

ARIZONA GRAND RESORT AND SPA | Phoenix, Arizona
May 10 – May 13, 2021



2021 SUPPLIER MANUAL

SHOW MANAGEMENT CONTACT

Kendra Counts, Senior Events Operations Manager, 202-824-5112, kcounts@questex.com

Brie McDonald, Event Operations Manager, 617-219-8356, bmcdonald@questex.com

GENERAL SUITE INFORMATION

You will find below general rules and regulations for meetings, which occur in the suites at Arizona Resort and Spa in Phoenix. You must adhere to the rules and regulations. If any damage is done to the rooms, charges will be billed directly to your credit card.

1. Furniture in the suites may not be removed or relocated.
2. Taping, nailing and/or hanging any signs, banners from the walls, decorations, or furniture in the suites is strictly prohibited.
3. Signage is not allowed in the guestroom hallways or public foyers.
4. All houseware items must remain in the guestroom.
5. Arizona Grand will not allow the removal of televisions from the armoires or entertainment centers.
6. While you are allowed to connect to the television to display a presentation or video, under no circumstances shall any guest disconnect or reconfigure any Arizona Grand Hotel television.

Resort fee: The resort fee will cover guest suite Wi-Fi access as well as use of the athletic club and spa. Normally \$30, the resort fee has been waived for our group.

HOUSEKEEPING

Because meetings will be taking place in your suite, Arizona Grand's Housekeeping department will provide daily service to your living area and visitor's restroom on Monday and Tuesday between hours of 6pm-9pm per the request of your group to ensure privacy during your meetings. If you should need additional assistance, please feel free to contact Housekeeping from the phone in your room.

SIGNAGE

Signage is not permitted in the guest room hallways, elevators, main lobby areas, or the building exterior. The hanging of any item from a Fire-System detector and/or sprinkler is strictly prohibited. Suppliers will be held financially responsible for all damages for items hung on the Fire System detector and/or sprinkler.

BUSINESS CENTER

The business center can be found on the 2nd floor of the Conference Center. Guests will be able to use computers and print large and small print jobs. The business center is also able to print. Please refer to their information and pricing on page 6 and 7 of the Arizona Grand Meeting Planner Handbook.

EXTRA STORAGE

The Arizona Grand business center will accept shipments without storage fees up to 3 days before the event. Any shipment arriving greater than 3 days in advance may be turned away based on storage availability or may be charged an extra fee.

FLORAL

PJ'S Flowers | Tony Medlock | 602-995-4999 | pjsflowers.com

Flowers by Jodi | Jodi White-Guthrie | 602-264-6932 | flowersbyjodi.com

Avant-Garde Floral | Jill Murphy | 602-252-1685 | avant-gardestudio.com

Brady's Floral Gallery | Lorraine Cooper | 480-945-8776 | bradysfloral@msn.com

SHIPPING

All packages may be shipped to the following address to the attention of the individual who will be signing receipt of the package. When you arrive to the resort, you may retrieve your package(s) by visiting the Business Center, which is located on the second level of the Conference Center, or by dialing ext. 86428 from any resort phone. Complete shipping information and receiving pricing can be found on pages 8 and 9 of the Arizona Grand Meeting Planner Handbook.

Attn: On-Site Recipient's Name C/O GMITE/ May 10-13
Arizona Grand Resort & Spa
8000 S. Arizona Grand Parkway
Phoenix, AZ 85044

To confirm that your shipments have arrived, you may call the Business Center directly at 602-431-6428.

Outbound shipping: After the event has ended, if you wish to send any shipment back to your office you will need to obtain and complete a shipping form from the Business Center. Attach your shipping labels to your packages and call the Business Center at ext. 86428 for pickup. *Shipments will not be sent if an Arizona Grand shipping form is not completed.*

CATERING

You are encouraged to order refreshments to have available during your meetings. Please see catering service form for beverage and food options. Catering orders must be placed by April 1st, 2020. Orders will not be accepted after April 16th. For additional information or to place your order, please contact Kerry Feltenberg at 602-431-6427 or kfeltenberg@arizonagrandresort.com.

AUDIO VISUAL

Suppliers can connect to in suite televisions by using an HDMI cable. Connection ports are located on the side of the monitors for easy connectivity. It is recommended that you bring your own cables if you plan to use the in room monitors. If you do need to rent an HDMI cable, it will cost \$35 per day through the in-house AV Provider-ENCORE. If you have any other audio & visual needs, please refer to the pricing guide. If you have any questions, please contact Encore at 602-578-2699 or michael.slider@Encoreglobal.com.

SUITE BILLING METHODS

Food & Beverage is arranged through the Arizona Grand Resort & Spa and will be billed to your room.

All charges must be settled upon checkout.

All orders must be placed by April 16th at the very latest.