



Event Policies & Procedures

Please read the following information thoroughly. We know a great deal of effort is put into orchestrating a chart-topping event. These guidelines are our communication to you, to ensure that we perform a flawless event.

In keeping with our core mission, to teach audiences about the enduring beauty and cultural importance of country music through exhibits and educational programs, we are open to our public guests seven days a week. Access to the public touring areas of the Museum must be accommodated from 9:00 AM to 5:00 PM. The following guidelines have been established to ensure your event is executed seamlessly, while maintaining the integrity of our world-class exhibits and accredited facilities.

AMERICANS WITH DISABILITIES

The Country Music Hall of Fame® and Museum (CMHOF) is an ADA compliant facility. We are happy to provide auxiliary aids and services where necessary to ensure that any disabled guest is not treated differently by CMF than any other guest. Please provide your Event Services & Catering Manager with ample advanced notice of any special needs a disabled guest may have. Please note, it is also the legal responsibility of the client to also make accommodations for any guest with a disability in the planning of décor, staging and risers, ensuring the effective communication of the event and program, and modifying your own policies, practices and procedures to enable disabled guests to participate equally in the event and program.

ANIMALS

In compliance with the Americans With Disabilities Act, we do welcome trained service animals to provide assistance to an individual. Note, we otherwise do not permit animals inside the building for private events as to protect all guests and staff.

ATTENDANCE ESTIMATES and FINAL GUARANTEES

A 21-day estimated attendance count is requested on all private functions. Your Event Services & Catering Manager should be notified of the estimate of attendance by 12:00 PM twenty-one (21) calendar days prior to your event. In the event an updated estimate of attendance is not received by this date and time, the original or most recently communicated estimated attendance count will be utilized. The 10-day estimated attendance number can be increased or decreased by a maximum of 15% when submitting the 3- business day final guarantee. Increases above or below 15% will be accommodated based upon product availability from suppliers and cannot be guaranteed. Your Event Services & Catering Manager will provide you with a schedule of precise dates the updated estimates are due, if requested.

A final guarantee for your total number of guests is required on all private functions three (3) business days prior to the event. Should you not provide this final guarantee by this date and time, the 21-day attendance count or most recently communicated estimated attendance count will be utilized as the final guarantee for service and payment.

To protect our reputation as a professional event venue we do not allow “under guarantees”. We understand that obtaining an exact count can be difficult; therefore, we will always do our best to accommodate any requests made above your guarantee. For any guests accommodated and served over and above the final guarantee, they will be billed for at the per person menu price with a 10% surcharge.

Final billing will be based upon the final guaranteed guest count or the actual guest count, whichever is greater.

AUDIO VISUAL

As the Country Music Hall of Fame® and Museum, we take entertainment and production to heart. Our skilled Entertainment and Production Managers will carefully work with you to exceed the expectations of all needs for your event. In order to ensure this, CMF is the exclusive supplier for all audio visual equipment, sound, lighting, production and rigging needs. This team will also monitor all audio levels throughout the Museum, and operate all production areas exclusively.

BANNERS, POSTERS and SIGNAGE

CMF will coordinate the hanging of any banners for your function. Additional fees may apply based on banner size (Please see RIGGING section). Items may not be attached to walls, ceilings and fixtures in any damaging manner (pushpins, tape, nails, staples, glue, velcro or tacks) to prevent damage to fixtures and furnishings. All signage should be professionally printed (i.e. not handwritten). Please request easels for client-provided-signage or posters in advance; additional fees may apply.

We can also coordinate printing of your items locally and have them delivered directly to the Museum to avoid shipping. Client will provide all design work and approve all proofs. These printing costs will simply be added directly to your final bill. For any signage attaching to the building in a non-damaging manner (i.e. clings, magnets), the order must be coordinated through CMHOF and a printer of our choosing. Your Event Services & Catering Manager will be able to provide you quotes and a design contact if needed. All costs for these services will be added directly to your final bill.

COAT CHECK

For the convenience of your guests we are happy to provide coat check services at a rate of \$200 per attendant. One attendant is needed for every 100 guests. Please request this service with your Event Services & Catering Manager a minimum of fourteen (14) calendar days prior to your event. Should the coat check become unnecessary, you may cancel this service up to 72 hours prior to your event.

DECOR

Your Event Services & Catering Manager will work with you to achieve a personalized and stunning affair. As a museum, there are some items that are not permitted to be brought into the building, these include: birdseed, rice, sparklers, helium balloons, bubbles, stickers, loose marbles, loose confetti, silly string, glitter or any items that cannot be contained. Please keep this in mind when planning each of your décor elements as this policy is strictly enforced. If these items are included in your event, there may be non-negotiable clean-up fees and/or damage fees assessed and added to your final bill. Helium-free balloon designs may be used and are welcomed. We recommend bubbles, flower petals or contained streamers to be used on the exterior of the building for grand departures. Marbles contained inside floral vessels are permitted with approval from your Event Services & Catering Manager. Dance floors are strictly prohibited within the facility.

Candles create a welcoming ambiance to any event. We offer several complimentary votive options for your event, which have been approved by the Nashville Fire Department. Your decorator may also provide pillar candles or floating candles for your event, with the minimum requirement of 4 inches from the flame to the top of the glass container. The use of these should be discussed and approved by your Event Services & Catering Manager. For the safety of our guests, staff and facility open flames are prohibited.

Items may not be attached to walls, ceilings and fixtures in any damaging manner (pushpins, tape, nails, staples, glue, velcro or tacks) to prevent damage to fixtures and furnishings. We also ask that you not use adhesive name tags. For the safety of all guests, staff members, and vendors any extension cords, power strips, and the like should be taped down using gaffer's tape. Tape in any form may not be placed on stone, steel frames, sheet rock or doors.

For décor items which are to be placed at a height on the wall or hung from a ceiling and the use of our scissor lift is required, please confirm this request in advance with your Event Entertainment Manager. This will ensure the lift is scheduled and power charged for your event, as well as a museum production staff member scheduled who is licensed to operate the lift. Use of the lift does incur additional rigging fees (See RIGGING section).

The CMHOF does have preferred vendors for ancillary décor items for your event (see VENDORS section). Our goal is to simplify this process and be a one-stop-shop for all our clients' needs.

DELIVERIES and SHIPMENTS

Client Shipments: CMF has very limited space for storage and does not have a way to secure any shipments which arrive in advance of your event. Please plan to have all of your shipments made within three (3) calendar days of your event. This should be carefully scheduled with your Event Services & Catering Manager so they may notify our receiving Dock Manager. CMHOF will not take responsibility for shipped items. We reserve the right to refuse any unexpected deliveries.

Client shipments should be labeled as follows:

Country Music Hall of Fame and Museum
Events Department – {name of your Event Services & Catering Manager }
Hold for {name of your Event on date of your Event}
222 Fifth Avenue South
Nashville, TN 37203

For return shipments, please be prepared with all necessary packing materials and forms. There is no business center onsite to assist with materials or shipping documents. All freight and FedEx pickups will need to be scheduled by you within 48 hours following your event date. CMHOF will not make these appointments for you or guarantee storage for any remaining items after that timeframe.

Vendor Deliveries: Your Event Services & Catering Manager will work with you to provide a specific schedule for each vendor to deliver and pick up; this is to ensure dock space is available when each vendor arrives. We are not able to provide labor or equipment to assist with unloading deliveries. Please remind all vendors to arrive prepared with staff and carts/hand-trucks. It is critical that you share this schedule with all vendors and that each one adheres to this schedule for your event to be executed seamlessly. The loading dock is a very busy and high traffic area of our facility, due to this nature we cannot be responsible for items left in the loading dock area unattended. All vendor deliveries and pick-ups must occur on the day of your event unless otherwise approved. We are unable to store vendor items overnight. Discuss any special circumstances with your Event Services & Catering Manager. For the safety of our staff, your event, our exhibits and facilities, all vendor set-up and tear-down staff must register at the security office (at the loading dock on Fourth Avenue) and wear the proper credentials while on the premises. Vendor deliveries may occur at this location only:

Country Music Hall of Fame and Museum
Loading Dock (**Do Not confuse with Omni Hotel's dock**, the CMHOF dock is closer to Demonbreun Street)
On the north side of the staff parking garage
Fourth Avenue South
Nashville, TN 37203

DIAGRAMS

Your Event Services & Catering Manager will work with you to prepare a detailed layout of your event setup prior to your event date. Should you wish to submit your own layout, we ask that this be provided to your Event Services & Catering Manager for final approval. We will verify that your preferred layout is to scale with proper aisle widths, and also not blocking fire exits. Our goal is to ensure your event is a complete success and the room layout is a critical component of this.

ENTERTAINMENT and STAGING

An unparalleled entertainment experience is what we specialize in! Our team of Event Entertainment Managers will work with you to book the perfect entertainment for your event. Entertainment should be booked through CMHOF to meet our standards of quality and approval. Any entertainment contracted directly by the client must be approved by our Senior Event Entertainment Manager.

All equipment load in for entertainment must take place through the loading dock. The entertainment will meet a CMHOF representative at a specific pre-determined time to bring equipment into the assigned event space. Your Event Entertainment Manager will determine entertainment load-in, setup and sound check times. Stage plots, all tech requirements and rider must be submitted in writing to your entertainment manager no less than 10 days prior to the function.

The client will be responsible for any costs incurred for entertainment production needs, production staffing, green room hospitality, additional audio/visual and electrical hook-ups.

Greenroom Catering & Hospitality: If entertainment is being utilized during your event, we require a copy of the artist's contract rider. This document will inform us of the artist's specific needs and requirements. If your entertainment does not provide you with that document, we will arrange for basic refreshments. All costs associated with an entertainment's green room and hospitality requirements and needs are the responsibility of the client and will be included on the final invoice. No alcoholic beverages will be provided to entertainers while on the premises.

Staging: All stages will be provided and setup by the production team with The Country Music Hall of Fame and Museum. Stage decks are assembled in 4x8 sections and may not block or interfere with exits, fire egress, or exhibits.

EVENT PLANNING DETAILS

To ensure a successful event, all event and banquet details, including setup requirements and menu selections are due to your Event Services & Catering Manager no later than twenty-one (21) days prior to your scheduled event. A signed copy of all Banquet Event Orders ("BEOs"), room setup diagrams and Summary of Charges is required to be completed and on file no later than ten (10) days prior to the event. A final event timeline of all activities (i.e. welcome announcements, keynote speaking and awards) must be provided, in writing, to your Event Services & Catering Manager no later than ten (10) days prior to your event.

Any and all changes to your event must be made no later than three (3) business days prior to your event date. We understand that needs do pop up unexpectedly. We will do our best to accommodate those needs and requests; however, resolution may be limited due to available resources and staffing. Additional fees may apply for rentals, equipment, food or beverage added to or removed from your event after this deadline.

FOOD AND BEVERAGE MINIMUM

In order to reserve any event space as an exclusive private function there is a required minimum purchase for food and beverage. This is not an agreement of a specified package. Included with your contracted room rental and food/beverage pricing is the standard setup and tear down, event planning assistance, Event Captain supervision, our standard inventory of tables and chairs, glassware, china, and flatware. Please note that the contractual minimum does not include or account for upgraded equipment, service charge, taxes, or labor fees for specialized staff.

FOOD AND BEVERAGE PLANNING

Due to liability and legal restrictions, no outside food or beverage of any kind may be brought into the Country Music Hall of Fame® and Museum by the customers, guests, exhibitors, vendors or other suppliers. Please inquire regarding customized menus or very specific cuisine exceptions.

To be an accredited museum is an achievement of distinction. As we are a registered and accredited Museum, food and beverage is prohibited in the Museum Gallery and Exhibit spaces. For events in the CMA Theater and Ford Theater, food and beverage may be permitted at the discretion of your Event Services & Catering Manager, based on the nature of your event. Beverages will be allowed in disposable containers only. Arrangements must be made in advance.

Any food and beverage ordered on site, during your event, will be limited to resources we have available and staffing.

Buffet menu items can be set out a maximum of (2) hours per state health codes. After a (2) hour period has elapsed, the items must be removed and/or replaced if additional quantities were ordered and still available.

We cannot box up leftover food from private events and send it off-property with clients, guests, attendees, employees, or vendors for purposes of liability protection in food safety. Rest assured though that nothing goes to waste. We are partnered with the Nashville Rescue Mission and any food which was untouched for your event is properly packaged and safely transported to our Mission partners.

Menu Selections: Please know that our published menus are merely suggestions and our Event Services & Catering Managers welcome the opportunity to tailor a menu to your event's specific needs. Menu selections must be submitted to your Event Services & Catering Manager no later than twenty-one (21) days prior to your event.

You may offer your guests an option of up to two (2) entrees for a plated-style meal service. The estimated counts of those meal selections should be submitted twenty-one (21) days in advance, and the final counts of those meal selections must be confirmed with your final event guarantee three (3) business days prior to your event. Additionally, we require that the client provide guests with place cards to be placed at their seat indicating their meal choice. We strongly encourage that guests are assigned to specific tables with an entrée breakdown per table provided to your Event Services & Catering Manager in advance of the event for a more seamless and expedited service.

Included in our menu pricing is our standard service equipment of tables, chairs, linens, glassware, china and flatware. We have a number of linen colors to select from at no additional charge. Any linens requested outside of food and beverage related needs (i.e. silent auction tables), will be charged to the client. For all reception style menus, seating is provided for 40% of your total guest count. Complimentary votive candles are standard for all evening events. Your Event Services & Catering Manager will work with you to create a beautiful table for your dining guests. Allow us to design a proposal of upgraded linens, specialty chairs, centerpieces, china, glassware, flatware and other décor elements to complete your event!

Alcoholic Beverages: The Country Music Hall of Fame® and Museum, as licensee, is responsible for the sale, administration and service of alcoholic beverages in accordance with the law of the State of Tennessee, the City of Nashville and the Alcoholic Beverage Control Board's regulations. Therefore, it is required that alcoholic beverages consumed on our licensed premise must be provided and serviced by The Country Music Hall of Fame® and Museum.

Standard bar service is to provide one (1) bartender per seventy-five (75) guests on a hosted bar, and one (1) bartender per one hundred (100) guests on a cash bar. Bartenders and cashiers are \$200 each. Should bar sales exceed an average of \$500 per bar this labor fee will be waived. All charges are based on actual guest consumption and are subject to taxable service charge and applicable taxes. All necessary mixers, proper glassware and set-ups are included in our beverage pricing. Please understand that we do not offer shots of liquor during private events. All bars will close for alcoholic beverage service fifteen (15) minutes prior to the scheduled end time of the event.

Any specific brands or products requested beyond our offerings will be sourced and purchased from a licensed distributor, priced, and served by The Country Music Hall of Fame® and Museum. Note, all specialty orders will be charged on the final invoice for the entire order

placed. Your Event Services & Catering Manager will closely work with you to determine the most appropriate quantities to order. Unopened bottles may be taken with you at the end of the event.

Minors under age twenty-one (21) are prohibited from possessing and/or consuming alcoholic beverages. Should a violation of this law occur, we reserve the right to (a) call the local Police Department, (b) escort the attendee out of the event, (c) close the bar services immediately and/or (d) terminate the event entirely at the client's expense. We also reserve the right to request photographic identification from any attendees prior to providing service of alcoholic beverages along with maintaining the right to refuse service to any guest attending an event for any reason.

Donated beverage products are limited to fundraising events for 501c(3) non-profit organizations and must follow very specific state guidelines, have all necessary state approved documentation, and go through proper distribution channels in order to be permitted for use of an event. Please inquire with your Event Services & Catering Manager for that detailed information and protocol. Corkage and service fees of the product will apply as follows: \$30+ per bottle of liquor, \$20+ per bottle of wine, \$2+ per bottle of beer. Bartender labor will be charged at \$200 per bartender and a bar setup fee of \$300 per table will apply to help cover the cost of barware, mixers, etc.

HOLIDAYS

The Country Music Hall of Fame® and Museum is closed on Thanksgiving Day, Christmas Eve and Christmas Day. Due to increased labor costs, higher vendor costs, and potentially increased cost of goods, additional fees may apply for an event on these days. Other holidays such as Easter Sunday, Independence Day, Memorial Day, Labor Day, New Year's Eve, and New Year's Day events incur higher labor costs, as well.

INFORMATION TECHNOLOGY

The Country Music Hall of Fame® and Museum can arrange for a wide array of technology options as well as support options for your event. Technology needs and requests should be made in advance through your Event Entertainment Manager. There will be additional costs for technology requests. A shared Wi-Fi connection is available within the Museum for all guests; dedicated service can be provided for an additional fee.

LOAD-IN/OUT and SETUP/TEARDOWN

All load-ins and load-outs must be scheduled with your Event Services & Catering Manager at least ten (10) days prior to your first day of setup, or event date. Security may be required during load-in or load-out of your event and will be determined by your Event Services & Catering Manager. All service providers are to bring their own equipment (dollies, carts, etc.) to facilitate load-in. Our staff will not be available to assist with load-in or load-out. With the exception of multi-day events, all service providers must break-down and load out immediately after the event concludes. All service providers should be back on-site to begin load-out according to load out schedule determined by your Event Services & Catering Manager. If a load-in or load-out requires the use of forklifts, this must be coordinated in advance with your Event Services and Catering Manager. All load-ins and load-outs are to be conducted through the loading dock and not through other points of access within the Museum. In efforts to provide our clients the convenience of unescorted access to your assigned event spaces, we welcome you to check out an access badge with our main security office or your Event Services & Catering Manager. At the main security office (located at the CMHOF loading dock), you will be required to leave your government-issued ID or personal car keys as collateral until the badge is returned. When checking a badge out from your Event Services & Catering Manager, this collateral will not be required. However, if the badge is not returned at the completion of your event, a charge of \$250 (per key) will be applied to your final invoice for a replacement.

Private event function rooms are not held on a 24-hour basis unless specifically noted in the contract. All setup and teardown times required by the client or your vendors must be confirmed with your Event Services & Catering Manager in writing. Setups requiring more than three (3) hours and teardowns needing more than one (1) hour, will incur an additional fee of \$250 per hour. This hourly fee will include venue rental and security. Event ready time is 30 minutes prior to the event start time. Should you wish to allow time for photographs of the room fully set up prior to event ready time, please discuss your timeline with your Event Services & Catering Manager.

MEDIA and PUBLIC EVENTS

The Country Music Hall of Fame® and Museum must approve all advertisements for events which are made public or have open invitations. We must also be made aware of all media which may be on-site to cover any private events. We reserve the right to deny coverage to any media outlet on our property for any reason, at any time. Any advertisement with our name or logos must be approved by the Director of Marketing.

MUSEUM TOURS

We invite your guests to experience our Museum Gallery and Exhibits. Tours for private event guests may begin after museum hours at 6:00 PM and require a minimum of twenty five (25) guests.

Similar to your food & beverage guarantee, a final guarantee is required for all tours three (3) business days prior to the event. Your Event Services & Catering Manager must be notified of the exact number of attendees by 12:00 PM three (3) business days prior to your event. Should you not provide this final guarantee by this date and time, the 21-day attendance count or most recently communicated estimated attendance count will be utilized as the final guarantee. Final billing will be based upon the final guaranteed guest count or the actual guest count, whichever is greater.

To be an accredited museum is an achievement of distinction. As we are a registered and accredited Museum, food and beverage is prohibited in the Museum Gallery and Exhibit spaces.

OUTDOOR FUNCTIONS

CMF reserves the right to make the decision to move any outdoor function to the inside backup space due to inclement weather. You will be advised of all options for your function at a minimum of eight (8) hours in advance of the event. A weather plan decision must be made on the day of the event, no later than 3:00 PM, between the client and the Event Services & Catering Manager. Once a weather plan decision is made it is final.

PARKING, VALET, and TRANSPORTATION

Parking: We are able to offer each private event up to four (4) parking spaces in the Country Music Hall of Fame® and Museum parking garage for the event planner, VIP guests, or entertainers. These names should be submitted with your event details in advance. Your Event Services & Catering Manager will communicate these to our security department for entry into the garage on the date of the event.

If you wish for your guests to avoid finding or paying for parking on their own, consider our valet services below, or ask your Event Services & Catering Manager to connect you with the Music City Center for further self-parking options.

Valet Services: We are pleased to partner with Parking Management Company to offer you several options for valet services. Please request and discuss these options with your Event Services & Catering Manager.

Shuttles and Buses: Our Event Services & Catering Managers are happy to coordinate transportation services for your event. If your guests will be arriving via shuttles or buses please make your Event Services & Catering Manager aware of this so an arrival/drop-off, bus staging, and departure/pick-up point plan can be made. If not looping, these vehicles may need to secure parking off-site during the event. Any costs for necessary street lane closures will be added to the final bill.

Tour Buses: Tour buses should be discussed with your Event Entertainment Manager to make proper arrangements for parking. We cannot guarantee accommodations for this on property.

PHOTOGRAPHY and VIDEOGRAPHY

All photographs to be submitted to a publication, media outlet, or blog, for use in print, televised, or online, are to be approved by the Country Music Hall of Fame® and Museum prior to submission and publication. Please advise your Event Services & Catering Manager of any photographers or videographers capturing your event. We will include their needs in the overall event plan and timeline. In addition, it may be requested that the client sign a photo release allowing use of event photographs for CMHOF marketing purposes. Please discuss with your Event Services & Catering Manager for additional details.

POWER and ELECTRICAL NEEDS

Your Event Entertainment Manager will work with you to order any specialized power/electrical needs. Should extensive requirements be necessary, arrangements should be made in advance and additional fees may apply.

PRICES, FEES and TAXES

Service Charge (24%)

All food and beverage pricing is subject to a standard service charge, of 24%. Service charges facilitate event management and supervision of your event, cover overhead costs, and labor of culinary staff. This also helps to encompass operational expenses such as, service materials, house equipment, utilities, and venue maintenance. We do not charge supplementary gratuity for your event; our staff is paid an event wage for your event. Any additional gratuity is at the discretion of the host for exemplary service. Please note, we do reserve the right to charge an increased service charge on peak holiday dates, which would be communicated in the initial contract.

Why is it listed as two line items on my Estimate / Invoice?

The state beverage tax, explained in detail below, also applies to the service charge that is associated with the sale of higher ABV alcoholic beverages (Liquor, Wine, and High Gravity Beers). By separating the service charge into two line items, the 15% beverage tax below is only assessed on the service charge of the Liquor, Wine, and High Gravity Beers.

Beverage Tax (15%)

The state of Tennessee mandates a 15% beverage tax for all alcohol sold and consumed on premises that, as of January 1, 2017, is above 10% ABV (alcohol by volume). This tax also applies, per state mandate, to any fees or revenue associated with such sale (i.e. the 24% service charge). In order to offer a savings for our clients, we have chosen to itemize the service charge into two separate lines, allowing the second line "TB Service Charge" (TB = taxable beverages) to ONLY apply to the alcoholic beverages above the state ABV threshold (liquor, wine, and high gravity beers). This means that the 15% state beverage tax then ONLY applies to the higher ABV alcoholic beverages themselves and the portion of the service charge generated by those beverages. Otherwise, the 15% beverage tax would be assessed on the entire service charge amount, including the dollars associated with food and low gravity beers.

Sales Taxes (9.5%) / (9.25%)

In general, Tennessee state sales tax is 9.25%; however, in the "Central Business District" of downtown Nashville there is an additional 0.25% sales tax. This additional tax supports the city's efforts to keep the downtown district clean and safe. Therefore, all applicable food, non-alcoholic beverages, beer, equipment and services are subject to 9.5% sales tax. The city makes an exception for sales of liquor, wine, and high gravity beers which are only subject to 9.25% sales tax.

Prices are subject to change, in the occurrence of an increase in costs of food, beverages or other costs of operations at the time of the function. All necessary price increases will be discussed no later than seven (7) days prior to your event. You will be given the option of an alternative menu option at the previously discussed price, or the option to remain with your menu selection at the increased price.

PRODUCTION

All production arrangements must be made with the Country Music Hall of Fame and Museum event entertainment and production staff. Indoor fireworks or indoor pyrotechnics are not permitted. Haze machines are permitted in our CMA Theater or Event Hall, with approval from your Event Entertainment Manager and adherence to additional guidelines, set in place by the Nashville fire marshal. Labor rates between the hours of 12:00am and 8:00am are billed at time and a half. Extensive timelines that exceed eight (8) hours will result in an increased production fee.

PROPERTY DAMAGE and CLEANING

The client is responsible for any damages to any part of the facility, exhibits, equipment, or property by your attendees, guests, vendors or organization's employees. Because the Country Music Hall of Fame® and Museum is an accredited Museum, special care is required to keep the building in the highest standards that you, your guests, and our patrons would expect of a world class Museum. Every client and event guest is expected to be respectful of the building and the materials used to construct it. In the event that additional cleaning is required, from décor or damage, to bring the facility back to this standard (beyond our standard operating cleaning procedures), additional cleaning fees may be assessed. This determination will be made by the Event Services & Catering Manager, Director of Catering & Sales, and Director of Operations. Should this be necessary, the client will be promptly notified within three (3) business days.

PUBLIC GUEST ACCESS

The Country Music Hall of Fame® and Museum is open seven (7) days a week between the hours of 9:00 AM – 5:00 PM for public guests to tour the exhibits and public spaces. To achieve our primary mission as a museum, full gallery and exhibit access for our public guests must be accommodated during these times.

RETAIL STORES

Our retail merchandise stores include Hatch Show Print, Haley Art Gallery, Circa, and The Museum Store. Their hours follow a similar schedule of the Museum for public guest access, and a seasonal schedule may also apply.

You may schedule these stores to be open and available for your guests to browse during your event and take home gifts and souvenirs. For ordering, stocking and scheduling purposes we ask that you confirm this request with your Event Services & Catering Manager by twenty-one (21) calendar days prior to your event. To keep these stores open for exclusive access for your guests there is a \$300.00 minimum spending requirement per store, per hour. Note, you may select to have all three stores, or simply one or two stores open. We have found that guests especially appreciate this shopping opportunity.

RIGGING

CMF will coordinate the rigging of any specialty décor and all production related items for your function. Please send all specifications, including weight and dimensions of each item, to your Event Entertainment Manager. Please note that additional rigging and labor fees will apply. Rigging rates are billed on a four (4) hour time block. Should rigging extend beyond four (4) hours, additional rigging will be billed at the four (4) hour block rate.

As the rigging of some items may take longer than our pre-determined event setup time, the day prior to your event may be contracted specifically for rigging of your specialty décor. If you would like to guarantee your event space the day prior to your event for this purpose, please let your Event Sales Manager know at the time on contracting. If the day prior is not contracted, we will let you know the amount of additional setup time it will take on the day of your event. Each additional hour of setup will be an additional \$250 per hour for rental of the space and security (see LOAD-IN/OUT and SETUP/TEARDOWN section). As you near the date of your event, you and your event team may deem it necessary/desirable to perform all rigging the day prior. In that case, when (10) calendar days prior to your event is reached and if your event space is free, you may move your rigging efforts to that day without contracting the entire space. In this case, only the \$250 per hour fee will be applied for the hours the space is requested. This charge will be added to your final event invoice.

SAFETY

The Country Music Hall of Fame® and Museum prohibits firearms or weapons of any type on the Museum premises, including parking garages or exterior premises. The only exceptions will be for on-duty law enforcement officers who have made the Event Services & Catering Manager and CMHOF Security Manager aware of their presence in advance of the event and upon arrival to the premises.

CMHOF reserves the right, but not the obligation, to inspect any and all goods, services, décor and entertainment provided for an event to ensure the safety of persons, exhibits and the facility. Any such occurring inspection shall not be deemed to be, or constitute, a determination or guarantee by CMHOF that the goods, services, décor, or entertainment is in fact safe. Should the Event Services & Catering Manager deem certain goods, services, décor or entertainment to be potentially dangerous to the guests, patrons, staff, vendors, or to the integrity of any exhibits, displays or the facility itself, the Country Music Hall of Fame® and Museum reserves the right to limit, decline, or deny the subject in question. The CMHOF Event Services Manager or Director will have the final determination.

SECURITY

Due to The Country Music Hall of Fame® and Museum being an accredited facility and for the security of our artifacts we do require security guards to be present for each private event. With your signed contract, the minimum requirement of security guards is included for your event. See grid below. Your Event Services & Catering Manager will determine their location for the duration of the event. Their primary role is to efficiently and safely move guests throughout the museum entrances and event spaces. They will be present 30-minutes prior to event start time and 30-minutes following the event end time, unless otherwise requested. Should your event require additional security guards they will be included on the final bill at a rate of \$25.00 per hour, per guard with a 4-hour minimum each. Common reasons for additional guards include firewatch service, guarding silent auction items, escorting VIP guests or entertainers, or a unique nature of an event. Should you request to have a uniformed officer present at your event, the cost is \$65.00 per hour, per guard with a 4-hour minimum each.

Should you require load in or load out time in addition to what is provided with your venue rental contract, \$250 per hour will be added to your final bill. This hourly fee will include venue rental and security (see LOAD-IN/OUT and SETUP/TEARDOWN section).

<i>Number of Guards Included, Based on Contract Estimate of Attendance</i>			
Number of Guests	Number of Guards	Number of Guests	Number of Guards
1 – 150	2	1,051 – 1,350	9
151 – 300	3	1,351 – 1,650	10
301 – 450	4	1,651 – 1,950	11
451 – 600	5	1,950 – 2,250	12
601 – 750	6	2,251 – 2,550	13
751 – 900	7	2,551 – 2,850	14
901 – 1,050	8	2,851 – 3,000	15

SERVICE PROFESSIONALS and LABOR

All private events have dedicated staff and service professionals to provide flawless service to the highest of expectations for you and your guests. Specialized staff not included in the rental and menu charges are chef attendants, wine stewards or additional service staff

above our designated ratio. Service staff for private events is generally scheduled two hours prior to event start time and one hour following the event end time. Through experience we have developed proper staffing ratios based on the number of guests, the style of food service, and beverage service needs. Should you wish to request additional staff, or extend your event beyond the contracted times, additional labor fees will apply to the final invoice. These service professionals are paid an hourly event wage for your event; any additional gratuity is at the discretion of the host for exemplary service.

SMOKING

Smoking is permitted on the outdoor Plaza area (front entrance on Demonbreun Street), the Curb Courtyard, and outside the 5th Avenue entrance. All of these areas are located on the first level of the building. Smoking, including electronic cigarettes, is not permissible in the Museum, in outdoor areas which have been tented, or on the Carlton Family Terrace at any time.

TENTING

All outdoor spaces are able to be tented for functions. Please coordinate with your Event Services & Catering Manager for reserving a tent. Please note, once the tent is confirmed in writing to your Event Services & Catering Manager, a minimum of 50% of the total price of the tent will automatically be billed following your event. Up to 72 hours before vendor delivery, you may cancel the tent with your Event Services & Catering Manager and the remaining 50% will not be charged. In the event that no tent is reserved or held in preparation for your event and a tent is ordered within 72 hours of the expected delivery date & time, due to the unexpected labor and setup, rates may be increased.

VENDORS

We hope that you will consider relying on your dedicated Event Services & Catering Manager to ensure your event is planned and executed flawlessly and to the highest of your expectations.

We do have preferred partnerships with select vendors for a variety of your standard and specialty event rental and decor needs: Music City Tents & Events, The 12th Table and Please Be Seated Event Rentals. This means that any rental item to be brought in, which is in our preferred vendor inventory, must be provided and billed by CMF, and sourced through them. This generally applies to tables, chairs, china, glassware, flatware, linens, specialty seating and several other décor elements. Parking Management Company (PMC) is our exclusive vendor for valet services. Any request for those services must be provided and billed by CMHOF. Your Event Services & Catering Manager will work with you to provide clarification, if needed. For any items outside of the inventory and services of our preferred vendor offerings, you are welcome to contract those directly; however, we hope that you will allow our skilled Event Services & Catering Managers to book and coordinate those for you.

Your Event Services & Catering Manager must receive a full list of all vendors and service providers contracted by a client to provide services for their event no later than ten (10) days prior to the event date. This information must include an on-site contact name, email, and cell phone number for each vendor. All vendors or other service providers are required to be professionally licensed and insured business entities and must be approved by your Event Services and Catering Manager. Please note that we do reserve the right to deny vendor use in our venue if deemed necessary by your Event Services and/or Entertainment Management team. Parking for vendor vehicles and trucks may not be available on-site for the duration of your event; please confirm with your Event Services & Catering Manager. Please remember to keep your vendors in mind when submitting your final meal guarantees.

WEDDING CAKES

Wedding cakes may be provided by an outside vendor and brought onto The Country Music Hall of Fame® and Museum property. The provider must be a professional baker with a licensed and insured company. Delivery times and storage needs must be specifically pre-determined and communicated to your Event Services & Catering Manager. Any items corresponding to cake design, décor, display, and service that are provided by the client and/or the vendor are not the responsibility of CMF. There are several options for style of wedding cake service to your guests, please discuss these with your Event Services & Catering Manager to ensure your expectations are achieved.

AUTHORIZED SIGNATURES

The undersigned party, or authorized representatives, represent and warrant that they have authority to acknowledge this agreement on behalf of the company, firm or organization and hereby agree to the terms set forth herein.

Name: _____

Date: _____