



SECTION ONE: IN ADVANCE OF THE AFM

A. Arrange Security Deposit & Incidental Account

Exhibitors are required to open a Security Deposit and Incidental Account with the Hotel. Exhibitors must set up these accounts prior to arrival at the AFM by submitting the Credit Card Authorization form no later than **Wednesday, October 26**.

1. Security Deposit – US \$500 per office: A credit card is required to open a Security Deposit account. When the deposit is made the credit card will be charged the designated amount. Any subsequent charges will be posted against the Security Deposit within 10 days after the AFM if it is determined that hotel items have been damaged or are missing during the Hotel post-AFM inspection on Sunday, November 6.
2. Incidental Account – US \$1,000 deposit per company: Exhibitors are also required to open an Incidental Account with a credit card, cashier's check or cash. The Hotel will not invoice a company. This account will be used for any charges made to the room (room service, phone calls, coffee, faxes, etc.).

If a credit card is used for the above accounts, the card must be in the name of the Exhibitor representative that is checking in at the Hotel Front Desk. If the cardholder will not physically be at the Hotel, arrangements must be made in advance.

If cash or a cashier's check is used, the Hotel will provide an itemized invoice of any charges and refund (by check only) the balance no sooner than 14 business days after the end of the AFM.

B. Viewing Your Office(s)

If you wish to view your office(s) prior to the AFM, an appointment is required as availability will be based on the Hotel's occupancy. Drop-ins cannot be accommodated. Contact the Catering Department directly at +1.310.899.4004 to schedule an appointment with a designated representative.

SECTION TWO: UPON ARRIVAL AT THE AFM

Exhibitor Check-in is open on Sunday, October 30 from 2:00pm – 6:00pm & Monday, October 31 from 8:00am to 6:30pm and is located on the 5th floor of the Loews Hotel in Arcadia B. Once check-in is complete, the Exhibitor representative will be given a Check-In Notice to bring to the Hotel Front Desk to complete Hotel Check-In.

Hotel Check-In: To collect room keys, an Exhibitor representative must check-in at the Hotel Front Desk on Sunday, October 31 or Monday, November 1 between 8am – 7pm. If the Security Deposit & Incidental Account have not been arranged in advance, the representative must open these accounts with a personal or company credit card in that person's name. Hotel Staff will conduct a pre-AFM inspection noting any damage and confirming the inventory in the Exhibitor's office(s). The Inspection Inventory Sheet must be signed by the Exhibitor representative. Once the accounts have been opened and the Inventory Sheet signed, the Exhibitor representative will be given four key cards per office.

Bell Desk: During Exhibitor set-up days Bellmen will be available for load-in assistance of small, hand-carried items from 8:00am to 7:00pm. Tipping will be left to the discretion of the Exhibitor.

SECTION THREE: DURING THE AFM

A. Lost Key / Locked Out of Office

To replace a lost key or to request entry if the key is locked in the room, only those individuals that are registered on the Exhibitor's account with the Hotel may go to the Front Desk and request a new one. An AFM Photo Badge will be required for identification. It is suggested that keys be distributed only to those individuals registered with the Front

Desk, and that room numbers are not written on the keys. Security Guards do not have master keys and cannot help Exhibitors enter offices.

B. Housekeeping

Housekeeping services will include emptying the office trash cans twice a day and vacuuming once in the evening. If Housekeeping attempts to empty your trash or vacuum and you are in a meeting, please call Housekeeping when you leave so your trash will be cleared before the next business day. Housekeeping will only pick up trash in the trash cans provided in your office. It is the Exhibitors responsibility to dispose of large items including boxes. If the *Do Not Disturb* sign is on the door, Housekeeping will not enter to take out the trash or vacuum the room.

C. Hotel Food and Beverage Service

Food service is available at varying prices throughout the Hotel. To avoid incorrect billing of restaurant and bar charges to individual rooms or offices, Exhibitors must present their AFM Badge and room key when charging food or beverages in any of the Hotel's outlets. **The Hotel adds an automatic service charge to all checks.**

D. Room Service

There is a \$20.00 minimum charge for Room Service to deliver non-food and beverage items such as glasses or ice. Food and beverage orders will be given priority over non-food and beverage deliveries.

E. Outside Food and Beverage

Soft drinks, bottled water and packaged food may be brought into the Hotel; however, Exhibitors may not bring in more than two cases of soft drinks or bottled water per office per day. Prepared foods (e.g., deli platters, pizzas, or other catered food) that are not purchased from the Hotel are prohibited in any office.

F. Coffee Machines / Tableware / Silverware

Single-serve coffee machines such as Nespresso and Keurig are permitted in offices. Machines that make one cup at a time and do not have a hot plate should not create a strain on the hotel's electrical network.

G. Prohibited Items

Kitchen electrical appliances may not be used in the Hotel. This includes coffee makers that require a hot plate, popcorn machines, microwaves, electric tea kettles, etc. Use of these appliances may violate the City of Santa Monica fire codes and will likely **cause power outages** in the Hotel. If an unauthorized electrical appliance is found in an exhibitor office, the Hotel may remove the item. **Additional infractions of this policy will result in fines added to the Exhibitor's incidental account.**

SECTION FOUR: DEPARTURE FROM THE AFM

All offices must be vacated on Sunday, November 6, by 5:00pm.

Post-AFM Inspection/Front Desk Check-Out: It is the Exhibitors responsibility to contact the Hotel Front Desk for a post-AFM inspection prior to vacating the office(s). Once the inspection has been completed, the Hotel will ensure the Exhibitor vacates the room and the door will be locked. Exhibitors should not request an inspection until they are prepared to vacate the office(s). If an Exhibitor fails to request a post-AFM inspection, one will be conducted by the Hotel and any damage observed or equipment missing at that time will be deducted from the Exhibitors Security Deposit. After the inspection the Exhibitor may proceed to the Front Desk to complete check-out and settle accounts.