



Wolfgang Puck
catering

Event Information Guide

Thank you for choosing Georgia Aquarium and Wolfgang Puck Catering for your special event needs. We look forward to working with you to create an exciting and successful event for you and your guests. Georgia Aquarium Event Services staff will work with Wolfgang Puck Caterers, your vendors, and you to coordinate all the details of your event. Once we have the details and information from your event, we will work directly with your vendors to plan deliveries, arrange set-up, breakdown, and any other needs. **As a general timeline, event plans and details should be finalized two weeks or more prior to the event date to ensure all aspects of the event have been covered and all staff has been informed.**

The following are some guidelines which will help you and your vendors in event planning and set-up the day of your event.

The first section of this guide contains general Georgia Aquarium information and guidelines (pgs 2-4). We are looking forward to working with you at Georgia Aquarium; however remind you that we do house living collections. Most of these guidelines are in place to protect these important collections. If you have any questions regarding the information outlined, please contact your Wolfgang Puck Sales Rep or the GAI Event Services Department directly.

The second section of this guide contains our Client Vendor Form, Package Handling Guidelines and Package Handling Form (pgs. 5-7). Please fill out and send the Client Vendor Form at least two weeks prior to your event to your Wolfgang Puck Sales Rep. Please provide as much contact information as possible. Georgia Aquarium Event Services will be sending each vendor a copy of the Vendor Guidelines (*copy can be sent to client upon request*), and will be requesting a copy of each vendors' GAI Certificate of Liability insurance if we do not have a current one on file (*see GAI Certificate of Liability Insurance section for more information, pg 3*). Please inform your Wolfgang Puck Sales Rep, as soon as possible, if any last minute vendors should arise. The Vendor Guidelines will be sent to each of your vendors with specific load in times, load in areas, and other important information about the property (*see ACTIVE section for more information on musical/entertainment vendors, separate AV companies, etc, pg 2*). Also, please review the Package Handling Guidelines and Package Handling Form regarding any deliveries being made for your event.

Thank you, and please feel free to contact your Wolfgang Puck Sales Rep or Georgia Aquarium Event Services if you have any questions. We look forward to working with you!

Georgia Aquarium and Wolfgang Puck Catering Staff

Information and Guidelines

ACTIVE: Active Production and Design Company is the in-house vendor for your lighting, audio visual, sound and electrical needs. Please contact your Wolfgang Puck Sales Rep for ACTIVE contact information. Your vendors of the above nature will be contacted by and go directly through ACTIVE for insurance, load-in/out specifics, and other guidelines and information. ACTIVE Production is a 3rd party vendor, and any ACTIVE needs will come at an additional charge to the client. Please discuss all AV needs and pricing with your ACTIVE representative.

Admissions: Please inform your Wolfgang Puck Sales Rep in advance if you would like to add Aquarium admission for your guests, as it is not included in the Aquarium rental fee.

Animals: We do not allow any outside animals to be brought into Georgia Aquarium with the exception of service animals. We also prohibit the use of live animals for auctions, fundraisers, or as part of entertainment or décor (*see Décor/Signage section for more information on appropriate décor, pg 2*).

Additional Event Options: Please ask your Wolfgang Puck Sales Rep for the Immerse Your Guests flyer highlighting several additional options for your event. Some of these options include our Welcome Diver Program, Journey with Gentle Giants Swim & Dive Program, mascot appearances, AT&T Dolphin Tales show times and admission into specialty exhibits.

Balloons: For the protection of our animals, no balloons are allowed at Georgia Aquarium, including Oceans Ballroom events.

Cleaning and Custodial Services: Your rental fee includes our general Georgia Aquarium clean-up before and after your event. For evening Aquarium admission and/or Atrium & Exhibit events, we will begin cleaning as soon after general admission has ended for the day and will complete as much as possible in the time given. We do ask vendors to remove trash and debris generated by their activities. In the event of extreme circumstances brought on by a vendor, cleaning fees may be applied.

Coat/ Bag Check: If you would like to host coat or baggage check for your guests, please inform your Wolfgang Puck Sales Rep at least two weeks before your event. If you are requesting coat check during “off season” (*typically including April - August*), please give as much advanced notice as possible. Coat/ Bag Check will be an additional charge to your event. Please discuss pricing with your WPC Sales Rep. GAI/WPC staff will not check any items from your event in cases where coat/ bag check is not requested.

Cooking Demonstrations: In order to comply with the State of Georgia and Georgia Aquarium building fire codes, several guidelines must be met for any cooking demonstration inside Georgia Aquarium. Please discuss all Cooking Demonstration guidelines with your Wolfgang Puck sales rep.

Décor/Signage: The Georgia Aquarium does not condone the use of dried starfish, corals, sea shells, seahorses, and similar items for centerpieces, decoration, entertainment, or for sale. Therefore, these items are NOT permitted in the Aquarium. Artificial replicas of these items are permissible. The use of any open flame is also NOT permitted at the Georgia Aquarium. All candles, tea lights, votives, etc must be enclosed in a fire safe container due to the Georgia Aquarium fire codes. Nails, tape, glue or staples are not allowed to affix any décor/signage to Aquarium property. These methods can lead to damages and result in damage fees. Signage with grommets and string are preferred. Event signage is highly recommended as a helpful directional tool for your guests. Prior to your event, please discuss any décor/signage being used, and any needs you may require for display or special requests. No handwritten signs are allowed at any time.

Deliveries: Please carefully read the **Package Handling Guidelines (pg 6)** and the **Package Handling Form (pg 7)** for all package information.

Directions: Please ask your Wolfgang Puck sales rep for specific directions to the Aquarium based on your specific event details. Directions will vary depending on your guests' mode of transportation and/or event entrance (main entrance vs. ballroom entrance). We are easily accessible from 85 North and South, however the highway exit will differ depending on the direction your are traveling. Georgia Aquarium is located at 225 Baker St. NW, Atlanta, GA 30313.

Dives: If you have included a Welcome Diver or Journey with Gentle Giants dive during your event, please note that dive times and dive programs are set and generally cannot be adjusted once scheduled. Please inform your Wolfgang Puck sales rep if you have any changes to dive programs after set. Please be aware that the dive may be canceled or rescheduled due to unforeseen emergency conditions with dive staff or living collection.

Entertainment: Please discuss the nature of your event entertainment with your Wolfgang Puck sales rep several weeks prior to your event. Most entertainment is permitted; however, some exceptions will be made if Aquarium staff believes the entertainment poses any extreme damage to our living collections or facility. All entertainment must follow all Aquarium guidelines for noise levels, lighting designs, etc.

Fire Alarm System: Foreign substances activate the fire alarm system at Georgia Aquarium, not heat or smoke. However, any equipment emitting heat or smoke, such as fog machines, lasers, special FX machines, etc, must be cleared at least two weeks in advance.

Fireworks/Indoor Pyrotechnics: For the safety of our living collection, facility and staff, Georgia Aquarium does not allow indoor pyrotechnics of any kind.

GAI Certificate of Liability Insurance: As discussed on *Page 1* all vendors will be required to provide proof of liability insurance in the amount of one million dollars (\$1M) to Georgia Aquarium. The liability insurance must prove that the vendor is covered for the entire time they will be on the premises, including set-up and breakdown. Please list all vendors on the Client Vendor Form and return to WPC Sales Rep within two weeks of your event date.

Load-in/Load-out: GAI Event Services department will be contacting all vendors listed on the Client Vendor Form to schedule load-in and load-out times, as well as provide necessary information for quick and easy load-in, set up and load-out. All vendors will need to provide their own equipment for load-in and load-out, such as dollies and carts. With the exception of multi-day events, all vendors will need to breakdown and load-out immediately following the event contracted end time. If you are working with an outside AV company, or if vendor load-in or load-out requires the use of forklifts and/or scissor lifts, please contact and coordinate through ACTIVE.

Vendor load in/out must take place through the GAI loading dock located on Ivan Allen directly past the Oceans Ballroom/ Garage entrance. The Georgia Aquarium does not allow loading and unloading to take place via the Oceans Ballroom entrance. No dollies, lifts or flatbeds are allowed to be used at the Oceans Ballroom entrance. Small items that can be hand carried, will be allowed in through the Ballroom, however, no vehicle may pull up in front of the ballroom for continued unloading of boxes. Please discuss any of your load-in/ out needs with your WPC Sales Rep.

Music/ Noise Level: All music providers will be contacted by a GAI or ACTIVE rep regarding electrical needs, Georgia Aquarium guidelines, load-in information, etc. Live or recorded music is allowed within the Oceans Ballroom at any time and within the Aquarium Atrium and/or Galleries for evening events only. For the safety of our living collections and comfort of our guests, the Aquarium has decibel sound limit of 85dB in the dolphin lobby, 90dB in the ballroom and Atrium. All decibel levels will be monitored throughout the event. **All entertainment must remain under this decibel limit, otherwise ACTIVE and/or Aquarium staff reserve the right to shut down the entertainment producing the sound.**

Parking: Parking is available on-site for your event. Your salesperson will discuss your parking options, as well as the specific pricings. For any event where the client has purchased parking chaser cards, the amount requested will be given to you by your Event Manager, in which you will need to distribute to your guests prior to their exit. Any guests without a parking pass will be required to pay our parking rate of \$10. Please be aware that buses, mini-buses and limousines are unable to enter the parking deck, however are able to drop off at the ballroom entrance on Ivan Allen Blvd. or at the main entrance on Baker Street. For the safety of your guests, an additional fee may apply for Atlanta Police Department staff to manage traffic surrounding shuttle or bus drop off/pickup. Please inform your Wolfgang Puck Sales Rep in advance of your transportation decision and needs.

Security: Georgia Aquarium will provide all general security for your event, which will include a bag check and screening with a hand held magnetometer of all guests upon entry. For larger, more complex events or any event that has specific security requests (*i.e. security for a silent auction or VIP guests*), please speak to your Wolfgang Puck Sales Rep about your needs. Aquarium security may be available at an additional fee in these cases, or your WPC Sales Rep can provide alternate suggestions. All outside security firms need to be discussed with your Wolfgang Puck Sales Rep at least two weeks in advance and cleared by Aquarium security. Firearms, knives, lighters and pepper spray are prohibited at the Aquarium and will be confiscated by security at point of entry.

Special Exhibits/Attractions: If you have purchased tickets to a special exhibit or attraction for your event, please ask your Wolfgang Puck Sales Rep for any specific information needed.

Stickers/confetti/silly string/glitter/marbles: For the safety of our living collection, facility and staff, Georgia Aquarium does not allow any items of the above kind.

Vehicle Displays: Vehicles can be displayed in several areas outside and inside Georgia Aquarium; however, some limitations may apply regarding vehicles inside the facility. Please inform your Wolfgang Puck Sales Rep of any vehicle display needed for your event. Event Services will contact vendor for load-in and load-out procedures, as well as, provide them with the Vehicle Display Guidelines for further details.

Vendors: Please carefully read and complete the Client Vendor Form (pg. 5) and return to your Wolfgang Puck Sales Rep no later than two weeks before the event date. GAI Event Services will contact your vendors for proper insurance, as well as, provide necessary information regarding load in/out time and location, parking options, emergency contacts, etc.

Volunteers: Please inform your Wolfgang Puck Sales Rep if you will have volunteers or extensive staff involved in your set-up, general event or breakdown.

Client signature

Date signed

Please fax this form to your WPC Sales Rep at 404.581.4132 no later than two weeks before your event.

Client Vendor Form

Please fill in this form as completely as possible. Upon completion, fax to your Wolfgang Puck Sales Rep at 404.581.4132. Please inform your Wolfgang Puck Sales Rep of any last minute vendors not listed on this form. Your vendors will be contacted by GAI Event Services shortly after receiving.

Event Name: _____

Client Name: _____ **Date of Event:** _____

Contact #: _____ **Email:** _____

Event Planner/Company: _____

Contact name: _____ Contact #: _____

Email : _____

Music/Entertainment provider: _____

Contact name: _____ Contact #: _____

Email : _____

Design/Décor/Florist: _____

Contact name: _____ Contact #: _____

Email: _____

Transportation Company: _____

Contact name: _____ Contact #: _____

Reservation Number: _____

Other vendors (photographer, photo booths, silent auctions, bakeries, etc.)

Vendor: _____

Contact name: _____ Contact #: _____

Email : _____

Vendor: _____

Contact name: _____ Contact #: _____

Email : _____

AV Company (if different than ACTIVE, will be run by ACTIVE, please contact your ACTIVE rep for information):

AV Company Name: _____

Contact name: _____ Contact #: _____

Email : _____

WPC Sales Rep: _____ (GAI use) **Contact #:** _____ (GAI use)

I have received and completed the Client Vendor Form for Georgia Aquarium.

Client signature

Date signed

Please fax this form to your WPC Sales Rep at 404.581.4132 no later than two weeks before your event.

Package Handling Guidelines

Georgia Aquarium is pleased to accept all shipments required for scheduled meetings/events according to the following guidelines:

- Please inform your Wolfgang Puck Sales Rep in advance of any and all packages to be delivered to Georgia Aquarium. Please fill out the Package Handling Form (pg 7), providing tracking numbers if possible.
- Please label all packages with: **name of event, date of event and on-site contact name**. If the package is in a series, please number each package (*i.e. 1 of 3, 2 of 3, 3 of 3*). Finally, please **send to the attention of CATERING SALES AND EVENTS**.
- Any packages to be shipped out of Georgia Aquarium after your event must be properly packaged and labeled with return address, telephone number, and method of payment or account number. **Clients are responsible for scheduling all pickups with their preferred carrier.** Please inform your Aquarium Event Manager of any outgoing packages the day of the event. If you are holding a trade show or expo as part of your event, please be responsible for coordinating any and all deliveries from your vendors/companies and notifying the Aquarium. Speak to your Wolfgang Puck Sales Rep for charges in this instance.
- **Due to limited storage space, please have all deliveries scheduled to arrive no more than three (3) days before the event.** Georgia Aquarium cannot assume responsibility for storage of early arriving shipments.
- **Large shipments**, such as pallets, medical or computer equipment or vehicles can only be delivered the day of your event.
- Packages should be delivered during regular business hours: Monday-Friday: 8:00am-5:00pm.
- Please send the Package Handling Form and method of payment to your Wolfgang Puck Sales Rep via e-mail or fax (404.581.4132) prior to the delivery of packages. Packages will be held in Aquarium Shipping & Receiving until form has been completed and returned.
- Please call GAI Event Services with any questions concerning your shipment needs:
Jerry Taylor – 404.581.4163

Shipping Address:

[Name of the Event]

[Date of Event]

[Onsite Contact Name]

Attn: Catering Sales and Events

Georgia Aquarium

225 Baker Street NW

Atlanta, Georgia 30313

Package Handling Form

Name of Event: _____

Date & Time of Event: _____

On-Site Contact Name: _____

On-Site Contact Cell #: _____

Number of Packages: _____ Expected Day of Delivery: _____

Shipping Method: UPS FedEx DHL USPS

Tracking Numbers (if available): _____

UPS is the preferred shipper for Georgia Aquarium

Inbound Package Handling Fees-Minimum fee to be applied to all incoming packages:

- 0 to 5 pounds \$5.00 each
- 6 to 20 pounds \$10.00 each
- 21 to 50 pounds \$15.00 each
- Over 50 pounds \$25.00 each
- Crates/Hard Cases \$50.00 each
- Pallets \$75.00 each
- Outbound Package Handling Fees \$5.00 each package

All prices above are for handling fees only. Shipping charges are in addition to above fees.

After your event, any boxes to be shipped from the Georgia Aquarium must be properly packaged and labeled with a return address and method of payment or account number on your departure date. Client is responsible for scheduling all pick-ups with their preferred carrier. The Georgia Aquarium is not responsible for packing or supplying any packing or shipping materials for your boxes, so please plan accordingly.

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I agree to allow Wolfgang Puck Catering at Georgia Aquarium to charge all authorized package handling charges to my Master Account.

Signature: _____

Date: _____

Please fax this form to your Wolfgang Puck Sales Rep at 404.581.4132.

Shipping Address:

Georgia Aquarium
225 Baker Street NW
Atlanta, Georgia 30313

Please send packages to the attention of:

CATERING SALES AND EVENTS
EVENT DATE & NAME