



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 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 CMHOF than any other guest. Please provide the Event Services & Catering Manager with ample advanced notice of any special needs a disabled guest may have. Please note that it is the legal responsibility of the client to 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, CMHOF welcomes trained service animals to aid an individual. We otherwise do not permit animals inside the building for private events due to health codes as well as to protect all guests and staff.

ATTENDANCE ESTIMATES and FINAL GUARANTEES

A 21-day estimated attendance count is requested for all private functions. The Event Services & Catering Manager should be notified of the estimated attendance by 12:00 PM twenty-one (21) calendar days prior to the event date. 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 5- business day final guarantee. Increases above or below 15% may be accommodated based upon product availability from suppliers and cannot be guaranteed. The Event Services & Catering Manager will provide you with a schedule of precise dates when the updated estimates are due.

A final guarantee for your total number of guests is required on all private functions five (5) business days prior to the event. Should the final guarantee not be provided 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 the guarantee. For any guests accommodated and served over and above the final guarantee, they will be billed for the post event actualized guest count at the per person menu price plus a 10% surcharge. Final billing will be based upon the final guaranteed guest count or the actual guest count, whichever is greater.

AUDIO VISUAL

At 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. To ensure this, CMHOF is the exclusive supplier for all audio-visual equipment, sound, lighting, production, and rigging needs. In addition, the production team will monitor all audio levels throughout the Museum and operate all production areas exclusively.

BANNERS, POSTERS and SIGNAGE

CMHOF will coordinate the hanging of any banners for your event. Additional fees may apply based on banner size (reference RIGGING section). Items may not be attached to walls, ceilings, and fixtures in any manner (via pushpins, tape, nails, staples, glue, velcro or tacks) to prevent damage to fixtures and furnishings. Should specific branding material be requested, signage will need to come through and be installed by a preferred CMHOF vendor. All signage is required to be professionally printed. Easels can be requested for client-provided-signage or posters in advance as quantities are limited.

COAT CHECK

CMHOF can accommodate coat check services at a rate of \$250.00 per attendant. One attendant is needed for every 100 guests. Please request this service from the Event Services & Catering Manager a minimum of fourteen (14) calendar days prior to the event date. Should the coat check become unnecessary, you may cancel this service up to 72 hours prior to the event date.

DECOR

The CMHOF Event Services & Catering Manager will work with you to achieve a personalized and unique event. As an accredited museum, there are some items that are not permitted to be brought *inside* the building which include but are not limited to: 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 clean-up fees and/or damage fees assessed and added to the final bill. Helium-free balloon designs may be used. We permit bubbles, flower petals, and contained streamers to be used on the *exterior* of the building for grand departures if cleaned up by the Client and/or planner. Any items left behind may result in additional cleaning fees. All dance floors must be coordinated through the CMHOF Event Services & Catering Manager

We offer several complimentary votive options for your event, which have been pre-approved by the Nashville Fire Department. All candles are required to have 4 inches of space between the flame and the top of the glass container. Flame tea lights are not permitted. The use of candles should be discussed and approved by the Event Services & Catering Manager. For the safety of our guests, staff and facilities, CMHOF reserves the right to remove any candles that do not meet these requirements.

Items may not be attached to walls, ceilings, and fixtures in any manner (via pushpins, tape, nails, staples, glue, velcro or tacks) to prevent damage to fixtures and furnishings. We also ask that adhesive name tags are not utilized. 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 require the use of our scissor lift, it will need to be requested in advance from the Event Services and Catering Manager and/or CMHOF Production Manager. This will ensure the lift is scheduled and power charged for prior to the event date, 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 (reference RIGGING section).

DELIVERIES and SHIPMENTS

Client Shipments: CMHOF has very limited space for storage and does not have a way to secure any shipments which arrive in advance of the event date. Please plan to have all shipments arrive within three (3) calendar days of the event date. This is to be scheduled with the Event Services & Catering Manager so they may notify the Dock Manager. CMHOF does not take responsibility for shipped items and 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 the Event Services & Catering Manager}
ATTN: {name of your Event and date of your Event}
222 Rep. John Lewis Way S
Nashville, TN 37203

For return shipments, all items must be returned in the same manner as delivered. Please be prepared with all necessary packing materials and shipping labels as there is no business center onsite to assist with any shipping needs. Any excessive shipments need to be handled offsite. Leftover items/signage cannot be disposed of in CMHOF dumpsters. Anything left onsite is subject to additional disposal fees.

Vendor Deliveries: The Event Services & Catering Manager will work with you to provide a specific schedule for each vendor to deliver and pick up on property to ensure dock space is available when each vendor arrives. CMHOF is 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.

The loading dock is a very busy and high traffic area of our facility. Due to this, CMHOF cannot be responsible for items left in the loading dock area unattended. All vehicles must unload and immediately leave the loading dock area. Vehicles are not to be left in the dock while set up is taking place and additional fees may apply.

All vendor deliveries and pick-ups must occur on the day of your event unless previously approved. CMHOF is unable to store vendor items overnight unless previously approved by the Event Services & Catering Manager. For the safety of the building and everyone on property, 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 property. Vendors are limited to one CMHOF credential for their party on a first come first serve basis.

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

The 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 require that this be provided to the CMHOF Event Services & Catering Manager for final approval. We will verify that your preferred layout is to scale with proper aisle widths, and not blocking fire exits.

ENTERTAINMENT

It is recommended that entertainment be booked through CMHOF to meet our standards of quality and approval. Any entertainment contracted directly by the client must be approved by the CMHOF Production 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. The CMHOF Production Manager will determine entertainment load-in, setup and sound check times. Stage plots, all tech requirements, and rider must be submitted in writing to the Event Services and Catering Manager and/or Production 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: All catering needs must come through CMHOF. 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 an artist's rider includes items outside of our basic selection and a CMHOF runner is needed, a \$300 Runner Fee will be applied to final billing. If your entertainment does not provide you with that document, we will arrange for basic refreshments. All costs associated with the entertainment's green room and hospitality requirements are the responsibility of the client and will be included on the final invoice.

Staging: All stages will be provided and set up by the CMHOF production team. Stage decks are assembled in 4x8 sections and are built to the size and needs of the entertainment. Stages may not block or interfere with exits, fire egress, or exhibits. Any adhering to staging equipment must be approved by the CMHOF Production Manager and be provided by a CMHOF preferred vendor.

EVENT PLANNING DETAILS

To ensure a successful event, all event and banquet details, including setup requirements and menu selections, are due to the Event Services & Catering Manager no later than twenty-one (21) days prior to the event date. 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 date. A final event timeline of all activities (i.e., welcome announcements, keynote speaking, awards program, etc.) must be provided, in writing, to your Event Services & Catering Manager no later than ten (10) days prior to your event.

We understand that needs pop up unexpectedly. CMHOF will try to accommodate those needs and requests as best as possible; however, resolution may be limited due to available resources and staffing, and additional fees may apply.

FIRE WATCH

All production arrangements must be made with the Country Music Hall of Fame® and Museum event services team and production staff. Indoor fireworks and pyrotechnics are not permitted. Haze machines are permitted in our CMA Theater or Event Hall with approval from the CMHOF Production Manager and adherence to additional guidelines set in place by the Nashville fire marshal no later than 45 days prior to Event Date. Permit fees and fire watch labor will be added to the final bill. 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 may result in an increased production fee.

FOOD AND BEVERAGE MINIMUM

To confirm a private event at the Country Music Hall of Fame® and Museum, a required minimum purchase for food and beverage must be reached. Included with the food/beverage pricing is standard setup and tear down, event planning assistance, our standard inventory of tables and chairs as well as china, glassware, flatware, and linen. 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 speak to the Event Services & Catering Manager regarding customized menus or specific cuisine exceptions.

Because the Country Music Hall of Fame® and Museum is an accredited institute, food and beverage is prohibited in the Museum Gallery and Exhibit spaces. For events taking place in the CMA Theater and Ford Theater, all food and beverage must be served in disposable containers, glass is not permitted.

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

All prepared food items can be set out a maximum of (2) hours per state health codes. CMHOF 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. CMHOF is 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 the Event Services & Catering Managers welcome the opportunity to tailor a menu to your event's specific needs. Menu selections must be submitted to the Event Services & Catering Manager no later than fourteen (14) days prior to the event date.

All plated meal choices must be selected ahead of the event, requests on site may not be accommodated. The estimated counts of plated meal selections must be submitted fourteen (14) days in advance, and the final counts of those meal selections must be confirmed with your final event guarantee five (5) business days prior to the event date. Additionally, we require that the client provide guests with meal 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 which is to be provided to the Event Services & Catering Manager in advance of the event for a seamless and expedited service.

Included in our menu pricing is our standard inventory of tables and chairs, as well as china, glassware, flatware, and linen. CMHOF has several 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.

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 premises 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 with one (1) cashier per one hundred (100) guests on a cash bar. Bartenders and cashiers are \$400.00 each. Bars requested outside of our standard ratio will incur additional set up and labor fees.

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. CMHOF will 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 in-house product will be sourced and purchased from a licensed distributor, priced, and served by The Country Music Hall of Fame® and Museum. All specialty orders will be charged on the final invoice for the entire order placed. The Event Services & Catering Manager will work closely with you to determine the most appropriate quantities to order.

Minors under the age of twenty-one (21) are prohibited from possessing and/or consuming alcoholic beverages. Should a violation of this law occur, CMHOF reserves 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. CMHOF also reserves 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 with a 501c (3) non-profit organization status only and must follow very specific Tennessee 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 the Event Services & Catering Manager for that detailed information and protocol. Corkage and service fees of the product will apply as follows: \$30.00+ per bottle of liquor, \$20.00+ per bottle of wine, \$3.00+ per bottle of beer. Bartender labor will be charged at \$400.00 per bartender and a bar setup fee of \$300.00 per bar will apply to help cover the cost of barware, mixers, etc. It is important to note that Corkage Fees do not apply or go towards the contracted food and beverage minimum.

HATCH SHOW PRINT

Hatch Show Print is a working letter press print shop located on CMHOF property. Private event clients have the opportunity to book and customize vintage posters for their private events. All Hatch Show Prints must be coordinated through the CMHOF Events Department. All print orders have a 100-order minimum and require up to a fourteen-week preorder to ensure they are ready by your event date. Production times may vary. Hatch Show Print reserves the right to approve/deny any orders based on their current operating lead time.

HOLIDAYS

The Country Music Hall of Fame® and Museum is closed on Thanksgiving Day, Election Day, Christmas Eve and Christmas Day. Due to increased labor costs, higher vendor costs, and potentially increased cost of goods, an additional 32% Service Charge will apply to an event on these specific holiday dates.

In addition to Thanksgiving and Christmas weekends, other holiday weekends such as but not limited to Easter Sunday, Independence Day, Memorial Day, Juneteenth, Labor Day, New Year's Eve, and New Year's Day may incur increased service charge and fees for labor, production, rigging, etc.

INFORMATION TECHNOLOGY

The Country Music Hall of Fame® and Museum can arrange for a wide variety of technological options as well as support options for your event. Technology needs and requests should be made in advance through the CMHOF Production Manager. There may be additional costs for specific 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 loadouts must be scheduled with the CMHOF Event Services & Catering Manager at least ten (10) days prior to the first day of setup, or event date. Security may be required during load-in or load-out of your event, which will be determined by the Event Services & Catering Manager. All service providers must bring their own equipment (dollies, carts, etc.) to facilitate load-in. CMHOF 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 the load out schedule determined by the Event Services & Catering Manager. If a load-in or load-out requires the use of a lift, it must be coordinated in advance with the Event Services and Catering Manager as well as the CMHOF Production Manager. All load-ins and loadouts are to be conducted through the loading dock and not through other points of access within the Museum.

In efforts to provide our clients with 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 the 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 vendors must be confirmed by the 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 \$500.00 per hour. This hourly fee will include venue rental access 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 the 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 of any media outlet on our property for any reason, at any time. Any advertisement with our name or logo 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 starting at 6:00 PM and require a minimum of twenty-five (25) guests.

Similar to your food & beverage guarantee, your final event guarantee is applied to all tours five (5) business days prior to the event. The Event Services & Catering Manager must be notified of the exact number of attendees by 12:00 PM five (5) business days prior to your event.

Should you not provide this final guarantee by this date and time, the 14-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. Because we are a registered and accredited Museum, food and beverage is prohibited in the Museum Gallery and Exhibit spaces.

OUTDOOR FUNCTIONS

CMHOF 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 offer each private event up to four (4) parking spaces in the Country Music Hall of Fame® and Museum parking garage on a first come basis. These names must be submitted with your event details in advance. The Event Services & Catering Manager will communicate these to our security department for entry into the garage. CMHOF is not required to provide parking for vendors/entertainment hired by Client.

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 local downtown self-park options.

Valet Services: We are pleased to partner with Trinity Parking and Omni Valet to offer you several options for valet services. Please request and discuss these options with the Event Services & Catering Manager. All valet services will be added to final billing.

Lane Closure: CMHOF will work with the City of Nashville and Metro PD for any street/lane closure needs. Any costs for necessary street/lane closures (barricades, officers, etc.) will be added to the final bill. Street/lane closures are at the discretion of the city.

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 the 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 additional details with the Event Services & Catering Manager.

POWER and ELECTRICAL NEEDS

The CMHOF Production 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 (25%)

All food and beverage pricing are subject to a standard service charge, of 25%. Service charges cover event management and supervision of the event, overhead costs, and labor of culinary staff. The service charge also helps to facilitate 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.

Holiday Service Charge (32%)

All food and beverage pricing are subject to an increased holiday service charge of 32%. This increased service charge is applied to all Federal Holidays, and surrounding weekends. This includes but is not limited to Easter Sunday, Independence Day, Memorial Day, Juneteenth, Labor Day, Thanksgiving Day, Christmas Eve Day, Christmas Day, New Year's Eve Day, and New Year's Day.

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 25% service charge). 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 and wine). 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.

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 and Wine). By separating the service charge into two line items, the 15% beverage tax below is only assessed on the service charge of the Liquor and Wine.

Sales Taxes (10.25%) / (9.75%)

In general, Tennessee state sales tax is 9.75%; however, in the "Central Business District" of downtown Nashville there is an additional 0.5% 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 10.25% sales tax. The city makes an exception for sales of liquor, wine, and high gravity beers which are only subject to 9.75% sales tax.

Prices are subject to change, in the occurrence of an increase in the 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.

Upgrade Service (10%)

CMHOF has contracts with preferred vendors. The Upgrade Service Charge is applied to all upgraded event services. This includes, but is not limited to, upgraded rentals such as tableware, chairs, linen, dance floors, valet, soft seating, florals, signage, etc. These items are provided to you at vendor retail cost with the 10% upgrade service charge fee per vendor contracts.

PRODUCTION/RIGGING

All production arrangements must be made with the Country Music Hall of Fame and Museum event services and production staff. All production needs are itemized per event and added to the final event invoice. 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.

CMHOF will coordinate the rigging of any specialty décor and all production related items for the event in conjunction with your vendors. Please send all specifications, including weight and dimensions of each item, to your CMHOF Production Manager. Please note that additional rigging and labor fees will apply once determined how many items and time is needed to complete. 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. Should rigging exceed business hours of 9am-5pm, labor will be charged at time and half.

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 the Event Sales Manager. 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 \$500 per hour for rental of the space and security (see LOAD-IN/OUT and SETUP/TEARDOWN section). This charge will be added to your final event invoice.

PROPERTY DAMAGE and CLEANING

The client is responsible for any damage 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 to the highest standards that you, your guests, and our patrons would expect of a world class Museum. Every client and event guest are 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. Public Museum hours may be extended during peak seasons.

Load in and set up in all lower-level spaces does not start until 3pm and must accommodate the public museum guest experience until 5pm or business close. Events in all lower-level spaces are limited to a start time of 6pm.

Williams Lobby (5th Ave Lobby) is a shared public space with the Omni Hotel Nashville. Any registration, activations, or décor requested in this space must be mutually approved by the CMF Event Services & Catering Manager and the Omni.

RETAIL STORES

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

You may schedule these stores to be open and available for your guests to browse during your event as well as purchase gifts and souvenirs. For ordering, stocking, and scheduling purposes we ask that you confirm this request with the Event Services & Catering Manager by twenty-one (21) calendar days prior to your event date.

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 exception is 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.

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 & Catering Manager or Director of Security 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 require security guards to be present for every private and public event. Two security guards are included with the venue rental. The Event Services & Catering Manager will determine their location for the duration of the event. Security's primary role is to move guests efficiently and safely throughout the museum entrances and event spaces. They will be present 30 minutes prior to the event's 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 \$50.00 per hour, per guard with a 5-hour minimum each. Common reasons for additional guards include an extensive load-in or load-out schedule, protecting 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 \$100.00 per hour, per guard with a 5-hour minimum each.

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 include but are not limited to chef attendants, wine stewards, or additional service staff above our designated ratio. Service staff for private events are generally scheduled two hours prior to the event's start time and one hour following the event's 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.

SMOKING

Smoking is permitted in the outdoor plaza area (front entrance on Demonbreun Street), the Curb Courtyard, and outside the 5th Avenue entrance, which are all located on the ground 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. In addition, open flames and propane heaters are not permitted on the Carlton Family Terrace or inside the building.

TENTING

All outdoor spaces can be tented for functions through a CMHOF preferred vendor. Please coordinate with the Event Services & Catering Manager for reserving a tent. Please note, once the tent is confirmed in writing, 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, rates may be increased due to the unexpected labor and setup.

VENDORS

CMHOF has preferred partnerships with select vendors for a variety of your standard and specialty event rental décor needs. These exclusive rental vendors are Quest (or any successor or acquiring entity thereof) and Curated (or any successor or acquiring entity thereof). This means that any rental item to be brought in, which is in our preferred vendor inventory, must be provided and billed by CMHOF. This generally applies to tables, chairs, china, glassware, flatware, linens, specialty seating and several other décor elements. Trinity Parking and Omni Valet are our exclusive vendors for parking services. Any request for these services must be provided and billed by CMHOF. If vendors outlined in this section are not used, and Client has not obtained prior written approval from CMF Services and Catering Manager for alternate vendors, Client shall pay a fee equal to the total fees and charges that would have been incurred had the exclusive rental vendors provided such goods and services, as determined based on their standard rates or most recent proposal for the Event. The Event Services & Catering Manager will work with you to provide clarification, if needed. There is a 10% Service Charge added to these orders. For any items outside of their inventory and services of our preferred vendor offerings, you are welcome to contract those directly with outside vendors.

The 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 the Event Services and Catering Manager. Please note that we do reserve the right to deny vendor use of

our venue if deemed necessary by the Event Services & Catering Manager and/or CMHOF Production Manager. Parking for vendor vehicles and trucks may not be available on-site for the duration of the event; and need to be confirmed with the Event Services & Catering Manager.

In efforts to provide our clients and vendors with the convenience of unescorted access to your assigned event spaces, it is encouraged to check out an access badge with the main security office or the Event Services & Catering Manager. At the main security office (located at the CMHOF loading dock), vendors will be required to leave their government-issued ID or personal car keys as collateral until the badge is returned. If the badge is not returned at the completion of the event load in/load out, a charge of \$250 (per key) will be applied to your final invoice for a replacement.

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 the 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 CMHOF.

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: _____