



Technical Production Manual



Introduction

This manual establishes the guidelines that all local and third-party service providers and external equipment suppliers must meet in order to have access and authorization to hold events at any PALACE RESORTS® facilities, with the aim of maintaining the highest standards of quality, safety and security and operation, under the supervision of PALACE PRODUCTIONS.

The lack of follow-up on any of these guidelines, as well as delays in the dates of delivery indicated, may compromise the participation of the contractor in the scheduled events.

PALACE RESORTS®, reserves the right to temporarily or permanently cancel any event and/or service, when for any circumstance, whether in its assembly, performance and/or characteristics under which it is developed, does not meet the minimum elements or requirements stated under contract, administrative documents, regulations and / or judgment and criteria of Hotel authorities.

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01 GENERAL

This manual must be complied in its entirety, any discrepancy and / or controversy with its understanding and procedures, this can be clarified with PALACE PRODUCTIONS or your assigned CSM.

- **Objective**

To optimize the operational service and safeguarding the physical integrity of attendees, guests, personnel and facilities of PALACE RESORTS®, during its temporary use for exhibitions, fairs, congresses, presentations, social, corporate and diplomatic events, among others.

- **Glossary**

P.R. – All hotels, venues and properties owned and operated by PALACE RESORTS®



CSM – Event manager / coordinator from Palace Resort (Main contact for customer and suppliers)

P.P. – Palace Productions (Production Company)



Contractor / External Supplier – Company that offers service and equipment outside of the hotel.

Cliente – Main character with decision-making activities and responsible for the event.

Staff – Staff contracted by the external supplier (Direct and / or subcontracted)

- **Correspondence**

The guidelines oblige all contractor and / or external supplier, mainly referring to:

- Audiovisual equipment
- Furniture
- Decorations and staging production
- Stands for tradeshow
- Remote piloted aircraft systems (RPAS)

For all other services and / or providers will be reviewed as the case may be.

02 CONTACT

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03 INSTALLATIONS AND VENUES

• Weight, load and rigging capacity

	WEIGHT CAPACITY	RIGGING CAPACITY
- MOON PALACE ARENA (A-H)	250 KG / M2	500 kg / m2
- EXPOCENTER UNIVERSAL	250 KG / M2	
- CONVENTION CENTER SUNRISE	250 KG / M2	500 kg / m2
- LAKE TERRACE	1 TON / M2	
- NIZUC (TORTUGAS BALLROOM)	250 KG / M2	
- THE GRAND BALLROOM	250 KG / M2	500 kg / m2
- CRYSTAL BALLROOM	250 KG / M2	500 kg / m2
- SUN TERRACE	250 KG / M2	
- MOON LIGHT TERRACE	1 TON / M2	
- STARLIGHT TERRACE	1 TON / M2	
- RIVIERA BALLROOM	250 KG / M2	50KG
- BLANC SAND BALLROOM	250 KG / M2	
- BLANC BREEZE BALLROOM	250 KG / M2	
- BLANC TERRACE	250 KG / M2	
- GRAND BEACH BALLROOM	250 KG / M2	
- PALENQUE TERRACE	250 KG / M2	
- SKY TERRACE	250 KG / M2	

All structure, machinery and / or heavy equipment must be supported with rubber bearings, wood or some other similar material that cushions and protects the floor, carpet or grass. The load must be distributed with pallets, metal plates or skids in order to avoid concentrations that exceed the floor's load capacity.

All structure assembly must have the approval of P.P. / CSM, whether they are risers, stages, special installations, scaffolding, stands, double-level stands (+ 1.80 meters) and with any weight greater than 500 kg.

• Layouts and diagrams

The contractor or supplier must deliver the layouts / diagrams up to scale with setup and production and in the following formats: .dwg, .dxf, .vwx, .pdf. These must be sent for approval and authorization no later than 45 days prior to the event start date.

P.P. / CSM will provide assistance with any logistical, security and equipment follow up. In the case that a modification should be required, it will be returned for new approval and in order to have the final version at least 15 days prior to the event arrival.

04 SETUP / TEARDOWN

• Schedules

The previously scheduled times for arrival, unloading, assembly, disassembly and loading established for each supplier and event by Palace Resorts must be met at all times.

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Any divergence, storage and / or extra time, will be under consideration of P.P. / CSM for approval and quotation.

The contractor will not be allowed to load, operate and unload at the facilities until they have fulfilled the requirements stated in the Supplier Guideline and Technical Production Manual.

- Loading, unloading and maneuvering areas

The loading and unloading areas will be previously assigned by P.P. / CSM according to the location and schedule of the event in which they will participate. The loading and unloading areas are not parking zones not storage area and it is an exclusive area to carry out temporary tasks of loading and unloading vehicles with materials and equipment for events.

Each contractor must visibly place safety signage while carrying out their tasks of unloading and loading their transport units in the loading area and established maneuvering areas.

A program of the required loading and unloading hours must be presented to the CSM at least 15 days before the start of activities, including all subcontractors hired by the external provider.

Once the unloading maneuvering of the vehicle is completed, it must be removed from the loading and unloading area immediately, until then the access approval for equipment will be grated corresponding to the event location.

The control of arrival of the shipped load will be the direct responsibility of the client, who will be in charge of coordinating the arrival of contractors, both to disembark at the entrance of the event, as well as the boarding at the exit of the same. PALACE RESORTS® is not responsible nor accepts shipments of boxes or any other product and / or equipment in advance, without proper supervision.

PALACE RESORTS® is not responsible in any case for theft nor damage to vehicles, material nor equipment of any kind during the development of loading and unloading maneuvers.

All users of the loading and unloading area are responsible for the damages that they may originate inside the property.

- Proof of delivery and venue reception

PALACE PRODUCTIONS will coordinate a revision of all the loading, unloading, maneuvering, installation and event operation before unloading in the venue, in order to document the conditions of the contracted space. The client must participate in this review and give the approval of the state of the venue, prior to the initial setup. At the closing of the event and after removing all temporary setup and equipment that serviced the event, all the areas will be reviewed in order to document the conditions of the venue. The client must participate in this revision and sign the document prior to their departure from the facilities.

In the case that there is any damage derived from the activities of each contractor and / or excess garbage, the contractor will be responsible for the compensation and / or total payment of the repair costs in order to receive approval to exit the facilities.

- Animales and pets

Under no circumstances nor time (assembly, event or dismantling) may any type of live animals nor pets be introduced in the facilities, except for show, exhibition or demonstration with prior written request to P.P. / CSM to analyze its approval.

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If approved, the client must issue a responsive letter to PALACE RESORTS, prior to the event start date. As an exception, animals trained for safety and assistance to people with disabilities may be admitted with the corresponding paperwork, safety and prevention measures necessary for each case.

- Uniform and identification

All contractor and their staff must wear their company's brand uniforms and identification badge with their name during the exercise of their contracted functions and while they remain within PALACE RESORTS® properties. In case they are not provide with uniforms, all workers are required to wear plain t-shirts, closed shoes and pants; NO tank tops, t-shirts or open back shirts, shorts, swimsuits, sandals, torn clothing or t-shirts with images or offensive language are allowed.

- Access areas

All contractors and their staff must only use the areas assigned for employees and suppliers. If you do not know the facilities, a map of the property and service access routes can be provided through P.P. / CSM.

Suppliers will be required to register with their official photo ID in the security booth in order to receive their visitor pass, which they must carry all the time to access the corresponding areas to carry out their work activities.

Access to family and friends who will not be carrying out work activities within the property and are not in the list of previously informed staff, will not have access to the property.

Please refer to the appendix in this document to learn more about access routes for each property.

- Rented areas

All contractor that is not staying at the hotel, must remain only in the areas assigned for their work, at the established times. Access to other facilities outside the event is prohibited.

It is the responsibility of each contractor to maintain clean and safe facilities, as well as to deliver them in the state that received them. This includes cleaning the areas or spaces you used. In case of breach of the above, the contractor must cover the charges for cleaning and transportation of garbage and leftover items

- Restricted areas

There is no access allowed to the frontal and interior of the hotel, pool, guest bathrooms, elevators, electrical stairs, guestrooms, kitchens, restaurants, SPA, recreational and fitness activities, offices, etc.

Employee locker rooms and showers are for the exclusive use of the hotel staff.

- Storage

In case of requiring temporary storage, PALACE RESORTS® will assign a space based on availability, once it receives the request, considering the rental charge of such place applicable to the contractor.

The assigned space and its content is the sole responsibility of the contractor.

No equipment, material nor containers should remain in the service hallway area nor in guest's view and pathway. Any equipment or container that is not being used during the event, must be transported off-site to the loading area or previously assigned space, if applicable.

After 24 hrs of concluding the event, PALACE RESORTS® is not responsible for any forgotten object.

- Equipment

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The contractor must provide its own protection, security and transport equipment according to its production (including: platform trucks, forklift trucks, electric and manual forklift trucks, materials and packaging equipment). Cars and forklifts must be electric and have a reserve light. They must have wheel covers to protect the facilities assigned to the event and route of transfer.

The supplier must provide protection pallets (with carpet underneath) that will be used when the transfer is made or heavy load is transported into the facilities. All platforms must be in place before the team can enter the event sites. The protection pallets cannot be stored on the loading platform.

All loading movements of the contractors must be through service forklifts and assigned areas for service (back of the house). Under no circumstances will the guest elevator be used to transport materials, equipment or staff.

- **Audiovisual**

No contractor is authorized to handle, use or control the internal audio, lighting and video Systems of PALACE RESORTS®.

All contractors must comply with the guidelines mentioned here and the indications made by P.P. / CSM, for the realization of events in its properties, PALACE RESORTS® reserves the right to immediately terminate any event in case of technical breach of the established guidelines.

- Remote piloted aircraft system (RPAS)

In all PALACE RESORTS® facilities, both indoor and outdoor, the operation of any Remote Piloted Aircraft System (RPAS) that includes, among others drones, helicopters, zeppelins, inflatable balloons, and / or any other device piloted remotely; is subject to the following regulation:

Compliance with the guidelines of the General Directorate of Civil Aeronautics in its Compulsory Circular COAV-23/10 R2 dated April 8, 2015; in which "The requirements to operate an RPAS" are established.

In accordance with the established guideline document (CO AV-23/10 R2), only the operation of "RPAS Micro" (Maximum take-off weight of 2 Kg or less) is allowed inside the buildings if it complies with the following:

The operator responsible of the device must comply with the administrative procedures and deliver to P.P. / CSM:

- A signed responsive letter in which the operator agrees to comply with the official regulations applicable to RPAS and take responsibility for any damage that may occur with the device, whether it's to the event attendees, guest and staff in general.

- Copy of the Civil Liability Insurance policy for damages to third parties established in section 8.1.4 of the circular letter (CO AV-23/10 R2).

Flights over people must be done while maintaining the maximum possible height, which in no case may be less than five meters above them.

If the device bears or has any type of advertising or branding, you can only make flights over the event space or assigned to it with prior authorization of the flight plan by P.P. / CSM.

The landing / landing area of the devices will be assigned by P.P. / CSM.

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PALACE RESORTS® reserves the right to temporarily or permanently suspend the operation of any RAPS device, in case of non-compliance with any of the guidelines mentioned here and / or the detection of any situation that could put at risk the physical and integrity of people and / or facilities.

It is forbidden to use RPAS whose denomination is "light RPAS" (maximum takeoff weight of more than 2 Kg inside the buildings. For outdoor areas, a RPAS device up to 25 Kg) or "heavy RPAS" (maximum takeoff weight of more than 25). Kg) can be used as long as it complies with what is indicated in the circular letter (CO AV-23 / 10R2) and is the direct and total responsibility of the owner / operator of the device, thus releasing P.R. of any responsibility.

Any situation or matter related to the use of RPAS devices in the exterior or interior areas of the installations, must be authorized only by PALACE RESORTS®.

- Supervision fees

Supervision handled by PALACE PRODUCTIONS has a fee per hour (min. 4 hours per event) of:

- Monday – Saturday 7am - 7pm \$ 40.00 USD/hour
- Monday – Saturday 7pm - 12am \$ 52.00 USD/hour
- Monday – Saturday 12am - 7am \$ 56.00 USD/hour
- Sunday and holidays \$ 17.15 USD/hour (additional to schedules mentioned above)

All additional service required must be pay in total prior to the event start date. To request cost of additional services, please contact P.P. / CSM.

05 SECURITY

- General security

PALACE RESORTS® provides general preventive security in common areas of its facilities and properties, as well as perimeter security (terraces, main access, buildings, Beach, lounges, parking lots, courtyards, administrative offices, consumption centers, leisure and Entertainment, etc.)

All bags, boxes, packages and containers are subject to security checks when entering, staying and leaving the premises.

Each contractor is responsible for providing the data and information of their main contact supervisor (Name, position and cell phones), who will be responsible for their staff at all times within the facilities and respond positively to the authorities and PALACE RESORTS® authorities when requested.

- Conduct

At all times, PALACE RESORTS® established guidelines and regulations must be respected.

Disrespectful conduct, vulgar language, noise and aggressive behavior towards customers, guests and / or general personnel of PALACE RESORTS® will not be tolerated. It is forbidden to run, scream, whistle and play during the working shift within the property and facilities.

The consumption, handling and carrying of any product and derivative of drugs, tobacco and / or alcohol in any presentation, dosage or quantity is strictly prohibited. PALACE RESORTS® is committed to having a work space free of vices for its staff, guest and all types of contractors.

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It is not allowed to stay overnight or take time to rest inside and outside the facilities. The client will be responsible for coordinating the working hours of their contractors and staff.

- Event security

In case the client requires additional security service and focused on the event, it is recommended to hire additional security personnel. PALACE RESORTS® can provide this service based on availability at an additional cost, as long as it is requested with no less than 15 days prior to the group arrival.

Under no circumstances will PALACE RESORTS® be held responsible for damages or misplacements of equipment and objects within the contracted area and during the entire period of stay, even at times when there is no access to contractors and / or visitors.

The client accepts that all activity carried out in the facilities will be subject to current regulations and to the integral security policies of P.R.

- Use of weapons

It is strictly prohibited to introduce and / or carry any type of firearm or sharp objects, except those that correspond to the authorized and trained personnel by PALACE RESORTS®.

- Closed circuit

PALACE RESORTS® has an internal closed circuit monitoring system that performs surveillance activities of the facilities and operation of the hotel services. The cameras are not focused on monitoring events, therefore, the hotel does not share any footage to anyone not part of PALACE RESORTS security team.

- Civil protection

- Emergency response systems

PALACE RESORTS® has general security Systems and equipment whose possible use is included in the use of the venue and is made up of:

- Hydrant emergency stations
- Portable fire extinguishers
- Sprinklers
- Smoke detectors
- Strokes/horn
- Manual emergency stations
- Emergency exit doors
- Evacuation routes and emergency exits

- Emergency exits and evacuation routes

All venues and locations have emergency exits and evacuation routes visibly identified. During assembly, event operation and dismantling, they must be available, visible and directly accessible and free of any type of obstacle in case of use due to an emergency. Each emergency exit must have at least 3 meters of available space in front. The minimum recommended distance between corridors and equipment is 3 meters and must concur with the emergency exits.

- Fire Equipment

In all the internal facilities, there is a network of sprinklers and water-based hydrants, smoke detectors, in addition to this system there are portable and mobile fire extinguishers, strategically placed and marked for use, in case of emergency, also in external locations.

It is strictly prohibited to block and / or obstruct access to the fire extinguishers and equipment.

Contractors must inform themselves and communicate to their staff regarding the evacuation procedures of the facilities in case of fire and must follow the relevant instructions of PALACE RESORTS®.

- Emergency situations

In case of an emergency caused by a disturbing situation within the facilities and with the objective of guaranteeing the physical integrity of the people, protection of facilities and goods, the security and civil protection area PALACE RESORTS®, have established the response procedures and attention, in case of a contingency. If you require additional information about the procedures, please request it with P.P. / CSM.

- Stages, platforms and structures

All stage, platform or structure assembly must comply with the previously established guidelines of the outputs and emergency equipment, CCTV cameras, lighting controls, signage and ventilation screens.

Depending on the nature of the assembly, the floor or carpet must be protected in its entirety during installation using the floor, foamy, neoprene, carpet, wood and / or other similar support material.

Every stage must have a technical sheet endorsed by P.P. and in the case of a large production, compliance with the current regulations on Civil Protection and other administrative procedures must be considered.

- Pyrotech and fire effects

The use of pyrotechnics and fire effects are permitted only when using PALACE RESORTS approved supplier. Please contact your contact at P.P. / CSM in order to receive the authorize vendor based on the property where the event will be held.

- Hazardous substances or materials

PALACE RESORTS® does not allow any demonstration or use, which may cause any risk; in which substances or in general materials that are considered dangerous (risk of inflammability or explosion, health risk or reactive) are used.

In the case of containers containing solvents, cleaners, alcohol or any substance classified as dangerous, it must be contained in suitable containers with a lid. (Prohibited containers of soda, water or similar), in case of non-compliance, these will be confiscated.

The MSDS (Material Safety Data Sheet) must be provided to P.P. / CSM in case of requiring chemical products to enter the facilities, 30 days prior to the start of the event.

- Hazardous waste

It is the responsibility of the client and his contractor, the handling and removal of all hazardous waste (solid, liquid, biological-infectious, puncturing, etc.) which are generated as part of the activities of the event, they must

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be recovered and transferred for its final disposal. In no case may this be deposited in the trash, poured in sewers and dispose or abandon within the facilities.

- Stoves, heaters and heat accesories

The use of candles, fuels to heat food such as Sterno®, butane-based stoves, laser and fog machines, are subject to federal, state or local regulations, which must be met. It is the responsibility of the contractor to obtain and pay all permits. These permits must be presented to P.P. / CSM no later than 15 days prior to the event start date.

We highly recommend considering the use of electrical equipment.

- Activities that produce spark or flame

It is forbidden to perform welding and blacksmithing work, as well as any work or demonstrations that generate sparks, heat or open flames, without the approval of P.P. / CSM.

- Motorized internal combustion vehicles

Only vehicles or equipment that are an essential part of the event as an exhibition, may be considered inside the facilities. In this case they must keep the gasoline/diesel tank with a maximum of ¼ of fuel tank or 15 liters, as the case may be. The vehicle must be inspected so that the systems and different liquids do not leak. The tank cap must be in place and for no reason will the engine of these vehicles be turned on not operated.

It is mandatory to completely place carpet to the area where the vehicle is being placed. The vehicle keys of all motorized vehicles left inside the facilities must be available at all times with the person in charge and has knowledge on how to operate and move the vehicle, if necessary.

The circulation of motor vehicles is limited only to the area of the event and venue assigned.

- Safety and prevention personnel

PALACE RESORTS® security staff will carry out activities related to the prevention of risks and emergencies, onsite correction of actions and unsafe conditions, front-line response in case of an emergency, as well as activate the systems related to the contingency plans in case of a major emergency.

All events must have an established plan to attend or react in case of an emergency, as well as to determine civil protection brigade members.

- Signage

All type of signage must be adapted to the measures previously established and authorized and sent with a minimum of 45 days before the event.

Interior signage.- Any signage proposal associated with the event must be previously authorized for its installation. The signage must be directly proportional to the space contracted and used only during the days of the event.

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Signage in public and exterior areas.- Is restricted, and can only be confirmed under the authorization of P.P. / CSM, as long as they correspond to the contracted facilities and venues.

- Inspections

The hotel security personnel and P.P. constantly inspect the halls and corridors (setup, event and teardown), in order to ensure the safety of people and facilities.

The client and its contractors agree to comply with the indications and recommendations made by the aforementioned staff, as well as the application of sanctions corresponding to the persons who put their physical integrity at risk to themselves, third parties and installations of P.R.

- Temporary installations

Facilities that may transmit risk to both the attendees and facilities are prohibited, without the corresponding protection and signage. This measure will be applied during setup, events, teardown and supervised and authorized by hotel security and P.P.

- Safe work practices

It is the responsibility of the client to ensure that the production equipment and cables of all areas (including the back of the facilities or buildings, corridors, etc.) are protected in such a way that they do not pose any potential risk to the safety of the guests nor staff of PALACE RESORTS®. As well as comply with the codes and standards against fire and civil protection.

- Setup / teardown requirements

All surfaces (floors, walls and ceilings) must be protected and covered during the transportation of equipment either for installation, operation or disassembly.

In case special cleaning is required on some of the surfaces, there will be a service charge.

The placement of nails, drill holes and similar actions in floors, walls, ceilings and decoration are strictly prohibited by PALACE RESORTS®. If a contractor requires drilling to anchor an equipment, counterweights and / or supports, it is necessary to request it in advance in order to review authorization and inform the guidelines and costs for such work.

- Medical service

The facilities do not have medical service available for contractors and non-guest attendees during the events. It is recommended to contract medical service specific to the needs of your event, from the setup, assembly, operation and disassembly and teardown. P.P. / CSM can give list of options.

All suppliers to whom the Palace Resorts Technical Production Manual applies, must have and maintain a liability insurance policy, issued by a legally authorized company, that safeguards PALACE RESORTS, PALACE PRODUCTIONS, its facilities, personnel, officials, related companies, subsidiaries, etc. of any responsibility that may arise due to the operation of the equipment and / or services of the external provider. The foregoing, in the understanding that the external provider and / or the Client / Group are required to deliver to PALACE RESORTS the documentation that proves that

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this requirement has been met at least 60 (sixty) days in advance of the program start date and / or client's hotel check-in. This insurance shall cover any consequential damages of up to \$ 500,000.00 (five hundred thousand dollars 00/100 M.N.) and must contain the following:

- 1) Name of the insured
- 2) Validity and date effective (from the day of entry to the hotel: unloading of the equipment, assembly, operation, and dismantling and exit charge)
- 3) Assembly date: specify start date and end date.
- 4) Event date: specify start date and end date.
- 5) Disassembly dates: specify start date and end date.
- 6) Currency: minimum \$ 500,000 USD (US Dollars).
- 7) Territoriality (Jurisdiction: Mexican and worldwide for claims for events occurring within the indicated event (s) and in the property or location designated as risk location).
- 8) Maximum liability limit per event.
- 9) Civil liability for live events.

06 COMPULSORY SERVICES

- Civil protection

For procedures and handling of corresponding permits, please consult with P.P. / CSM.

- Medical service for event attendees

PALACE RESORTS® provides its guests with medical service for minor emergencies and first contact response at an additional cost. For more information about medical services, it is necessary to consult with P.P. / CSM).

For events of more than 500 attendees, it is recommended to consider the auxiliary medical service (ambulances) as a mandatory service for the safety and protection of the attendees of your event.

- Waste handling

The contractor is responsible for turning in the facilities used in the same conditions in which they were delivered. All garbage and material generated by the event must be collected, respecting the indications for waste handling.

If you require waste collection service from PALACE RESORTS®, you can request it through P.P. / CSM who will indicate the cost of it.

07 EXCLUSIVE SERVICES

- Electrical (electrical power supply)

The local electricity supply is provided and managed only by PALACE RESORTS®, neither the contractors nor the assembly staff, will have access to the power centers or the contact boxes of the venue's electrical installations.

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The supply of materials, labor, electrical energy and installation from PALACE RESORTS® electric feeders to the point of consumption of the contractor, will be provided exclusively by P.P.

The schedules of electrical services to contractors will be agreed between the client and P.P. / CSM and they cannot be modified. In the case of requiring a continuous service of 24 hrs or backed by an electric generator, it may be hired additionally, subject to availability and with the corresponding advance payment.

All electrical conductors used for the distribution of electrical energy must be of rough use or protected in pipes and / or adequate conduits, always considering the caliber according to the connected load. The use of duplex cable is prohibited. The electric current switches must be of thermomagnetic type. The splice or union of cables must be isolated by means of appropriate connectors to the corresponding voltage and gauge.

In the case of electronic equipment and / or high sensitivity to voltage variations, a voltage regulator or uninterruptible power supply must be installed to protect them. PALACE RESORTS® is not responsible for voltage variations or suspensions of the electricity supply as it is a service provided by a third party.

The wiring of the events and inside the stands cannot in any case be suspended from the structures and / or columns, and must be conducted in a hidden way by suitable channels and be properly protected and isolated.

An electric generator will be necessary and will need to be contracted for beach events.

The electric supply will be available in designated locations with the following rates considered:

- | | |
|---|--------------------------------------|
| • Basic outlet 15 amps single phase | (Contacts available at the location) |
| • Three phase 50 amps total for the 3 phases | \$120 USD per day |
| • Three phase 51-99 amps total for the 3 phases | \$250 USD per day |
| • Three phase 100-200 amps total for the 3 phases | \$350 USD per day |

For larger outlets, the additional contracting of an electrical generator is required and will be supervised by P.P. only. All additional service required must be pay in total prior to the event start date. To request cost of additional services, please contact P.P. / CSM.

• General lighting

The ballroom's general lighting is included with the rental of the venue during the contracted dates and will be considered as the following:

Event phase: 100% of total lightning availability

Setup and teardown: 50% during work schedules.

10% outside of work hours, due to security reasons.

Event:

100 % two hours prior to the event start time and until the closing of the event.

50% one hour after closing access to the event.

10% on the remaining hours for security purposes.

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Any special consideration must be agreed in writing between PALACE RESORTS® and the client, who undertakes to cover the costs that may be apply.

The client must notify P.R. in writing, the official schedule of events and assembly / setup / disassembly / teardown. Any increase or modification may have an additional charge.

The exterior lighting of the event areas and other areas of the installations will be exclusively carried out under the PALACE RESORTS® own energy saving systems.

In case of suspension of the power supply by the third party, P.R. will try to provide emergency lighting, without any obligation unless an electric generator has been contracted as backup.

The hotel offers general lightning to all areas but sometimes may not be enough for an event. If your event requires focused and specific lighting, please contract additional lighting services.

- Telephone and internet

These are services provided by PALACE RESORTS® at an additional cost to their clients by prior request with a minimum of 45 business days before the event:

- Personalized internet access (wired and wireless)
- Wi-Fi internet capacity increase
- Internal telephone extensions
- Calling code for external calls

- Concessions and merchandise

Unless stated otherwise in a contract or written letter, PALACE RESORTS® reserves the right to approve, sell or commission the sale of any product within the premises. Please consider that the sale of any merchandise that enters into direct competition with the services offered by and in P.R. will not be permitted.

08 TECHNICAL SERVICES

- Hydraulic, sanitary and compressed air installations

To request the use and authorization of the mentioned facilities or quotation and availability, it is necessary to consult and request it P.P. / CSM with a minimum of 60 working days.

- Air conditioning service

PALACE RESORTS® has this service included during the specified hours according to the contracting of the facilities of your event. In case the client would like to extend the hours of this service, this will be quoted separately.

- Rigging

In order to preserve the integrity of both the floors and the ceiling panels, as well as the safety of the attendants, P.P. is the only company authorized to perform hanging and rigging work and provide the necessary equipment for the elevation of elements (rigging), which includes hanging points, motors and aluminum structures (trusses), as well as current connections. The use of this service will be quoted based on to the project presented by the contractor.

Technical Production Manual

The following fees are considered for rigging services in general. P.P. will provide a proposal based on your event needs.

• Rigging points	\$100 USD per point per day
• Aluminum structures 30cmX30cmX3m	\$50.00 USD rent per day (more lengths available upon request)
• ½ and 1 ton motor	\$100.00 USD rent per day (more lengths available upon request)
• Forklift	\$270.00 USD rent per day
• Articulated boom lift (genie) (Arena)	\$800.00 USD rent per day
• Rigger (day shift)	\$55.00 USD per hour (call min 4 hours)
• Electrician (day shift)	\$55.00 USD per hour (call min 4 hours)
• Night shift, Sundays and holidays	\$17.00 USD per hour (additional to fees mentioned above)

All additional service required must be pay in total prior to the event start date. To request cost of additional services, please contact P.P. / CSM.

09 FOOD AND BEVERAGE

Under no circumstances is access of food and beverages to the facilities allowed. As well as sale and consumption and of any type and brand of food and beverages, homemade or industrialized. It is prohibited to consume alcohol while on the premises and during the contractor's workday.

Only under authorization and corresponding payment, will the contractors and their staff, be able use the employee restaurant. Only groups of up to groups 4 people are allowed at the same time and during the times indicated by P.P. / CSM. This service must be requested at least 20 days prior to the event, with the corresponding payment and based on availability.

The behavior must be in accordance with the guidelines indicated in this manual.

10 PARKING LOT

The parking lot is subject to availability and subject to internal logistical instructions at all times.

According to P.P. / CSM indications, trucks and means of transport may temporarily park for the unloading and loading of their equipment and shall be removed upon completion of such work.

Vehicles used for delivery, transport or storage of equipment cannot remain in the premises at night. The customer is responsible for removing the vehicles and / or containers. Any vehicle that remains on the premises for more than 12 hours, without a written approval of P.P. / CSM, will be towed and / or penalized at the customer's expense.

11 TECHNICAL PRODUCTION MANUAL AGREEMENT

I, _____ (client), have received on _____
a copy of the Technical Production Manual, in order to fulfill the operation of events within PALACE RESORTS® properties.

I confirm that I have read, understood and agree with all the information included and described in this document. I also acknowledge that for the case in which PALACE PRODUCTIONS does not serve as the service provider, the charges mentioned in this Technical Production Manual will be considered and applied for payment through the group master account or direct payment to PALACE RESORTS®.

Name of Group or Event: _____

Group or Event Dates: _____ to _____

Client Contact: _____

Client Signature: _____

12 APPENDIX

Access Map of Moon Palace Cancun and The Grand at Moon Palace Cancun



Access Map of Sun Palace



Access Map of Beach Palace



Acceso a Beach Palace *Beach Palace Access*

Access Map of Isla Mujeres Palace



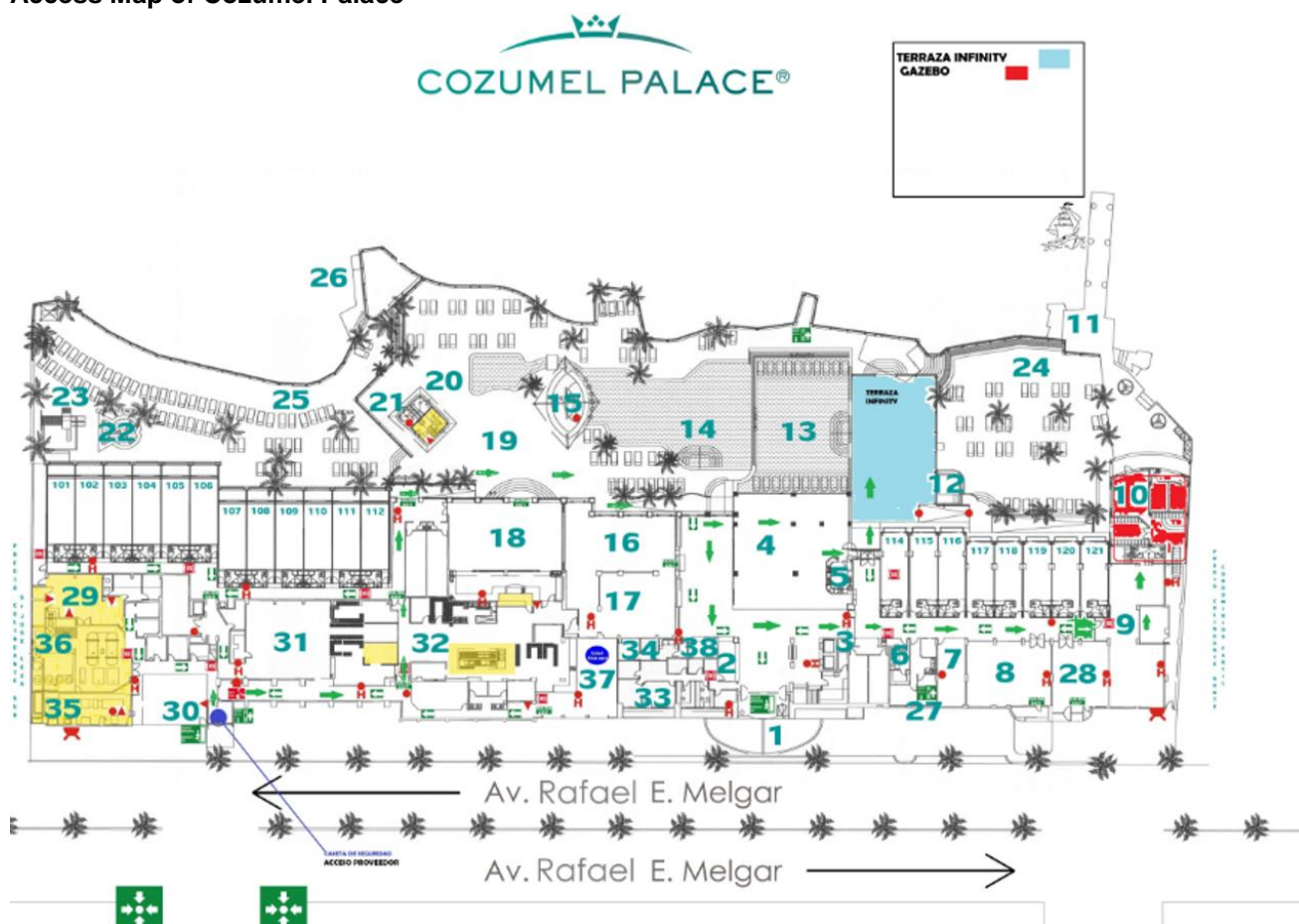
Access Map of Le Blanc Spa Resort Cancun



Access Map of Playacar Palace



Access Map of Cozumel Palace



Access Map of Moon Palace Jamaica



Access Map of Le Blanc Spa Resort Los Cabos

