



Exhibitor Information Packet



The following information has been provided to assist you in understanding Harrah's Cherokee Resort Casino policies and procedures for exhibitors in our Hotel Conference Center and Event Center. We hope that you will take a moment to read this over to ensure that your event is a successful one. We appreciate your business and hope you will return again and again.

1. No firearms are allowed in our facility.
2. Additional charges apply for electricity or telephone service. All requests for service must be submitted to the Catering/Convention Services Manager in writing and accompanied by payment, a minimum of two weeks prior to the event. Please see attached electrical order forms.
3. No shipping packages will be received earlier than three days prior to the event. All packages must be addressed to:

Harrah's Cherokee Casino Resort
ATTN: Convention Services Manager – Amanda McGowen
Sales/Catering
(Include Convention/Event Name & Date of Event)
777 Casino Drive
Cherokee, NC 28719

Package must note the convention event and be marked with "Sample" or "Demo", regardless of whether the materials are brochures or promotional items. **All shipping orders will be returned to sender if they arrive any sooner or are improperly labeled.**

All packages received for the group (individual attendees/vendors) will be subject to the current shipping/handling charges. If instructed by the group leader, these charges may be billed to the master account. Otherwise, the individual attendee or vendor is responsible for any charges.

Shipments made to the Casino by a shipping company or arriving on pallets that will require the use of a forklift operator must be scheduled in advance. Please notify your Catering/Convention Services Manager for scheduling purposes. Additional charges will apply for forklift use. The following charges will apply for all incoming and outgoing group coded shipments:

0 - 35 lbs.	\$20.00
36 - 70 lbs	\$30.00
71 - 99 lbs.	\$40.00
over 100 lbs.	\$.50 per pound

The Warehouse Shipping & Receiving is open 5 days a week, Monday - Friday from 8:00am to 4:30pm and can be reached at (828) 497-8709.

4. All return shipments must be clearly labeled and you must reference your shipper account numbers on the package. You can drop them off at the Warehouse on the 1st floor of the Casino Parking Garage or arrange to have your items picked-up from the convention space and delivered to the warehouse. It is best if you bring your own labels with you, as they will already have your account number on them. If you are going to issue a call tag, please inform the convention sales office prior to calling.
5. Harrah's Cherokee Resort Casino is not liable for any lost or damaged shipping packages prior to arrival or after departure from the facility.
6. All shipped packages will be held in a secure area and will be signed in and out by the exhibitor's pre-selected representative.
7. All booth assignments will be made by your group leader or Convention Services Manager.
8. All exhibitors are responsible for securing their own materials during the show and during "down times".
9. No adhesive is to be used on the Conference Center walls, and confetti is not allowed in the Conference Center. (3M Command Strips are acceptable).



Load-In and Load-Out Procedures

Hotel Conference Center - All exhibitors bringing equipment or materials associated with a convention event should enter the Conference Center area of the hotel through the third floor hotel-parking garage. If parking is available on Level 3, this would be most convenient for you. If you cannot park on Level 3 and must use the guest elevator, the maximum weight limit is 3500 lbs and the door dimensions are 3'5" X 6'10", and the elevator dimensions are 6'7" wide X 5'3" deep X 7'3" tall. Please do not park in front of the entrance doors to unload or load.

Event Center – All exhibitors bringing equipment or materials associated with a convention event should enter the casino at the West Porte-Cochere then take the elevator to the 2nd floor (Main Floor Event Center). Vehicle can be parked at this location for unloading and loading but should be moved as soon as possible. If items are too large for guest elevators, Event Center loading docks & freight elevator can be utilized with prior approval by Harrah's Cherokee Resort Casino staff. NOTE: No one under the age of 21 is allowed on the Casino Floor

Due to gaming regulations, the Service Corridors and Service Elevator are accessible only to Harrah's Cherokee Resort Casino staff and licensed vendors with badges. Items requiring the service elevator must be prearranged by contacting your Convention Services Manager. The Event Center freight elevator door dimensions are 10' x 9', the elevator measures 10' wide X 19' deep X 9' tall, and the maximum weight is 4500 lbs.

The Catering/Convention Services Department will need a list of all participating exhibitors and the name of the person acting as the companies' representative. This list should be submitted at least two weeks prior to event. All events with vendors/exhibitors are required to schedule a designated load-in and load-out time.

All designated company representatives must provide a photo ID to sign out any shipped packages from our secured staging area.

Corded Microphone with Floor Stand	\$35.00	X		
Corded Microphone with Table Stand	\$35.00	X		
Including Mixer, CD Player, Speaker & Microphone with Stand				
Portable Sound System	\$200.00	X		
Sound Drop (Patch into House System, used for presentations that	\$20.00	X		
Stand Speaker	\$50.00	X		
Wireless Hand Held Microphone (UHF)	\$55.00	X		
Wireless Headset Microphone (UHF)	\$55.00	X		
Wireless Lavalier Microphone (UHF)	\$55.00	X		

COMPUTER/MEETING ITEMS

Laptop Computer with CD Drive (does not include projector)	\$125.00	X		
Star Conference Phone (VoIP)	\$55.00	X		
Wireless Internet	\$10.95	X		
Wireless Mouse	\$20.00	X		

LABOR

Basic Audio Visual Support (2 hour minimum)	\$55.00	X		
Operator/Technician (4 hour minimum)	\$65.00	X		
Specialized Labor (4 hour minimum)	\$85.00	X		

POWER

AC Power Cord	\$10.00	X		
AC Power Strip	\$10.00	X		
Exhibitor 20 AMP Power	\$35.00	X		
Specialty Power (price subject to change based on need)	\$125.00	X		

PRESENTATION ITEMS

Easel	\$10.00	X		
Flipchart & Markers	\$20.00	X		
Floor Lecturn	\$30.00	X		
Frame for Poster	\$15.00	X		
Laser Pointer	\$10.00	X		
Tabletop Lecturn	\$30.00	X		

PROJECTION

AV Cart (required for all projection systems)	\$20.00	X		
Event Center Projection System	\$100.00	X		
Internal LCD with labtop, LCD projector, Laptop, Screen, Table	\$200.00	X		
LCD Projector	\$55.00	X		
Rear Projection System with Screen	\$200.00	X		

SCREENS

Drop Down Screen (existing in room)	\$25.00	X		
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Event Center Screen	\$100.00		x		
Tripod Screen 50"	\$25.00		x		
Tripod Screen 60"	\$25.00		x		
Tripod Screen 8'	\$25.00		x		

VIDEO

46" Flat Screen TV on Stand	\$125.00		x		
50" Flat Screen TV on Stand	\$125.00		x		

3 **Audio/Other Subtotal:**

1 Power Subtotal:	
2 Shipping Subtotal:	
3 Audio/Other Subtotal:	_____
Estimated Total Due:	

note* Tribal levy of 7.5% is applied all items, except for labor hours, this will be calculated and sent to you for approval prior to any charges being made



CREDIT CARD AUTHORIZATION FORM

Today's Date: _____

Group Contact: _____

Group Name: _____

Group Dates: _____

Fax or Email: _____

Convention Manager: **Amanda McGowen**

Credit Card Authorization

Along with a photocopy of the front and back of credit card, please supply the following information and signatures and return by fax to 1-866-833-1492 or scan and email as a PDF to amcgowen@harrahs.com

This is authorization for Harrah's Cherokee Casino Resort to charge the following credit card for the following:

Amount:	
Credit Card Type:	
Credit Card Number:	
Expiration Date:	
Security Code:	
Card Holder's Name:	
Card Billing Address:	

Authorized Signature: _____

Please include copy of front and back of credit card.

You have my consent to charge any remaining balance to the credit card listed above.