

## SECTION ONE: IN ADVANCE OF THE AFM

### Arrange Office Security Deposit

Exhibitors are required to open an Office Security Deposit with the Palms Casino Resort (“Hotel”). Exhibitors must set up this account prior to arrival at the AFM. Do not fax or email credit card information to IFTA or AFM. Exhibitor **Office Security Deposits** must be processed by the hotel **no later than Friday, October 25, 2024**. The hotel will send an online link to the Main Exhibitor Contact for payment via Sertifi.

1. Office Security Deposit – US \$500 per office & a maximum of \$1,500 for a Premium Suite:  
A credit card is required to open an Office 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 if it is determined that hotel items have been damaged or are missing during the Hotel post-AFM inspection on Sunday, November 10.
2. Incidentals – upon check-in at the Hotel Front Desk, you will be asked for a credit card for Incidentals, i.e. room service, dining, etc. If a credit card is used, 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 with the hotel.

## SECTION TWO: UPON ARRIVAL AT THE AFM

**Exhibitor Check-in** is open on Sunday, November 3 from 3:00pm to 5:00pm (note that Sunday hours may change; updates to follow) & Monday, November 4 from 8:00am to 6:30pm and is located in the Lobby Level of the Palms Casino Resort, in the Greene Street Lounge. 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 and receive your office keys.

**Hotel Check-In:** After an Exhibitor is checked in with AFM, to collect Office room keys, an Exhibitor representative must check-in at the Hotel Front Desk on Sunday, November 3 after 3:00pm, or Monday, November 4, between 8:00am and 6:30 pm. **If the Office Security Deposit has not been arranged in advance, the representative must open the account 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 account has been opened and the Inventory Sheet signed, the Exhibitor representative will be given four key cards per office (unless a different quantity is requested at the Hotel Front Desk at the time of check-in).

**Bell Desk:** During Move-in and during the AFM, Bellmen will be available for load-in assistance of small items, all which must fit on the Bellman’s cart. Tipping will be left to the discretion of the Exhibitor and each bell cart use will incur a \$20 charge, paid at the Bellmen’s Desk. The Hotel may prohibit any item, and the Bellmen may direct large crates and boxes to the hotel’s loading dock or business center. Extra charges may apply. For advanced shipments, please refer to the [Advanced Shipping AFM](#) button in the Move-Out/Move-In section of the Exhibitor Services Kit. Please note that Exhibitors are allowed to hand-carry items without the use of a bellman’s cart, but no personal hand carts or dollies are allowed through the hotel’s front entrance.

## 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 and vacuuming in the evening (subject to change). 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 Exhibitor’s 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. The outlets in the Food Court cannot be billed to the Exhibitor’s room. The hotel automatically adds a 23% service charge and an 8.375% sales tax to all checks, except in restaurants that are not booked as large party reservations.

**D. Catering Pre-Order Form**

All orders will receive a 10% discount from the listed prices on the form. Please note the service fee of 23% is calculated using retail pricing and sales tax of 8.375% is calculated on discounted price. Orders must be placed with Palms Casino resort 7 days prior to delivery date. Changes in quantities can be made up to 3 days in advance. Please send completed order forms to the hotel, attention [Jocelyn.mckinney@palms.com](mailto:Jocelyn.mckinney@palms.com) – [Click here](#) for the Catering Pre-Order form.

**E. Room Service**

Room service orders will incur a 23% service charge and an 8.375% sales tax on each order. Room service will not deliver non-food and beverage items, such as glasses, utensils or ice, without a food and beverage order. [Click here](#) for the Palms Room Service Menu.

**F. NO Outside Food and Beverage**

NO bottled water, coffee pods, soft drinks or alcohol or packaged food may be brought into the AFM offices of the hotel. Note all prepared foods (e.g., deli platters, pizzas, or other catered food) that are not purchased from the Hotel Catering or Room Service are prohibited in any office. Please refer to the Catering Pre-order Form and Room Service Menu to place your order.

**G. Coffee Machines**

Exhibitors are NOT allowed to bring in their own coffeemakers, but the hotel will rent to Exhibitors a Nespresso Breville & Frother for the following prices:

PACKAGE	MACHINE + PODS	MACHINE + PODS	ADDITIONAL PODS ONLY
Package 1	(1) Machine + 100 Nespresso Pods	\$750.00	\$375.00
Package 2	(1) Machine + 200 Nespresso Pods	\$1,100.00	\$750.00
Package 3	(1) Machine + 300 Nespresso Pods	\$1,400.00	\$1,125.00
Package 4	(1) Machine + 500 Nespresso Pods	\$2,000.00	\$1,875.00

The coffee machines come with sweeteners, creamers, and the appropriate amount of bottled water to make the coffee. A 23% service fee and an 8.375% sales tax will be added to each rental. Deadline for ordering is **Friday, October 11**. Orders received after this date may not be able to be fulfilled and, if so, will incur a late fee. [Click here](#) for the In-Room Hospitality Items Order Form.

Reordering of Coffee Pods – delivered 2 hours from the time of the order with a submission deadline of 3:00pm daily. [Click here](#) for the On-site Reordering Form.

#### H. Mini Refrigerator Rentals

Mini Refrigerators are available for rent at a cost of \$250 for the duration of the AFM. The dimensions of the Mini Refrigerators are H 33.2 in, W 17.5 in, D 19.1 in, 3.2 cu. Ft. There are no taxes or service fees added. Deadline for ordering is **Friday, October 11**. Orders received after this date may not be able to be fulfilled and, if so, will incur a late fee. [Click here](#) for the In-Room Hospitality Items Order Form.

#### I. Water Cooler Rentals

All water dispensers must be provided by the hotel and there will be a charge of \$250 per water dispenser, which will include one (1) five (5) gallon bottled water. Each additional replacement of the one (1) five (5) gallon bottled water will be charged \$35 plus 23% service charge and 8.375% service fee. Deadline for ordering is **Friday, October 11**. Orders received after this date may not be able to be fulfilled and, if so, will incur a late fee. [Click here](#) for the In-Room Hospitality Items order form. [Click here](#) for the On-site Reordering Form.

#### J. Request to Lock Mini Bar

Exhibitors requesting to have their Office mini bar locked will need to pay a fee of \$100 to the hotel in advance of AFM. Deadline for submitting requests is **Friday, October 11**. Please note that the mini bar is sensor-driven. Therefore, if anything is touched, bumped or removed, an automatic charge will be incurred on your Office hotel account. Exhibitors are not allowed to use Mini Bar for storage or personal use. [Click here](#) for the In-Room Hospitality Items Order Form.

#### K. Prohibited Items

Kitchen electrical appliances may NOT be used in the hotel. This includes coffee makers (unless rented from the hotel), popcorn machines, microwaves, electric tea kettles, refrigerators (unless rented from the hotel), etc. Use of these appliances may violate the Las Vegas 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.

## SECTION FOUR: DEPARTURE FROM THE AFM

All offices must be vacated on Sunday, November 10, by 5:00pm.

**Post-AFM Inspection/Front Desk Check-Out:** It is the Exhibitor's responsibility to contact the Hotel 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 Exhibitor's Security Deposit. After the inspection, the Exhibitor may proceed to the Front Desk to complete check-out and settle accounts.