



# Meetings & Conventions



WIND CREEK®



A modern building facade with large windows and a geometric pattern overlay. The word "WELCOME" is written vertically in a large, orange, sans-serif font. The background features a light orange and white geometric pattern, with a green brushstroke at the bottom right.

# WELCOME

## HOST UNFORGETTABLE EVENTS AT WIND CREEK BETHLEHEM

Wind Creek Bethlehem offers an exceptional venue for events of all sizes, accommodating up to 1,900 guests. From conferences & trade shows to board meetings & social celebrations, our state-of-the-art facilities provide a dynamic & inspiring setting.

Boasting over 65,000 square feet of flexible meeting space, our venue features a grand ballroom that can be divided into nine distinct rooms, alongside junior ballrooms with customizable layouts. This versatility makes Wind Creek Bethlehem a premier destination for events that are as seamless as they are memorable.



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GROUP SALES



# GROUP SALES

## EVENT SPACES





# GROUP SALES



## BALLROOM DIMENSIONS

### FOUNDRY BALLROOM [22,400 SQ FT]

- The Foundry Ballroom divides into 9 separate rooms.
- Approximate dimensions are 115ft x 195ft.
- Ceiling height is approximately 24ft (depending on location).

### MORAVIAN JUNIOR BALLROOM [7,100 SQ FT]

- The Moravian Ballroom divides into 2 separate rooms.
- Approximate dimensions are 67ft x 106ft.
- Ceiling height is approximately 11ft (depending on location).

### MONOCACY JUNIOR BALLROOM [3,200 SQ FT]

- The Monocacy Ballroom divides into 2 separate rooms.
- Approximate dimensions are 52ft x 63ft.
- Ceiling height is approximately 11ft (depending on location).



# GROUP SALES

## ROOMING LIST

All forms available in the helpful download section of our website at

[Convention Guide](#)  
[Form Downloads](#)

## GUESTROOMS SPECIAL REQUESTS

Your group can rest comfortably in our luxurious guestrooms while enjoying our in room amenities. All special requests will be noted, such as ADA and adjoining rooms, and hotel will do its best to accommodate but not guaranteed.

## CONTRACTED ROOMS & SPACE

Contracted room blocks only & room block with meeting space will require a contract to hold the dates & space, group room blocks & meeting contracts will have a two-week signature deadline, unless an extension is granted for specific reasons.

## GROUP ROOMING LIST & CALL-IN RESERVATIONS

Attendee names must be provided on the designated rooming list form, which will be sent during the review process with Hotel Sales Coordinator. Rooming lists & call-in reservations are due 30 days prior to arrival. The hotel can provide a reservation link for individual call-ins within the group block. After the cut-off date, any new reservations will be at the prevailing rate. Assigned Sales Manager or Coordinator will conduct a pickup review 45 days prior to arrival.

**GROUP RATES & GROUP ROOM BLOCK ARE CALCULATED AT 10 OR MORE GUESTROOMS.**







# HOTEL OPERATIONS



# HOTEL OPERATIONS

## GUEST ROOMS

A group block of sleeping rooms is not a guarantee that the rooms will be next to or near each other.

## FRONT DESK

Wind Creek Bethlehem's Front Desk is staffed twenty-four (24) hours a day, seven (7) days a week to assist with the following needs:

- Check-in/Check-out
- Special Requests
- Property Orientation

## CHECK-IN & HOSPITALITY OPTIONS (subject to availability)

Please contact your sales contact if you are interested in these additional services:

- Dedicated check-in: A front desk kiosk can be utilized for a private check-in experience. A dedicated check-in requires advance planning & is subject to availability. Fees will apply.

## PRE-KEY

Your sales contact can assist with advanced pre-keying of your group's VIPs, as well as selected guests. A fee of \$3.00 per room will be incurred for this service. To request pre-key, please read through the below guidelines.

- The names of the guests selected for pre-key must be provided to your sales contact within seven (7) days prior to their arrival date to allow special requests to be pre-blocked.



# HOTEL OPERATIONS

## CANCELLATION CHARGES

Cancellation of &/or amendments to your reservation must be made by 6pm the day prior to arrival. Any cancellation after 6pm day prior to arrival is subject to a cancellation fee of one night's room charge (inclusive of any applicable tax).

## CHECK-IN & CHECK-OUT

You must be at least 21 years of age to check-in & register for a room. Check-in time is 4:00pm, & check-out time is 11:00am. Any reservation not checked-in by 11:00pm, without prior notification may be canceled. When using your credit card to check-in, the entire stay's room & tax will be secured unless otherwise stated in your group contract. Additionally, a minimum incidental authorization of \$50 (\$50 for open charging privileges per night) will also be secured. Authorized funds not utilized will be released upon check-out or within 24 – 48 hours. Funds may take up to 10 business days to be refunded to your account if using a debit card.

## CREDIT CARD AUTHORIZATION FORM

Rooms being paid for with a credit card of an individual not staying in the room will require a Credit Card Authorization form prior to check-in. This form gives the guest explicit authority to stay in the room by the credit card owner. This form is required regardless of the relationship between the two parties. To obtain a credit card authorization form please reach out to the call center at 877-726-3777. They will be able to provide you with the form via email or text.

## HOTEL PARKING/VALET

790 Self-parking Spots - Complimentary | 120 Hotel Valet Spots - \$10.00 per car

## DEDICATED VALET COST

100 spots - \$2500 + 21% service charge | 200 spots - \$5000 + 21% service charge  
300 spots - \$7000 + 21% service charge





# BALLROOM POLICIES



# BALLROOM POLICIES



## BALLROOM LOAD IN PROCEDURES

While on property, we ask that vendors follow some basic rules to help keep our equipment & facility in excellent condition for our future guests.

When you arrive on the property, please notify the banquet manager on duty so they can greet you. Please ensure that you & your team are following all the guidelines listed below.

Vendors & clients should follow the standards below to protect our facility:

- Wind Creek requires all vendors/ exhibitors to load in/out via the designated loading docks. At no time should a vendor/exhibitor use the Hotel lobby or Valet port to load or unload vehicles.
- While loading in, vendors may pull up to the freight docks directly but may not pull inside the building via the dock.
- Vendors should unload their items as quickly as possible (no more than 30min), then move their vehicle from the roll door area to provide access for other vendors.
- Vendors may park in any of the open spots outside of the Foundry loading dock so long as they do not interfere with the Event Center parking area while they complete load in. Fire lane cannot be blocked, or vendor will be charged a \$400 fine.
- Once the load in is completed, vendors should park in a guest parking area & enter the ballroom via guest access doors.
- Vendors/guests should not access the service hallways of the building until load out.



# BALLROOM POLICIES



## BALLROOM LOAD IN PROCEDURES (CONT.)

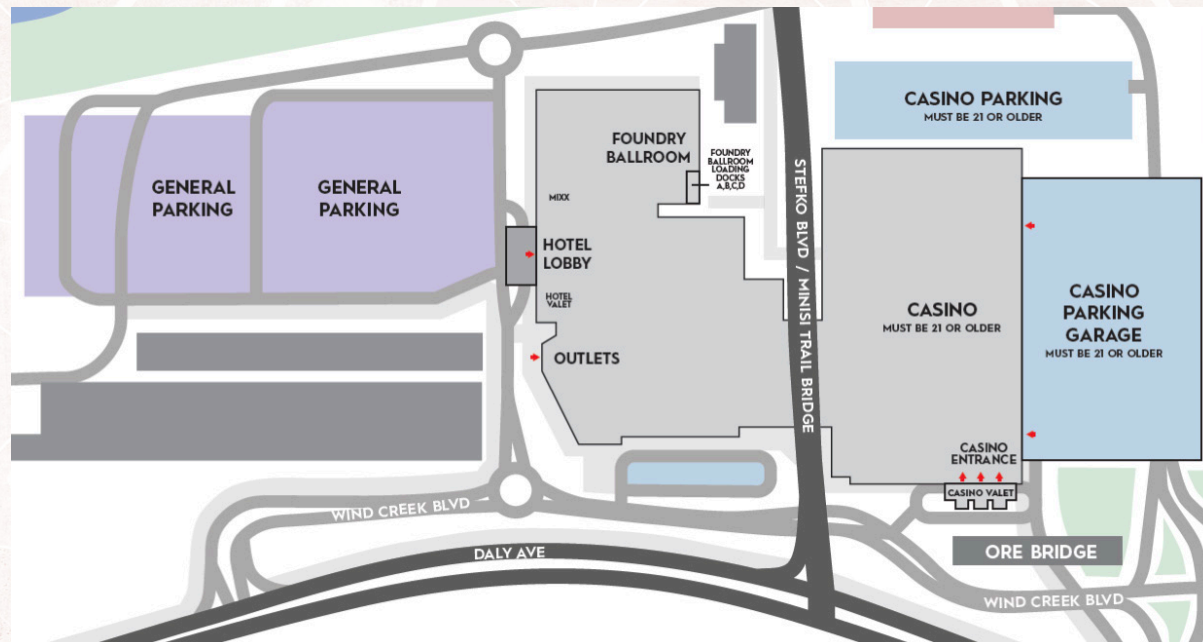
- Load in is only from the loading dock through the roll up dock doors.
- Transport items inside the building through service corridors (concrete) whenever possible.
  - » If a service corridor is not available for the path the equipment needs to go, the vendor should request that the banquet staff lay skodo board down to create a path so as not to damage the carpet.
- Pallets & skids should always be placed on top of plastic floor covering whenever they are not able to be placed directly on concrete.
  - » Wind Creek banquets team can provide plastic floor covering at the current rate listed on the banquet menu should the vendor not have their own acceptable floor covering.
  - » Pallet Jacks should never be operated directly on the carpet & should always be operated over skodo board or plastic floor covering to protect the carpet.
- Should there be a reason to move equipment through ballroom guest doors (not the ballroom roll door), vendors are responsible for propping the doors open in a manner to ensure that the cart that is going through the doors will not damage, bump, or knock the wooden ballroom doors.
- Any damages may result in charges to the vendor or group.



# BALLROOM POLICIES

## FOUNDRY LOADING DOCKS

- D - DOCK- Vehicles/Box Trucks
- A - DOCK- Larger Box Trucks & Trailers
- B - DOCK- Larger Box Trucks & Trailers



Should you have any questions about the above policies, please reach out to your Banquet Manager.

### JOCELYN MUNSON

Manager, Banquets & Catering, Wind Creek Bethlehem  
c: (484)-735-3423 | [jocelyn.munson@WindCreek.com](mailto:jocelyn.munson@WindCreek.com)



# BALLROOM POLICIES



## LOADING DOCK PROCEDURES

Wind Creek has two elevated loading docks, & one ground level roll up garage door located at the rear of the building directly behind the ballroom. Under no circumstance is equipment permitted to enter through the hotel lobby. Load-in/load-out times must be communicated in advance & approved by the Convention Services Manager. Truck staging between load-in & load-out must be communicated in advance & approved by the Convention Services Manager.

## CASE STORAGE

Wind Creek Bethlehem does not have available space to be used for storage of empty road cases. Empty equipment cases are not to be stored in the ballroom vestibules or service hallway. Empty cases should be loaded back on the truck or stored backstage behind the drape line out of site from the public.

## CABLE PATHWAYS

All doors, hallways, & exits must be unobstructed allowing for the smooth evacuation without limitations. Cables crossing public doorways should be avoided whenever possible. Cables crossing rear service doors should be thoroughly taped & maintained throughout the event. All cable runs inside the room should hug the wall & be spot taped to stay in place.



# BALLROOM POLICIES

## BALLROOM DAMAGE PRICE LIST

### DOORS

Closers & Hinges	Starting at \$1000
Handles	Starting at \$500
Loading Dock Doors	Starting at \$2,500
Wood Damage	Starting at \$150

### WALLS

Minor Drywall Damage	\$1-\$3 per sq ft
Major Drywall Damage	Starting at \$70 per sq ft
Baseboard Repairs	\$5-\$8.95 per linear foot

### OTHER

Carpet Replacement	\$5 to \$12 per sq ft
Wall Based Light Fixtures	\$50-\$275 per fixture
Furniture	Starting at \$200 based on damage
Extensive Damage	Prevailing rate based on contractor quote

The above prices are indicative of the typical replacement cost for minor damage. All extensive damage will be reviewed & quoted for repair prior to invoicing.



# BALLROOM POLICIES



## SHIPPING

Please have your items shipped & labeled as the following:

**Wind Creek Bethlehem**

**Meeting/Event Name & Meeting Room:**

**Attention: Guest Name / Company Name**

**77 Wind Creek Boulevard**

**Bethlehem, PA 18015**

**Important Note: Do not label items for delivery to Wind Creek Event Center.**

All items shipped to Wind Creek must be properly labeled with the required information above. Wind Creek will not accept any packages more than one week prior to the event's start date. Packages shipped earlier will incur a \$250 handling/storage fee. At the conclusion of your event, please ensure that any items needing to be shipped to another location are properly packaged & labeled for ground carriers, such as FedEx or UPS. Wind Creek will not be responsible for searching inside packages for labels.

Vendors are responsible for coordinating with the freight company for pickup after the event. All freight pickups must include a Bill of Lading (BOL) with the pallet(s), & the freight company handling the pickup must be listed on the BOL.

Event contacts must work with their vendors to arrange freight pickup within 48 hours of the event's conclusion. Failure to do so will result in a \$250 handling/storage fee per day, charged to the event's master account. All outbound shipments should be placed in the designated pickup area.

For shipments containing multiple smaller cases, these must be palletized & wrapped. Empty pallets & wrapping materials are available upon request. The receiving warehouse hours are Monday through Friday, 6:00 AM to 2:00 PM. Shipments arriving outside of these hours will be delivered the following business day.

## SHIPPING FORMS

All forms available in the helpful download section of our website at

[Convention Guide](#)  
[Form Downloads](#)



# BALLROOM POLICIES



## MOTORIZED TRANSPORTATION/ DRONES

Hoverboards, Segways, & other motorized transportation devices are not allowed at Wind Creek Bethlehem. Patrons who wish to use such devices due to a disability must provide credible assurance. Drones are strictly prohibited inside event spaces. Any requests to use drones on Wind Creek property outside must be submitted in writing at least 90 days in advance. Wind Creek Bethlehem reserves the right to deny any drone use requests on its property.

Must be submitted in writing at least 90 days in advance, comply with all existing airspace restrictions or no-fly zones in compliance with the FAA, with a plotted flight path, including waypoints, altitude changes, & smooth transitions between points.

Wind Creek Bethlehem reserves the right to deny any drone use requests on its property or ask any approved drone flying to end based upon weather or other conditions during the flight.

## AUTOMOBILE | FUEL-POWERED VEHICLE POLICY

All requests for the placement of automobiles, trucks, motorcycles, & other motorized vehicles must be approved by your Convention Services Manager prior to submission to the Bethlehem City Fire Department. Requests should be submitted at least 90 days in advance & include the following details: load-in timing, number & type of vehicles, make & model of vehicles, & a floor plan showing the vehicle locations. All requests will be reviewed promptly. Fuel tanks must be filled to no more than 1/4 of their labeled liquid volume. A \$125 per vehicle permit fee will apply to events with vehicles in the event space.

Vehicle is required to have a lockable fuel cap. Battery will be disconnected while vehicle is on display. The key to the vehicle must be turned over to Wind Creek Bethlehem Banquet Manager. Wind Creek Bethlehem Banquet manager will return the key to the designated representative. At no time will the vehicle be moved while participants are present. Vehicles must never be started, driven or operated under their own power within the building. Electric vehicles will require batteries to be completely disconnected once staged in the event space.



# BALLROOM POLICIES



## ELECTRICAL ACCESS

Basic wall power is free to use. Please be advised that in most cases, multiple receptacles share a circuit. Resetting a tripped breaker can take some time for the facilities team to address. Prefunction electrical access is extremely limited. Under no circumstance are extension cords to be run through the ballroom doorways into the prefunction. Specialized 220v & 3 phase power is provided exclusively through Encore. Contact your Encore representative for specifics, pricing & availability.

## HIGH SPEED INTERNET ACCESS

Complimentary WiFi access is provided throughout the property by Wind Creek. Connect to "Wind Creek Guest". When redirected, check the box accepting the terms & conditions & submit. Private networks with custom SSIDs & specific bandwidth requirements can be provided. Contact your Encore representative for pricing & availability.





ENCORE + A.V.



# ENCORE + A.V.

## ENCORE

Wind Creek Bethlehem has partnered with ENCORE to be their in-house audio-visual partner & exclusive provider of rigging, power & internet. All requests for rigging services must be submitted here. As a rule, all ENCORE charges are applied to the client's master bill with the hotel. If you would like to request direct billing, please let your ENCORE representative know as soon as possible. We appreciate your partnership & look forward to working with you & your team.

## WIND CREEK BETHLEHEM ENCORE TEAM

### JIM SMITH

Director of Event Technology  
jim.smith@encoreglobal.com  
860.861.6525

### ADAM BEATTIE

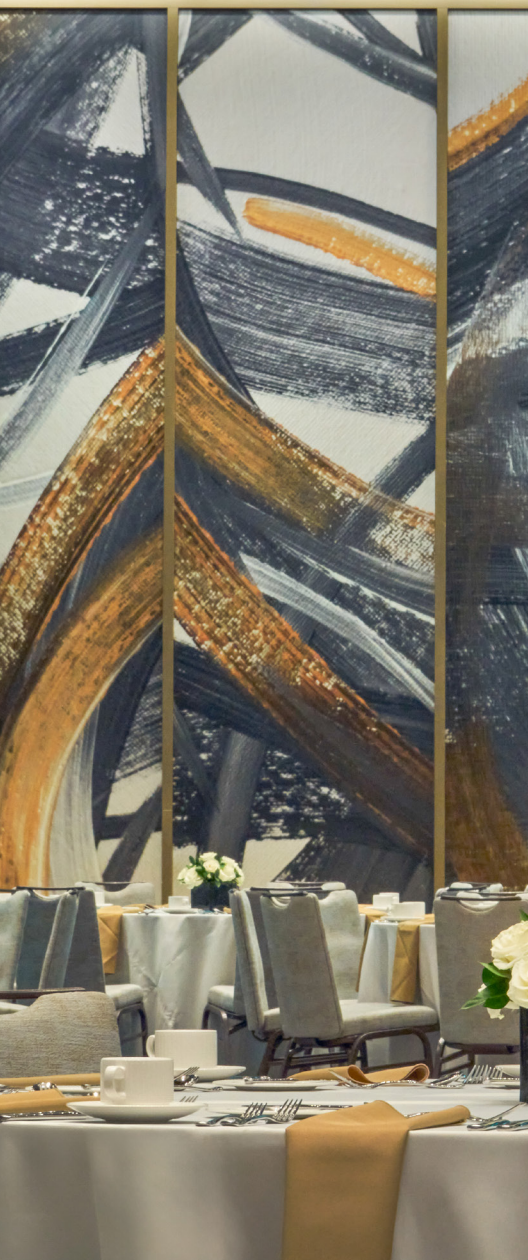
Technical Supervisor  
adam.beattie@encoreglobal.com  
610.618.9226

### BROCK MCELHENNEY

Technician  
brock.mcelhenney@encoreglobal.com  
484.602.8313

### RYAN ZIMMERMAN

Technician  
ryan.zimmerman@encoreglobal.com  
484.788.1704





# ENCORE + A.V.



## OUTSIDE AUDIO-VISUAL SERVICES & EQUIPMENT

Encore is the in-house provider of all audio-visual equipment, rigging & electrical services. Personal audio-visual equipment, owned by the client is permitted. Groups choosing to utilize an outside audio-visual provider will incur an audio-visual liaison fee for each day the outside provider is operating on property.

## REQUESTING AUDIO-VISUAL FOR YOUR EVENT

Encore houses a wide variety of audio-visual equipment & technology on site. To ensure availability, proper setup & testing, please communicate any technology requirements to your Encore representative in advance of your arrival.

## CONNECTING TO HOUSE SOUND

Connecting to the Wind Creek house sound system is only permitted by Encore team members. Equipment rental & set-up charges will apply.



# ENCORE + A.V.



## AUDIO-VISUAL TECHNICIAN LABOR CHARGES

Audio-visual charges for set-up & dedicated operator labor by Encore technicians will be applied based on the set-up requirements & client's request. Fees will be based on a one hour minimum.

## RIGGING SERVICES

All rigging must be installed & supervised by Encore. Encore is the exclusive rigging services provider for Wind Creek Bethlehem. All rigging needs will be provided through Encore. This includes rigging labor, truss, motors, points, associated hardware (span sets, steel, shackles, etc.) & truss.





# BANQUETS POLICES



# BANQUET POLICIES



## **ALCOHOLIC BEVERAGES & SERVICE**

Wind Creek Bethlehem is governed by the regulations of the Pennsylvania Liquor Control Board (PLCB). In accordance with PLCB rules, guests & their invitees are not permitted to bring alcoholic beverages into the hotel from outside sources. All alcoholic drinks must be purchased on-site. Additionally, PLCB regulations prohibit the removal of alcoholic beverages purchased at the hotel for consumption.

Bartenders are required for any event where alcohol is served in the hotel's function spaces. A bartender must be provided for every 75 guests, at a charge of \$125 per bartender. The hotel reserves the right to limit or stop alcohol service on a case-by-case basis, as mandated by Pennsylvania law.

If you wish to order special alcoholic beverages, not already available in Wind Creek Bethlehem's inventory, they must be purchased by the case & paid for in full. No refunds will be issued for unused products, & such items cannot be sent to guest suites or removed from the meeting space.

The legal drinking age in Pennsylvania is 21, & proper identification is required for those attending functions where alcohol will be served.

## **DISPENSING OF ALCOHOLIC BEVERAGES**

If your organization or any of your exhibitors wish to provide an alcoholic beverage sampling for the purpose of demonstration, the following shall prevail in defining the procedure & schedule of associated charges as a condition precedent to the provision of such products.



# BANQUET POLICIES

## DISPENSING OF FOOD & BEVERAGE PRODUCT SAMPLES

Items dispensed are limited to products manufactured, processed or distributed by the exhibiting company. Product liability insurance is required when sample food is distributed at Wind Creek Bethlehem. Wind Creek Bethlehem will institute a charge for any rental equipment, storage of items, protective floor coverings, equipment power needs or cleaning of equipment associated with the distribution of samples.

## SPECIAL MEAL ORDERS

Special meals are those requested in advance that differ from the standard menu. All special meal requests must be included in the guarantee. If the number of special meals exceeds the contracted amount, additional charges will apply based on the higher of the guaranteed or actual number of meals. Please note that special meals may be priced differently from the standard menu when applicable.

Wind Creek Bethlehem prohibits all outside food & beverages.

## EVENT DETAILS

Menu Selections are due a minimum (30) business days prior to your event start date. Initial guest guarantees due (21) business days prior to event start date. Final guest guarantees are due (ten) business days prior to the first event start date. Final changes to room setting needs are due (ten) business days prior to first event start date.

## EQUIPMENT INVENTORY

Wind Creek Bethlehem provides standard meeting & convention inventory at no additional cost. However, if your requirements exceed or differ from the hotel's available supply, additional charges may apply to secure the necessary equipment to accommodate your needs.



# BANQUET POLICIES

## STAGING

Wind Creek Bethlehem offers a complimentary 16x8 stage set with a maximum height of 2 feet. Additional staging pieces are available at a rate of \$110 per 4x8 piece. Specialty stage coverings are available for an additional charge.

## SET-UP CHANGE FEES

Extraordinary setup delays or changes made less than 24 hours before the event, will result in additional setup change fees/crew fees.

## FACILITY CARPET PROTECTION

Visqueen, at the cost of the client, must be installed prior to using any hand jacks, placing crates or laying carpet over existing carpet. Pricing varies based on event space.

## EVENT DIAGRAMS

Wind Creek's Convention Services Manager will create floor plans for your contracted event spaces. If you choose to use an outside company to create your floor plans, the event planner is responsible for ensuring that all event specifications do not obstruct fire egress, interfere with other event spaces outside of the contracted area, account for food & beverage needs, & provide appropriate guest seating. These plans must be approved by the Convention Services Manager & Assigned Sales Manager at least 60 days in advance.

## EVENT AGENDA & PROGRAMS

Wind Creek Bethlehem requires all event agendas & programs to be submitted to the Convention Services Manager & Assigned Sales Manager at least 60 days in advance. The event planner is responsible for ensuring that event spaces with food & beverage services account for setup, service & cleanup times. Wind Creek reserves the right to apply additional charges for events that shorten the service staff's ability to properly manage the event. Please reach out to your Convention Services Manager & Assigned Sales Manager if you have any further questions.



# BANQUET POLICIES

## BANQUET MANAGERS

As an extension of your Convention Services Manager, our banquet managers will be on-site to oversee the execution of your event setup, food, & beverage according to the details outlined in your banquet event orders. They will also ensure that any additional requests are accommodated, if possible.

## MEETING ROOM KEYS

Keys to all meeting rooms are available through your Convention Services Manager. A written request must be submitted 30 days in advance, including a list of individuals who will be assigned the meeting room keys. A maximum of two keys are available. The on-site contact is responsible for returning the meeting room keys to the Banquet Manager at the end of the event. A \$150 fee will be charged for each key not returned. Wind Creek Bethlehem is not responsible for the security of items left in meeting rooms.

## SPONSORSHIP

Exhibitor sponsorships & promotional items for catered events (included, but not limited to logo cups, napkins, lobby banners, signage, publications, column wraps, decals, or clings) within the hotel must be approved by your Convention Services Manager. Wind Creek Bethlehem does not permit sponsorship signage, banners, exhibits, or displays in public areas; these must be placed within contracted function spaces & approved in advance.

## FILMING & MEDIA

Wind Creek Bethlehem is committed to supporting our in-house groups & their media activities. If you plan to include filming, photography, or other media activities during your event, please notify your Convention Services Manager at least 30 days in advance. Note that filming & photography outside your contracted meeting space within the hotel are prohibited without prior approval. Filming approval is contingent upon legal approvals, location agreements, insurance requirements, & any applicable trade-out agreements. If your guests, clients, exhibitors, or vendors have individual filming needs, please submit all requests in writing to your Convention Services Manager.



# BANQUET POLICIES

## EVENT POSTINGS, SIGNAGE & PROMOTIONAL MATERIALS

Wind Creek Bethlehem provides complimentary posting of general meeting information on our reader boards & individual flat-screen monitors outside each meeting room. All meeting directional signage must be 22in x28in , & professionally made & approved by Wind Creek Bethlehem. Wind Creek Bethlehem will supply a max of (three) easels at no charge. Additional easels for signage are available upon request with charge applied.

One sign is permitted outside each meeting room &/or ballroom. Unless prior approval is granted with 30 days' notice, Sponsor signage is not permitted in the public space & must be contained inside the contracted meeting space. All foyer & hallway space in Wind Creek Bethlehem is considered public space.

Signage is not permitted in the casino, hotel lobby, sleeping room hallways or in guest elevator banks. Nothing shall be posted, nailed, screwed, taped, stapled, tacked or otherwise affixed (including Post-it notes of any size) to any hotel doors, walls, columns, floors, airwalls or any other parts of the building or furnishings.

All event marketing materials must list Wind Creek Bethlehem as the event space for events. All public advertising, promotion, direct marketing, collateral or Internet marketing materials which mention Wind Creek Casino by name &/or use of our logo or intellectual property must be approved in advance by the Brand Marketing Department. All requests will be reviewed in a timely manner. Please consult your Convention Services Manager for contact information.

## NOISE LEVELS

Wind Creek Bethlehem reserves the right to control the volume of any sound amplification, including music, voice, or special/artificial effects, if it interferes with other guests or is deemed offensive or in violation of the terms, rules, regulations, or agreement. The Sound Pressure Level (SPL) must not exceed 90 decibels.



# BANQUET POLICIES

## BALLOONS & INFLATABLES

Balloons inside the facility must be tethered to a fixed object & may not exceed thirty-six (36) inches in diameter. Approval to display balloons must be obtained from your Convention Services Manager prior to move-in. If any balloon or inflatable becomes untethered & causes damage to the ceiling or any other area (e.g., permanent or temporary light fixtures, electrical systems, audio/visual equipment, etc.), the Meeting Planner will be fully responsible for the damage & will incur a labor & equipment charge to retrieve the balloons. Additionally, if balloons or inflatables are ingested into the HVAC system, the Meeting Planner will assume full liability for any resulting damages. Wind Creek Bethlehem cannot be held responsible for any HVAC, electrical, or other system failures caused by damage from balloons or inflatables.

## TRANSPORTATION SCHEDULES

Please forward to your Convention Services Manager your transportation plan with the following:

- Name of transportation company that you have selected
- Telephone number for transportation company
- Key contact on-site for shuttle buses
- Number of buses being utilized on the property
- Number of routes that will be running
- Schedule of dates & hours of the shuttle service
- All shuttles should be restricted to the assigned pick-up & drop-off time and designated area
- Any request for transportation must be approved by your Convention Services Manager



# BANQUET POLICIES

## CERTIFICATE OF INSURANCE REQUIREMENTS

The organization, your exhibitors, & any third party outside authorized contractors hired, must provide Wind Creek Bethlehem certificate of insurance with the following required information:

- Workers' Compensation Insurance & Employer's Liability Insurance Protecting Wind Creek Bethlehem LLC from claims by the vendor's employees' job-related sickness, injury, or accident, in amounts required by Pennsylvania law, & in no event less than one million dollars (US\$1,000,000) per occurrence & two million dollars (US\$2,000,000) in the aggregate.
- Comprehensive General Liability Insurance (bodily injury, property damage, etc.) in a policy limit of not less than one million dollars (US\$1,000,000) per occurrence & two million dollars (US\$2,000,000) in the aggregate.
- All policies shall name Wind Creek Bethlehem LLC & its parents, subsidiaries, & affiliates, & each of their officers, directors, agents, & employees.

Please know that higher standards may be necessary depending upon the event. Without this certificate on file with Wind Creek Bethlehem, move-in cannot commence. Please refer to your Convention Services Manager for further requirements, if any.

## STORAGE REQUESTS

Wind Creek Bethlehem permits storage of event items only during contracted event times in contracted event spaces. Requests to store event décor & event materials outside of contracted event times will occur a storage fee.



# BANQUET POLICIES

## UPGRADES & ADDITIONAL CHARGEABLE ITEMS

- Dance Floor - 21ft x21ft complimentary (additional dance floor pieces \$75 per piece)
- Charger Plates - \$3 each (gold or silver only)
- Staging - 16ft x8ft under 24in complimentary (additional staging pieces \$110 per 4x8 piece)
- Balloon Drop Cleaning Fee - \$400
- Tradeshow Cleaning Fee - \$1200 per day. Tabletop exhibits with excessive trash removal & clean-up will also be assessed as a \$1200 per day cleaning fee
- Floor Covering Fee - \$150 per booth or 6ft x6ft area
- Vehicle permit Fee - \$150 per vehicle
- Chair Covers - \$3 each
- Chair Cover & Sash - \$5 each
- Coat Check - \$1 pp
- Table Linens Complimentary Linen Colors: Wedgwood Blue, Black, Oyster White
- Napkins Complimentary Napkin Colors: Wedgwood blue, Black, Oyster White

Additional linen colors at \$10 per linen. Specialty linen available at \$20 per linen. Additional napkin colors are available upon request- charges will apply starting at \$.50 per napkin. 6ft Exhibitor Tables- Wind Creek supplies complimentary (50) 6ft x 30in tables with (1) linen & (2) chairs, additional 6ft tables will be charged at the rate of \$20 per table- additional linens available.





FINANCE



# FINANCE



## PAYMENT

Checks should be made payable to "Wind Creek Bethlehem" & should indicate the account name & event date. Payments can be sent to:

Wind Creek Bethlehem  
Attn: Finance department  
77 Wind Creek Blvd.  
Bethlehem, PA 18015

Wire transfer & credit cards are also acceptable forms of payment.

## DIRECT BILL

Wind Creek Bethlehem may direct bill privileges. Direct Bill applications should be received 90 days prior to your event. By filling out a direct bill application, you authorize Wind Creek Bethlehem to check your organization's credit history.

## CREDIT CARD ON FILE

As a guarantee, Wind Creek Bethlehem requires all groups to have a credit card on file as a backup form of payment. The organization shall notify Wind Creek Bethlehem if they will be sending a check or wire transfer. Outstanding balances to the master account that are not received within 60 days will be charged to this card, plus any finance charges incurred.



# FINANCE



## FINAL BILL

Once the invoice is sent to the organization, the credit card on file will be charged unless other arrangements are made prior to receiving the final invoice, please notify Finance with any new methods of payment. Only one form of payment should be used for final payment. If using multiple methods of payments, they will need to be received prior to the event & will be treated as deposits.

## TAX EXEMPT

Wind Creek Bethlehem adheres to Pennsylvania tax exempt laws & guidelines. We must be notified if your organization is tax-exempt prior to the event & a property completed & fully authorized tax-exempt form must be provided to us.

## EVENT CENTER EVENT CHARGES

Groups using space in the Wind Creek Event Center will receive two separate invoices. Payments should be made separately to Wind Creek Bethlehem & Wind Creek Event Center.





# SECURITY



# SECURITY



## SECURITY PROTOCOL

Wind Creek Bethlehem (WCB) provides both in house and third-party security throughout the facility, including meeting and convention areas. Exhibitors are responsible for items left behind on property and meeting spaces. WCB security is accountable for safeguarding WCB property and ensuring the safety of all attendees and guests. Exhibitors are responsible for protecting their property and ensuring the safety of all their attendees.

## IDENTIFICATION / UNIFORM

Each member of the WCB team has a WCB identification badge. Event Management may deny entry to employees who do not have valid WCB identification.

All event personnel, such as show & service contractor staff, exhibitor-appointed contractor staff, temporary help, exhibitors, & other workers affiliated with an event must wear an identification badge issued by their employer, by Event Management, or by the designated service contractor. WCB or Event Management may deny entry to any personnel who do not have a valid identification badge.

## STAFFING REQUIREMENTS

Events with 100 or more adult (age 21 or older) (including exhibitors), may require two WCB security officers. Two additional officers may be required for every additional 100 adult (age 21 or older) attendees (including vendors). The cost of these officers is \$35 per hour/officer.

Events with 50 or more minor (under the age of 21) (including exhibitors), may require two WCB security officers. Two additional officers may be required for every additional 50 minors (under the age of 21) attendees (including vendors). The cost of these officers is \$35 per hour/officer.



# SECURITY



## BETHLEHEM CITY POLICE, FIRE DEPARTMENT & EMERGENCY MEDICAL SERVICES (EMS)

WCB reserves the right, depending on the type & nature of the event, to require the client to contract police, fire, &/or EMS services.

## CENTER ACCESS

It is understood that WCB Security may require access to your exhibit or production area and event space. All event personnel, such as show & service contractor staff, exhibitor-appointed contractor staff, temporary help, exhibitors, & other workers affiliated with an event must agree to allow entry to WCB Security.

WCB Security & the Pennsylvania State Police (PSP) will always have complete access to all Center areas. WCB security must be present at any specific door being used outside of normal business hours (9am to 5pm).

## INSPECTION

All event personnel, such as show & service contractor staff, exhibitor-appointed contractor staff, temporary help, exhibitors, & other workers affiliated with an event are subject to inspection of cartons, packages, & other items brought into or removed from WCB properties.



# SECURITY



## EMERGENCY INCIDENTS & PHONE NUMBERS

All emergency occurrences, including but not limited to medical emergencies, fires, vandalism, theft, violence or threat of violence, etc., should be reported to WCB Security immediately.

- 24-Hour WCB Security: 484-777-7411 / House Phone Extension 7411
- Lost & Found: 484-777-7685 / House Phone Extension 7685

## LOST & FOUND

To ensure accurate documentation & maximize the likelihood of returned items all lost & found items will be turned into WCB Security. All items will be handled in accordance with the existing WCB lost & found procedure. Any requests related to lost & found items should be directed to the Security Operations Center at 484-777-7411.

## EXCLUSION & SELF EXCLUSION

Anyone listed on the Pennsylvania Gaming Control Board's Exclusion or Self-Exclusion list, or on any Wind Creek Hospitality exclusion list, is not permitted on the Wind Creek Bethlehem property.

## WIND CREEK BETHLEHEM AGE REQUIREMENTS

All guests must be at least 21 years of age to access the casino floor. Minors under the age of 18 must be accompanied by an adult (18 years or older) to access The Outlets at Wind Creek, including the Food Court, Hotel, and Event Spaces.





# THANK YOU!

Thank you for considering Wind Creek Bethlehem for your next event. We are honored to be a part of your planning journey from arrival to farewell and are committed to delivering a seamless, memorable experience for you and your guests. Our dedicated Convention Services Team is devoted to delivering impeccable service, refined touches & personalized support that will transform your event into unforgettable moments & ensure every detail is handled with care and excellence.

We look forward to welcoming you & creating something truly exceptional & memorable by bringing your vision to life.

From,

**Wind Creek Sales Team**