right to release the guest rooms for general sale.

Rooming List

Please email your Group Guestroom List to GroupRooms@SevenFeathers.com at least two weeks prior to the arrival date or scheduled event, whichever is sooner. This list will be added to the Master Billing which will include room and tax. Please include any special requests and we will make every effort to accommodate your needs. Any reservations added to your list, after the contracted drop date, are subject to availability.

Individuals

All phone-in reservation requests must be made prior to the closing of the day the contracted room block drops. To receive the '**special group rate**', attendees must identify themselves as part of your group room block when calling our toll-free Reservation Center at 1-888-677-7771. Room reservations must be guaranteed with a credit card.

Baggage Service

Individual

Guests arriving individually are greeted at the front door by Hotel bell staff and upon request are given a claim check for their luggage to be delivered to their room upon check-in.

Group - \$

Should the Group request baggage handling, the portage charge is \$3.00 per person (subject to change) for all groups of 10 rooms or more. This charge covers handling of baggage both in and out of the Hotel. The Bell Desk staff will take the luggage off the group's transportation vehicle while the guests enter to register. Upon departure, guests' luggage must be packed, left just inside the locked guest room door, and ready for pickup by the Bell Desk staff no later than one (1) hour prior to departure.

Hotel Disturbances

To maintain a quiet and sleep-conducive environment, the hotel quiet time is between 11 p.m. and 7 a.m. Individuals attending meetings are responsible for the supervision of their children. In the event of a disturbance, a warning will be issued to the offending guest. Only registered hotel guests are permitted in hotel rooms after 11 p.m. If there is a second complaint, non-registered guests and/or pets of registered guests will be required to leave the guest room or suite. If there is a third complaint, the registered guest will be evicted from the hotel with no refund.

Hospitality Suites - \$

The guidelines below are to ensure the enjoyment and comfort of all our guests.

- In order to promote a restful environment for all of our hotel guests, we request that you do not schedule your hospitality suite to run past 11 p.m. Please ensure any noise from music or entertainment is kept to a level that cannot be heard outside of your guest room/suite.
- Hospitality suites are designed for networking and entertainment purposes.
- Exhibits and displays are not permitted on guest room floors or in the suites, and only approved signage is permitted in the corridors, elevator foyers, or on doors. Furthermore, taping or affixing of any materials to walls, floors or ceilings is not permitted.
- Maintaining the integrity of suite furniture arrangement is vital. Furniture, fixtures, artwork, etc. may only be moved, removed or dismantled by Seven Feathers Maintenance staff at \$75 per hour with a one (1) hour minimum.
- Maximum allowable seating will be determined by management.

- If your event is scheduled to start prior to 3:00 p.m., the suite must be reserved the day prior to allow for setup and availability. Appropriate charges will be applied.
- Any event scheduled to extend past the standard 11 a.m. checkout time will be charged for an additional day.
- Please be advised that all liquor, beer, wine and food for hospitality suites may be purchased through our Banquet Department with five (5) days prior notification. Contact the Group Sales Department for menus and pricing.
- Requests for pre-assigned or confirmed in advance hotel rooms may be made. We will try to accommodate all requests. There is no guarantee these requests are available until the day of check in. You may contact the Front Desk Supervisor and give consent to distribute the room number of your hospitality event to be distributed to inquiring guests. The room will be reserved under the name of the individual reserving the suite.
- Each standard guest room is equipped with four (4) accessible 120-amp outlets. Request for additional electrical service in hotel rooms will be reviewed on a case by case basis in order to accommodate.
- Consult the Group Sales Coordinator for hospitality option in function space, which is subject to meeting Group Hospitality requirements and guidelines.

Room Deliveries - \$

Items will be placed inside the guests' rooms (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival. Delivery charge over 20 rooms is \$2.00 per item/per room.

MEETING SPACE

Exclusive Services

Seven Feathers shall be the exclusive provider of the following services:

- Food and Beverage
- Telecommunications/Data Service, which includes all communications, voice, data and internet.
- Security for inside or outside events
- First Aid
- Cleaning

Booking Procedures

To ensure the accurate communication of information necessary in making the Group function as successful as possible, Seven Feathers Group Sales prefers to work with one person in the planning of the Group event. The Groups' meal selections, estimated number of guests, room setup, equipment needs and all other details are due at least 30 days prior to your event.

Banquet Event Order (BEO) (same as pg.20)

The Banquet Event Order (BEO) is the governing document for all goods and services required by the client. Client's signature on said BEO represents an agreement and approval for the goods and services represented on the BEO. All Banquet Checks presented prior to final billing are subject to an audit and may vary from the final invoiced Banquet Checks.

Access and Right to Enter

Seven Feathers reserves the right for our badged employees to access your function space for reasons including, but not limiting, housekeeping, facility tours, maintenance and security. Additionally, officers and authorized employees of governmental agencies may enter the function space at reasonable times, when necessary, in the performance of their official duties.

Accessibility

Both parties shall be responsible for compliance with the public accommodation requirements of the Americans with Disabilities Act as defined by law. Seven Feathers shall provide, to the extent required by the Act, such auxiliary aids and/or services as may be reasonably requested by the group, provided the group gives reasonable, advanced written notice to Seven Feathers of such needs. Group is responsible for the cost of any auxiliary aids and services (including engagement of and payment to specialized service providers, such as sign language interpreters), other than those types and quantities typically maintained by the Seven Feathers.

Guidelines

- The standard meeting room amenities include water service and mints. Seven Feathers note pads, pens, and additional amenities are available upon request for a reasonable charge.
- We are unable to place water, pens and pads on the tables for set ups with rotating breakouts or 200 people or more. However, we will be happy to place water stations either inside or outside the room.
- Specific room assignments may be reassigned as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. Seven Feathers reserves the right to maximize space usage for all function space. Upon doing so Seven Feathers Casino Resort will notify group via phone, email and/or written correspondence.
- Each meeting room complex has moveable walls with many configurations possible for a variety of room capacities. All movable walls must be opened and closed by Seven Feathers Casino Resort Banquet staff.
- Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, moveable walls, or decorative walls will be allowed upon prior consent and approved by the Banquet Department. Adhesive products can be provided upon request. Tacks are permitted on acoustic frames. Nails are not allowed on any surface.
- Carpet protection (Visqueen) must be in place prior to: the delivery of freight, construction of any display, use of any motorized or spray devices, or hair and beauty procedures and applications. In some cases, wall and ceiling protection may be required.
- No removal or relocation of plants or furniture from the hallways or meeting rooms unless approved through the Group Sales Coordinator or Banquet Manager.
- Changes to room set ups may be subject to an additional labor charge should the changes be made less than 48 hours prior to the function or if there is an extensive room set up or turn required. Same day room turns will also be assessed with a fee.
- Seven Feathers reserves the right to charge a rental fee for meeting, function, or exhibit space utilized by suppliers, allied or affiliated groups who are conducting meetings or holding events in conjunction with your group.
- Meeting rooms may only be used for purposes directly related to the event. Meeting rooms may not be sublet to others without prior consent from your Group Sales Coordinator.
- Seven Feathers cleaning services are required for all areas used as exhibit space. This includes hallways, carpeted event space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc. Contact the Group Sales Coordinator for clarification and pricing.

Raffles, Gaming & Gaming Cheques

Raffles

Cow Creek Gaming & Regulatory Commission (CCGRC) does not prohibit a charitable event from having a raffle at their event in the Seven Feathers Convention Center. Contact the Group Sales Coordinator if the raffle prize is a consumable item and may be consumed at the event. Some food and beverage restrictions and guidelines apply. Refer to Auctioning and Raffling Alcohol section for instructions to conduct an auction or raffle of beer, wine or spirits.

Gaming

All gambling type events in or outside the gaming area require prior approval by CCGRC. This would include Charity Bingo Nights, Card Games involving cash or prize awards. Anyone inquiring about holding an event such as listed above must contact the CCGRC at 541-672-3861 at least 60 days prior to the proposed event.

Gaming Cheques

- 1) A group can buy gaming cheques for distribution to Group attendees with cash, money order, cashier's check or business check. Credit cards may not be used for purchasing gaming cheques.
 - a. If purchasing with a **business check**, group must **submit** payment **at least two weeks prior to purchase**. Once funds cleared they are deposited into the Group's master bill.
 - b. If purchasing with a **money order or cashier's check**, payment must be **submitted day of event**.
- 2) Group must present payment or notification of cleared funds to the casino main cage to pick up gaming cheques.
- 3) Seven Feathers is not responsible for lost or stolen gaming cheques once picked up by the Group representative for distribution.

Audio / Visual Equipment - \$

The rental of a wide selection of audio/visual equipment and services are available. Technical and engineering services are available with prior notice through the Group Sales Coordinator.

Seven Feathers Banquet Department allows groups to provide their own audio/visual equipment with the authorization of your Group Sales Coordinator. A \$25 hookup/setup fee for each piece of equipment will be assessed. Seven Feathers permits groups to utilize the services of a production company of their choice for their program.

Internet - \$

Complimentary wired and wireless connectivity is available in all guest rooms and meeting space. The bandwidth may not support all streaming content. Download and upload speeds may vary. A \$25 fee is charged if hardline internet is requested.

Electrical

Seven Feathers Convention Center is equipped with power located in all floor boxes and wall outlets. Floor receptacles and wall outlets in the Convention Center contain three (3) 20-amp circuits per room. There is a limited amount of 200 and 400-amp services available in the ballrooms. Advance notice is required to change fuses. Distro boxes are available to rent with 100-amp service easily accessible in the Cedar, Evergreen and Fir rooms. Distro box service for the Azalea, Birch and Dogwood rooms require advance notice and may not be available. The Grape and Huckleberry **ONLY** contain two (2) 20-amp circuits per room with easy access. Power location diagrams are available for your contracted space. Contact the Group Sales Coordinator for more information.

Displays, Signs and Decorations - \$

- Displays, signs, decorations, flyers, advertising materials or free samples are only permitted on the meeting space floor or pre-function area.
- Group Sales Department or Banquet Management must first approve the location and method of installation of any special decorations or signs prior to installation. The Group is responsible for the reimbursement to Seven Feathers for repairs caused by any unauthorized mounting of signs, banners, etc.
- Banquet or Facilities staff must hang all banners when displayed over seven (7) feet or higher. Banners hung over staging, dance floors, or other large equipment must be provided by noon on the day prior to event. If the Group Sales Coordinator is notified 72 hours in advance, the hanging up to three (3) banners is complimentary. There will be a charge of \$25 per banner for the hanging four (4) or more banners.

However, if the Group Sales Coordinator is not notified in advance prior to the group's arrival, a charge of \$25.00 per banner applies.

- Any decor that causes damage to the property is prohibited. The Group agrees to be responsible for any damage to the meeting space during the time the premises are under the group's control. This includes any excessive cleanup made necessary by group, and/or decorators or outside agencies during set-up or teardown.
- All candles must be enclosed in glass or metal containers three (3") inches above the flame.
- All special decorations or signs left in the function areas at the conclusion of your event will be considered trash. All special decorations or signs that you want to save must be removed at the conclusion of your event.
- The use glitter or confetti smaller than one (1) inch is prohibited. An additional charge for cleanup will apply if this policy is not upheld.
- Under no circumstances are helium balloons or adhesive-backed decals to be given away in function areas. Any costs incurred by Seven Feathers due to the use or removal of these items will be charged back to the Group.
- Live Christmas trees are not permitted unless they have a root ball at the base of the tree.
- Banners or signage may not be attached to the exterior of the Convention Center or Hotel Lobby interior without prior authorization.
- The Seven Feathers marquee and casino interior digital signage is operated by the Marketing Department. The Marketing Department determines the message contents to be displayed and dates message(s) appear. All Marketing / Advertising requests must be submitted to the Group Sales Coordinator for approval by the Marketing Department. The Marketing Department will have final approval of all marquee content.

Wall/Ceiling/Floor/Carpet Protection

- All permanent facility carpet and floors must be protected from damage caused by crates, dollies, hand trucks, equipment, food preparation, water or liquids, etc., during the Group event, including move-in and move-out.
- Walls and ceilings must be protected from damage caused by liquids or vapors. This includes splattering to full saturation during your event, move-in and move-out times.

Tape/Adhesive-Backed Material

- Tape and adhesive-backed materials are not permitted on the Convention Center's carpeted surfaces, unless provided or applied by the Banquet staff. A supply fee may apply depending on the quantity used.
- Use of tape on any wall surface, glass or equipment is prohibited.
- The Group and the Group's service contractor(s) are responsible for the removal of all tape and tape residue from any surface area, including but not limited to the pre-function area, wall surfaces, glass and service equipment of the function areas. If you fail to remove tape and tape residue, you shall reimburse Seven Feathers Casino Resort for costs incurred to remove such tape or residue.

Registration & Exhibit Tables - \$

Upon request, the Banquet Department will provide up to two (2) registration/exhibit tables (6 or 8-foot tables, depending on location) at the meeting room entrance for all meeting rooms except the Grape and Huckleberry Rooms. One (1) registration/exhibit table (8-foot tables) will be provided in front of the Grape and Huckleberry Rooms. Each table includes black linen and table skirting, and one (1) chair per table during the Group's program. A charge of \$20.00 per table is applied for additional tables. The Banquet Department can provide phone lines, signage, A/V equipment, etc., for an extra fee. All requests must be directed to your Group Sales Coordinator.

Linen - \$

Complimentary black table linens are provided for meeting, classroom, banquet or family style set-ups when such tables are used for seating. Consult the Group Sales Coordinator for colored accent options. Colored linens are available at \$9.00 each and colored napkins at \$.75 each with advance notice of two (2) weeks and subject to availability. Damaged linen is subject to a \$25.00 charge.

Animals or Pets

Animals or pets are prohibited in the Convention Center or other meeting space EXCEPT for service animals, and except for animals used as part of a Seven Feathers approved exhibit or activity.

Approved animals must be on a leash, within a pen or under similar control. The Group assumes full responsibility for any approved animal in the meeting space and the Group will indemnify and hold harmless Seven Feathers, their agents, employees, servants and officials from any and all claims, losses, damages or expenses, including reasonable attorneys' fees, arising out of or resulting from an approved animal.

Meeting Group Entertainment

The Group acknowledges that Seven Feathers has a reputation for offering high-quality entertainment and services to the public, is subject to regulation and licensing, and desires to maintain its reputation and receive positive publicity concerning the Group's functions.

Consequently, prior to contracting with any entertainer or production company to provide entertainment at the Group's function(s), the Group shall obtain Seven Feathers' written consent for the entertainment, which said consent shall not unreasonably be withheld. In contracting for entertainment, the Group agrees that any such entertainment will comply with Seven Feathers' normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, Seven Feathers, its directors, officers or employees or those of any affiliate of Seven Feathers shall be made. The Group must also provide an entertainment contract rider for power, staging and backline requirements.

Your Group Sales Coordinator will gladly provide information on entertainment options. The entertainment is booked by the Group and is solely their responsibility. Seven Feathers management retains the right to limit sound level.

Pool/Patio/Courtyard Events

Due to the architectural nature of the pool, patio, and courtyard and for the safety of all guests, additional lighting by Seven Feathers will be necessary for all pool, patio and/or courtyard events. Lighting charges are added to all final client invoices when installed. Seven Feathers management reserves the right to make the final decision to use indoor facilities in the case of inclement weathers on the day of the event. It is the Group's responsibility and expense to provide a lifeguard for pool events if swimming is involved.

Meeting Space Disturbances

The function rooms are in close proximity to one another and the walls are not soundproof. Loud noise (i.e. speaker, music or singing) may emanate beyond the walls and corridors. Noise and personal conduct is expected to be kept at a level that will not disrupt the adjoining function room use. Individuals attending functions are responsible for the supervision of their children. If event noise interferes with any other function(s) a warning will be issued. If an appropriate reduction in the volume level is not made by the Group, then the function may be terminated and future use denied. Seven Feathers reserves the right to control music decibel levels of all resort space.

The Noise Abatement Policy for:

- Grape and/or Huckleberry Rooms
 - iPod or MP3, CD Player music are permitted as follows and must be at acceptable levels as to not be heard in hotel lobby or adjacent hotel rooms and offices.
 - Sunday through Thursday until 9:00 p.m.
 - Friday and Saturday until 10:00 p.m.
 - Live or DJ music is not permitted due to location of meeting space adjacent to hotel rooms.
- Pool, Patio, and/or Courtyard
 - iPod or MP3, CD Player music, PA Systems are permitted as follows and must be at acceptable levels as to not be heard in hotel lobby or adjacent hotel rooms and offices.
 - Sunday through Thursday until 9:00 p.m.
 - Friday and Saturday until 10:00 p.m.
 - Live or DJ music is not permitted due to location of meeting space adjacent to hotel rooms.

Liability Insurance Requirements - \$

Seven Feathers requires that tradeshow/exhibitor events, overnight events, events with contracted decorator or production company ("Client"), to obtain and provide evidence of General Liability Insurance Policy for \$2,000,000 ("Policy"). CLIENT must procure and maintain the Policy with a AM Best Rating of A- VII or better and name Seven Feathers Casino Resort as an insured party. The Policy must also contain provisions providing that the Policy is primary insurance between the Parties to this agreement, with any other insurance maintained by Seven Feathers being in excess of, and noncontributing with, the Policy that Client maintains. Client shall provide a certificate of insurance 30 days prior to event, and provide Seven Feathers with not less than 60 days prior notice of any cancellation, or material change, to the Policy.

The Client shall submit to Seven Feathers a proof of the Exhibitors contract before it is sent to the Exhibitors. Exhibitors Contracts must include the following provision:

{Exhibitor} shall obtain and keep in force during the term of the installation and use of the exhibit premises, a General Liability insurance policy, insuring and specifically referring to the contractual liability obligations set forth in this Exhibit, in an amount of not less than \$2,000,000 per occurrence for personal injury and property damage ("Exhibitor's Policy"). Exhibitor must procure and maintain the Exhibitor's Policy with a AM Best Rating of A- VII or better and name Seven Feathers Casino Resort as an insured party. The Exhibitor's Policy must also contain provisions providing that the Exhibitors Policy is primary insurance between the Exhibitor and Seven Feathers, with any other insurance maintained by Seven Feathers being in excess of, and noncontributing with, the Exhibitors Policy that Exhibitor maintains. Exhibitor shall provide a certificate of insurance 30 days prior to event, and provide Seven Feathers with not less than 60 days prior notice of any cancellation, or material change, to the Policy In addition, Exhibitor acknowledges neither Seven Feathers, its owners nor its operator maintain insurance covering exhibitor's property, and it is the sole responsibility of Exhibitor to obtain business interruption and property damage insurance insuring and losses by Exhibitor.

Security - \$

Seven Feathers is not responsible for lost, stolen or damaged items. Additional security for exhibits, merchandise, crowd control and alcohol monitors can be arranged through your Group Sales Coordinator, at the client's expense. Seven Feathers reserves the right to require security guards at the client's expense for selected groups and/or events. Security Officer rental per hour is \$22.50/hour.

Smoke-Free Environment

Smoking is prohibited in Seven Feathers event rooms and hotel lobby: this includes all loading docks, stairwells and all back-of-house areas. Limited guest rooms permit smoking.

Meal Vouchers - \$

The Group may purchase vouchers through the Group Sales Department for groups of 10 or more for the following dining outlets: Stix Sports Bar, Cow Creek Restaurant, Gathering Place Buffet, or Kabi Cafe.

Group restaurant dining for 10-32 people is available. The Gathering Place Buffet has a private dining room with a seating capacity of 32. The room is subject to availability with advance reservations, excluding Seafood Buffet Thursday's. Current buffet prices are:

<u>Lunch</u>		
Saturday	11 a.m. – 3 p.m.	\$10.61
<u>Dinner</u>		
Monday – Wednesday	4 – 9 p.m.	\$14.15
Seafood Dinner Thursday	4 – 9 p.m.	\$27.13
Friday – Saturday	4 – 9 p.m.	\$21.23
Sunday	11 a.m. – 9 p.m.	\$18.87

All prices are per person plus 18% gratuity. Meal vouchers are non-refundable, non-transferable. Meal prices are subject to change anytime and during Thanksgiving and any other special Holidays. Seasonal hours may vary.

Gift Cards

Seven Feathers Gift Cards are available in any denomination and available for purchase for the Group's attendees. The cards are redeemable at Seven Feathers' restaurants, Hotel, River Rock Spa and Gift Gallery. Gift Cards are not refundable or redeemable for cash, credit or gaming activity. Contact the Group Sales Coordinator for additional details.

Parking

Parking for events is permitted in any area not roped off for Valet. There is a 15 minute loading / unloading zone permitted at the Convention Center sidewalk or roll-up door.

Tradeshows / Exhibits

Vendors / Exhibitors

Your Group Sales Coordinator can provide a Vendor Information Form to distribute to all vendors/exhibitors, should the Group not have a form for the same purpose. The form(s) need to be returned to the Group Sales Coordinator two (2) weeks prior to the event in order to ensure adequate space and service.

Outdoor Exhibits

- A service charge is applied when parking lots are used for outdoor exhibits or events depending on the specific requirements of each event. Outdoor exhibits must have an approved floor plan and these plans must show the location of any enclosed structure.
- Tents, pavilions, trailers or structures must be set on a minimum of a 20' wide aisle.
- 24-hour Security is required during load-in, show dates and load out. You are required to use Seven Feathers Casino Resort Security for traffic control and overall lot management. Please contact the Group Sales Coordinator for details.

Exhibit Area Cleaning

Seven Feathers Convention Center or its designated service provider is the exclusive cleaning contractor in the facility including aisle carpet, registration areas and booth cleaning. We offer full cleaning services with a professionally trained staff.

Seven Feathers cleaning services are required for all areas used as exhibit space. This includes hallways, carpeted meeting space, public foyers and the parking lot. If carpet or hard surface flooring is applied to any Seven Feathers flooring, cleaning services will also be required. In addition, cleaning service charges are applied for any areas that require excessive cleaning such as registration or storage areas, events in the Seven Feathers parking lot, etc. Contact the Group Sales Coordinator for clarification and pricing.

The types of cleaning services offered by Seven Feathers are:

- Carpet vacuuming
- Carpet shampooing
- Damp mopping and waxing
- Machine scrubbing and waxing
- Trash removal
- Porter service

Additional cleaning charges will ensue for the use of confetti, balloons or other similar materials per event. Contact the Group Sales Coordinator for pricing.

Seven Feathers Banquet Department will provide an estimate of all cleaning costs for the Group event upon receipt of the approved floor plan and schedule of events. Please send the Group floor plans and event schedule to the Group Sales Coordinator. Show Management/Licensee is responsible for all costs, associated dumpster or compactor pulls or any other associated waste removal during move-in, show days, and move-out of the event.

Dangerous Weapons

A “dangerous weapon” is any object or device designed or intended to be used to inflict serious injury upon persons or property. No person shall possess dangerous weapons within the Gaming Facility without the prior approval of Seven Feathers.

Mechanical Lift Equipment - \$

Scissor lifts, forklift and pallet jack will only be used with clearance by Banquet Manager. Mechanical lift rentals are \$35 per hour per equipment used when manned by Seven Feathers staff and \$25 per hour when manned by client. A one (1) hour minimum applies. Please contact the Group Sales Coordinator for further details.

Vehicles in the Convention Center

- Vehicles are not permitted on the Convention Center floor for loading/unloading without the prior authorization of Banquet management.
- All display equipment and freight will be loaded / unloaded at Fir Room roll-up door or banquet loading dock area. Advance notice is required.
- Vehicles, which are part of a display, will be allowed in function areas. Move-in and move-out operation of vehicles must be by the Seven Feathers Facilities or Banquet management.
- All vehicles remaining in function areas for display must conform to all fire rules and regulations.

Shipping Procedures & Fees

Seven Feathers will accept most packages and freight up to seven (7) days prior to arrival. A \$25 per day fee applies for packages/freight delivered when storage exceeds seven (7) days.

Clearly label address to ensure expedited delivery as follows:

Seven Feathers Casino Resort
146 Chief Miwaleta Ln
Canyonville OR 97417
Hold for: Guest's Name/Company Name
Event Name:
Arrival Date:
Box: # of #

The Group Sales Coordinator must be notified prior to shipment of any materials.

Parcels/Packages

Inbound:

Parcels must be properly labeled and will be held for guest pickup in the Banquet Department.

Outbound:

Return of conference materials may be done with a 48-hour notice to the Seven Feathers Warehouse by calling 1-800-548-8461 ext. 1433. The following information is required for Seven Feathers to hold your items for shipment:

- Name and phone number of the company handling shipment
- Expected date and time of pickup
- Number of boxes being shipped
- Billing method.

All shipping arrangements are the client's responsibility. Outgoing parcels must be delivered to the warehouse no later than 11:00 a.m. for shipping on that day. Any parcels dropped off at the warehouse after 2:00 p.m. will be shipped the following day, except on Friday. Friday packages will ship the following Monday. Seven Feathers will not be held liable for storage of unauthorized materials or lost shipments.

Freight

Inbound:

The Seven Feathers Warehouse Department is responsible for the coordination of incoming freight that equals to or is larger than a standard pallet size- 40'x47", also known as "large items". Seven Feathers Warehouse employees are required to move all items to and from the dock. If a Group representative must access any stored freight, the representative must contact the Seven Feathers Warehouse by calling 1-800-548-8461 ext. 1433. Seven Feathers is unable to receive, store, or ship freight larger than a standard pallet (40" x 47") unless special arrangements have been made. Freight can only be received between the hours of 6:00 a.m. and 5:30 p.m. daily.

Incoming shipments that do not include the proper information on the label and/or shipments that arrive after hours may be refused unless the proper arrangements have been made. The following information must be provided to Group Sales at least five (5) days prior to the arrival of the larger item shipment:

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

Outbound:

It is the responsibility of the guest to notify the transportation company of pickup date and time. The Seven Feathers Warehouse must receive notification of the intent to ship outbound at least five (5) days prior to ship date. Freight can only be shipped between the hours of 6:00 a.m. and 5:30 p.m. Monday - Friday.

CATERING

Food & Beverage

Seven Feathers has exclusive food and beverage rights. No food or beverage of any kind, with the exception of wedding, birthday, anniversary cakes, shall be brought into the function areas by the Group, or the Group's guests, representatives, vendors, or any other persons that are not the Seven Feathers staff.

Catering leftover food & beverages may not be taken from the premises due to State health regulations. Concession stand and bar sales are not included toward room rental discounting. Food and beverage prices are subject to an 18% service charge. Any outside vendors or special giveaways must be approved by the Group Sales or Banquet Department.

Banquet Guarantee Policy: Requirements

GUARANTEE NUMBER	EVENT DAY OF WEEK	GUARANTEE DUE
Individual meal function of Less than 150	Wednesday – Saturday	Noon, 3 business days prior
	Sunday, Monday	Noon, preceding Thursday
	Tuesday	Noon, preceding Friday
Individual meal function of 150 – 250	n/a	7 business days prior
Individual meal function of more than 250	n/a	10 business days prior
Accumulative meal functions of more than 250	n/a	5 business days prior

- In some instances, additional advance notice may be required due to menu complexity, holidays, delivery, or other constraints.
- The guarantee numbers provided are not subject to reduction, and charges will be applied accordingly.
- Seven Feathers will overset for 5% above the guaranteed number. The overset for any event guaranteed for 200 or more people will be calculated at 3%. This 3% overset will not exceed 50 place settings.
- Should the client not notify Seven Feathers of a guarantee number, Seven Feathers shall utilize the expected number as the final guarantee.
- Should the guarantee decrease by 15%, Seven Feathers reserves the right to charge room rental, services charges, and/or relocate your group to a smaller room.

Policy Concerning Increases in Guarantees

Please note the following shall apply to all increases in guarantees received within 72 business hours of event:

Guarantee Increases Prior to Event	24 – 48 HOURS	DAY OF EVENT
% Exceeding Overset	3%	5%
Menu Price* Increase of Total Exceeding Overset	10%	15%
EXAMPLE	72-Hour GTD is given for 100 guests for a lunch menu priced at \$16.00. The overset for this GTD is 105. A request received to increase to 150.	
	105 lunches (original GTD plus 5%) priced at \$16.00 / person 45 lunches priced at \$17.60 / person (price plus 10%)	105 lunches (original GTD plus 5%) priced at \$16.00 / person 45 lunches priced at \$18.40 / person (price plus 15%)

* This excludes coffee, decaffeinated coffee, tea, soft drinks and waters ordered on a consumption basis.

An increased guarantee within 72 business hours will not receive an overset amount: the new guarantee is the set amount.

Please note that in some cases Seven Feathers Casino Resort may not be able to accommodate increases in food & beverage quantities.

Pop-up orders placed within 72 Hours

Any menu ordered within 72 hours of the function date will be considered a “pop-up” and subject to special menu selections and pricing. Consult the Group Sales Coordinator for pop-up menus and pricing.

Labor Fees - \$

- A \$35 labor & preparation charge will be applied to all Breakfasts and Lunches for less than 20 people.
- A \$50 labor & preparation charge will be applied to all Receptions and Dinners for less than 20 people.
- A \$35 attendant charge will be applied per menu items requiring an attendant to serve (e.g. carving station, omelet station, ice cream station, beverage station).

Concession Stand - \$

Concession stands for events are subject to a set-up fee per four (4) hour period:

- \$100 Premium (hot foods, snacks, soft beverages) with \$25 each additional hour.
- \$60 Snacks & Soft Beverages with \$15 each additional hour.
- \$40 Soft Beverages (bottled soda, juices and/or water) with \$15 each additional hour.

Alcoholic Beverages - \$

- All alcoholic beverages must be dispensed by Seven Feathers employees.
- All attending guests must be able to produce valid picture identification upon request in accordance with Oregon State liquor laws.
- Seven Feathers Banquet staff reserves the right to refuse service to any patrons for any reason.
- No beer, wine or spirits may be brought into Seven Feathers function areas by any person or outside service without prior approval by Group Sales Manager, Banquet Manager or Food & Beverage Director. Only exception if the alcohol is purchased at Seven Feathers Casino Resort outlets such as bars, lounges, casino bar service, restaurants and Gift Gallery.
- A \$125 full bar fee with bartender.
 - If \$225 in full bar sales per bar are reached the \$75 of bar fee is waived.
- An \$100 beer-wine bar fee with bartender.
 - If \$150 in beer-wine bar sales per bar are reached the \$50 of bar fee is waived.
- Additional \$35 per bar back or cashier if service needs dictate.
- \$20 butler service charge per hour per attendant. Butler fees are excluded from fee waivers.
- Corkage fees apply: \$10 per 750mL wine bottle, \$20 per 750mL spirits bottle, \$50 / keg.
- Seven Feathers may require a uniformed security guard at all functions where alcohol is being served.
- Hosted Bar service ratio is one (1) bar per 75 guests, service charge applies.
- Cash / No Host Bar service ratio is one (1) bar per 125 guests, service charge does not apply.
- Table butlered alcohol service is available upon request. Additional banquet staff is required, additional fees required and dependent on event headcount and types of butlered alcohol.
- There is a two (2) hour minimum on all bar times. No bar will exceed five (5) hours without prior approval from the Director of Food & Beverage. All bars will close by 1:00 a.m.

Bar service is limited to two (2) hours for events without substantial food service, and greater than two (2) hours and no more than five (5) for any event with food. To protect our guests, Seven Feathers reserves the right to cancel bar service for any of the following reasons:

- Possession of alcohol, by attendees, that has not been purchased through Seven Feathers;
- Noncompliance with Oregon State liquor laws;
- Any circumstances judged by Seven Feathers Management that would endanger our guests, clients or property.

Temporary / Special Event Liquor License

A temporary/special event liquor license **is needed** at special events where:

- Alcohol will be sold by group or designees other than Seven Feathers.
- Alcohol is available (but not being sold) by group organization other than Seven Feathers, and group organization is charging or accepting donations of for admission, or where payment is required to attend the event.

Contact the Group Sales Coordinator for policy and guidelines.

Auctioning and Raffling Alcohol

A nonprofit or charitable organization registered with the State of Oregon, which seeks to conduct an auction or raffle of factory-sealed containers of wine, malt beverage (beer), cider, and distilled liquor (also commonly known as distilled spirits, hard liquor, and hard alcohol) must obtain prior written approval from the OLCC Contact the Group Sales Coordinator for OLCC Auction / Raffle Application Form. A copy of the completely executed application must be submitted to the Group Sales Department 30 days prior to event.

Auction bidder is permitted to consume alcohol if corkage fee paid at bar. Bartender will pour and monitor consumption of alcohol. Any remaining is recorked and guest can take with them at departure.

Contact the Group Sales Coordinator for policy and guidelines.

Booking Procedures

To ensure the accurate communication of information necessary in making the Group function as successful as possible, Seven Feathers Group Sales prefers to work with one person in the planning of the Group event. The Groups’ meal selections, estimated number of guests, room setup, equipment needs and all other details are due at least 30 days prior to your event.

Meeting / Catering Cancellations (same as pg.4)

A full or partial refund of the meeting space room rental advance deposit may be returned depending when the event is cancelled in relation to the number of days prior to the event. Written notice required.

Days Prior To Event	REFUND of Advance Deposit		RESCHEDULE Booking within 180 Days of Original Event Date* and Advance Deposit Applied		OWE Anticipated Ancillary Revenue
365+	100%	OR	100%	OR	n/a
181 – 365	50%		100%		n/a
91 – 180	25%		100%		n/a
61 – 90	n/a		100%		n/a
31 – 60	n/a				50% **
0 – 30	n/a				100% **

* Subject to availability

** Full Advance Deposit applied to Anticipated Ancillary Revenue owed

Price Quotations

Price quotations, verbal or written, are subject to change due to fluctuation in food costs or increased cost of operation. All menu prices will be guaranteed 60 days prior to your event, except market price items.

Banquet Event Order (BEO) (same as pg.8)

The Banquet Event Order (BEO) is the governing document for all goods and services order by the group. Group representative's signature on said BEO represents an agreement and approval for the goods and services represented on the BEO. All Banquet Checks presented prior to final billing are subject to an audit and may vary from final invoiced Banquet Checks.

Smoke-Free Environment

Smoking is prohibited in Seven Feathers event rooms; this includes all loading docks, stairwells and all back-of-house areas.