



ST REGIS  
BAL HARBOUR

# Exceptional Events

## MEETING & EVENTS INFORMATION GUIDE

The St. Regis Bal Harbour Resort  
9703 Collins Avenue  
Bal Harbour, Florida 33154  
305 993 3300  
[stregisbalharbour.com](http://stregisbalharbour.com)





## AIRLINE INFORMATION

Air Canada	888.247.2262
American Airlines	800.433.7300
America West Airlines	800.235.9292
ATA Airlines	800.435.9282
Canadian Airlines	800.661.1505
Delta Airlines	800.241.4141
Jet Blue	800.538.2583
Southwest Airlines	800.435.9792
United Airlines	800.241.6522

## AIRPORTS

Miami International Airport (MIA)	305.876.7000
Fort Lauderdale International Airport (FLL)	954.359.6100

## AIRPORT DIRECTIONS TO RESORT

**From Miami International Airport,** Exit the airport and follow signs to FL-112 East Toward 1-95 North/Miami Beach. Merge onto Airport Expressway /FL-112 East Toward 1-95 North/Miami Beach and Follow for about 4 miles. Take the 195 West to Miami Beach. Proceed straight to Collins Avenue, approximately 3 miles. Turn left onto Indian Creek Drive as it becomes Collins Avenue. Follow Collins Avenue North to 97th St. and turn right. The St. Regis Bal Harbour will be on the right (East). Enter the resort at 97th St

**From Fort Lauderdale International Airport,** Exit airport toward 595 West. Take the Exit to I-95 South. Proceed on I-95 South to the Ives Dairy Road/203rd. St. Exit. Take the Ives Dairy Road exit. Make a left (East) turn onto Ives Dairy Road. Proceed to Biscayne Blvd. and turn right (South) Proceed to 192nd St., and make left (East) Continue to Collins Avenue, and make right (South) Proceed to 97th St. The St. Regis Bal Harbour will be on the East Side (left) of Collins Avenue

## AMENITIES AND ROOM DELIVERY CHARGES

We are happy to provide you with a wide selection of amenities. Pricing starts at \$28. Please contact your Event or Catering Manager for a complete list of amenities or to create a customized amenity. Customized amenities must be requested at least 10 days prior to arrival.

In Room deliveries start at \$5 per room for a maximum of 2 items and \$1. for each additional item. Some restrictions and additional fee may apply based on size and weight. Group amenity delivery time to be scheduled in advance with hotel Catering/Event Manager.

Due to design of our guest room doors items cannot be slipped under guest room doors.

## ATHLETIC CLUB

The St. Regis Bal Harbour Resort is proud to offer the Technogym® fitness center with the finest trainers and a full line of Italian-designed equipment, plus spectacular ocean views. We offer an array of group classes by noted trainers Tracie Wright Vlaun and Christopher Vlaun of V-Art of Wellness, the premier fitness and wellness training that integrates the natural elements of our beautiful beachfront location into their workouts. Programs include yoga and fitness to help participants feel reinvigorated both physically and mentally, and to adopt a healthier lifestyle, reduce stress or achieve weight loss.

Located on the Ballroom Level- 24 hour access with guest room key. For group reservations please contact your Catering or Event Manager.



### **AUDIO VISUAL EQUIPMENT AND PRODUCTION/RIGGING SERVICES**

Presentation Services Audio Visual Company is located on site at the Resort for your convenience and is the preferred Audio Visual Company and the exclusive rigging company of The St. Regis Bal Harbour Resort. To make arrangements please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

### **THE ST. REGIS SEA TURTLE CHILDREN'S CLUB® AND BABYSITTING SERVICES**

The St. Regis Children's Club® has thoughtfully designed spaces to cater to the resort's youngest guests. It is complete with an educationally based St. Regis children's learning center, interactive games, and computers. Please contact the resort's concierge at: 305.993.3303 for a current list of activities and to make arrangements.

The resort Concierge can provide a current list of licensed and bonded sitters for in room babysitting services.

### **BANKS AND ATM MACHINES**

#### **Closest Bank Locations:**

SunTrust, Citi, Chase, JGP & Bank of America.

#### **ATM Locations:**

The St. Regis Resort Lobby along with two additional locations across at The Bal Harbour Shops.

### **BANNERS AND SIGNS**

Please note: Signage of any kind is not permitted in the main guest lobby or main guest public areas. For Banners and Signs hung from the ceiling of any banquet room, Presentation Services, our exclusive rigging company must be contracted. For arrangements and additional information please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

### **BANQUET BEVERAGE**

We offer an array of beverage options including custom beverage packages. All beverages must be provided by the hotel. Your Event or Catering Manager will assist in selecting a package best suited for your events. Last call is 2:00am. Please view our current banquet & catering menus at:

[www.balharbour.stregisemenu.com](http://www.balharbour.stregisemenu.com)

### **BANQUET MENU SELECTIONS**

The notable talents of our culinary team are showcased throughout our food and beverage selections and set us apart from any other South Florida venue. We wish to emphasize that our menu options are not limited to the Banquet Menu selections, as by definition the term "bespoke" applies to highly customized or tailored services which will be created with you and your guests in mind. Please view our current banquet & catering menus at:

[www.balharbour.stregisemenu.com](http://www.balharbour.stregisemenu.com)

To ensure a flawless experience, all menu selections & event details should be submitted in writing to your Event Manager or Catering Sales Manager no later than 4 weeks prior to the start date of your event.

### **BANQUET SERVICE CHARGE AND SALES TAX**

Service Charge is taxable and currently 25% of the total food and beverage revenue this includes a 18% gratuity for banquet employees. No other fee or charge is a tip, gratuity, or service charge for any employee (subject to change without notice) Sales Tax is currently at 9% (subject to change without notice).



## BANQUET GUARANTEES

The client, person or party making arrangements on behalf of the client, must submit to the Resort, no later than 12:00 Noon (EST), three business days (72 hours) prior to the scheduled function (weekends and holidays are not included), a guaranteed number of guests attending all planned functions. The guaranteed number of attendees shall constitute a guarantee, not subject to reduction, for which charges will be assessed accordingly. Should the client not notify the Resort of a final guaranteed number, the Resort shall use the agreed number from your contracted schedule of events and function space as the final guarantee.

Your signature on the BEO indicates your acceptance of the guarantee number and event details listed on the BEO and the Resort's terms and conditions. For events to be held on Sunday, Monday and Tuesday, notification of guaranteed attendance must be submitted no later than 12:00 noon (EST) on the preceding Wednesday. For functions to be held on Wednesday, notification of guaranteed attendance must be submitted no later than 12:00 noon (EST) on the preceding Thursday. In some instances, more advanced notice of attendance may be required due to menu complexity, holidays, delivery or other constraints.

The over set for events will be 3% above the guarantee. The overset does not apply to food & beverage. Additional fees apply for food and beverage pre-set over the final guarantee. Within a 72-hour period, the guarantee can be increased but not subject to reduction.

## BEACH EVENTS, POOLS, CABANAS & ACTIVITIES

Beach activities and cabanas are available through The St. Regis Bal Harbour Resort Concierge team. To make arrangements please call 305.993.3303.

Our Oceanfront Day Villas are available for daily guest rental. Please contact the Concierge at 305.993.3303 for information, pricing and reservations.

Beach permit is required for group activities and functions. There are beach restrictions and restriction during turtle nesting season. Please contact your Catering or Event Manager for additional information.

## CAR RENTAL

Hertz Rent A Car. Please call: 800.654.3131 for reservations or contact the St. Regis Bal Harbour Concierge at 305.993.3303.

## CARPET PROTECTION

The carpeting in travel routes storage and back stage areas are to be protected with a product called Poly-tak (Carpet Mask), which is a self-stick adhesive visqueen and or plywood depending on weight of equipment or items displayed. Carpet Protection is required for both move-in and move-out. The hotel reserves the right to inspect the amount of floor covered and how floor is protected and advise without dispute, if more coverage is required. Additional fees would apply for additional material needed to properly protect function space.

All fork/scissors lifts, if used, must be battery operated (not propane or gasoline). Operators must provide certification prior to operating any fork/scissor lifts. Carpeting must be covered with Poly-tak (Carpet Mask) in all locations on which forklifts or other heavy equipment will travel. All tires must be non-marking with minimal tread. Any use of pallet jacks or similar lifting equipment require plywood/masonite or similar hard surface material be used over the poly-tek to prevent damage to the floor structural integrity.

Should the Outside Company damage Hotel property, or have an injury, it is the responsibility of the Outside Company to immediately report the incident to Hotel Security.

We request that cord covers be used wherever possible. When gaff tape must be used, duct tape is not allowed, we specify that it be the type that is non-marking and black in color. When lifts are used, please ensure the wheels are non-marking with minimal tread. It is the responsibility of the Outside Company to provide the above equipment.



## CERTIFICATE OF INSURANCE

Outside Vendors and Decorators for all event types must have a Certificate of Insurance on file and must name all entities, for this property as additional insured with a minimum coverage starting at two million dollars. Additional Insured: Bal Harbour Hotel LLC, Bal Harbour Center Condominium Association, Inc., Bal Harbour North South Condominium Association, Inc., Bal Harbour Resort Master Association, Inc., Starwood Hotels & Resorts Worldwide, Inc. and their subsidiaries and affiliated entities. Hotel reserves the right to increase the amount of minimum coverage required based on the event. Certificate of Insurance should be submitted to the Resort forty five (45) days prior to move in. Certificate should be sent to the attention of the Event Manager or Catering Sales Manager assigned to your event.

## CHAMBER OF COMMERCE

Miami 305.350.7700

## CHECK CASHING POLICY

Guests may cash up to \$200 per day.  
Starwood Preferred Guests (SPG) Platinum members may cash up to \$250 per day.  
All guests writing a personal check must present valid picture ID and a major credit card. Personal checks are not accepted for payment of events held on property.

## CHECK-IN AND CHECK-OUT

Check in time begins at: 4:00pm  
Check out time is at: 12:00pm  
Early check in and late checkout is based on availability, additional charges may apply.

## CONVENTION AND VISITORS BUREAU

Miami 305.539.3300 or 800.933.8448  
Bal Harbour Visitors Bureau [www.balharbourflorida.com](http://www.balharbourflorida.com)

## CONVENTION CENTER

Miami Beach Convention Center 305.539.3071 ext. 3071 or 800.933.8448

## CUSTOM BROKERS

Action International Incorporated 800.422.2209  
Customs and Trade Services 305.477.7088

## DECORATOR / DESTINATION MANAGEMENT COMPANY

**Agency BE**  
Fernando Rojas, Partner 305.979.8238 or via email: [fernando@be-original.com](mailto:fernando@be-original.com)

**Hello! Florida**  
Mika Duynhouwer 954.650.9362 or via email: [mduynhouwer@hello-florida.com](mailto:mduynhouwer@hello-florida.com)

**Koncept Events**  
Hillary Smith 954-510-3285 or via email: [hillary@konceptevents.com](mailto:hillary@konceptevents.com).

Kindly contact your Event or Catering Sales Manager for a complete list of our recommended Vendors. The St. Regis Bal Harbour reserves the right to approve all vendor types not listed on hotels preferred list and refuse to allow vendors not approved to perform work on hotel property.



## DIAGRAMS/ FLOOR PLANS/ PERMITS

Please forward all correspondence to your Hotel Event Manager. City of Miami/Bal Harbour Fire Department regulations must be followed without exception. It is the responsibility of the Production/Exhibit Company to produce scaled diagrams of the Production area. The Production Company is also responsible for the accuracy of the information provided on the fire marshal form. If a fire watch is required by the City of Miami all applicable charges will be the responsibility of the hotel client and/or the Production Company. All necessary permits and diagrams must be submitted to the Catering/Event Management Department 45 business days prior to event start date. Once approved by the Hotel, the diagrams/floor plans will be forwarded to the Fire Marshal for approval.

Four (4) copies of the floor plans/diagrams must be presented on 36"x 24" size paper to provide "appropriate detail" to a scale of 1/32" = 1' and two (2) copies of the same diagrams/floor plans on 8 1/2" x 11" paper. Aisle widths must be indicated and exits along with exit signs may not be blocked or covered. MSDS sheets for every foreign element being brought in to the Hotel must be provided. Certificate showing all items are Flame Retardant needed for drapes and other materials are to be included. Open flames from some types of candles which may be used for centerpieces are not permitted.

## ELECTRICITY & EVENT POWER

Presentation Services (PSAV) is our exclusive provider of electrical services. For pricing and additional information please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

All equipment, regardless of source of power, must comply with Federal, State and local codes. Presentation Services reserves the right to inspect all electrical devices and connections to ensure compliance with all codes.

Presentation Services is required to refuse connections if wiring is not in accordance with local electrical codes. Use of open clip sockets, latex or lamp cord wire, duplex or triplex attachments plugs, or non-U.L. approved equipment is prohibited. Available power is 120/208 volts, 277/480 volts. Custom power requirements may be requested with advanced notice.

## EXHIBITOR TELECOMMUNICATIONS FORMS

Presentation Services (PSAV) is the exclusive provider for all telecommunication needs at The St. Regis Bal Harbour. Special requests should be received sixty days (60) prior to move in date. All other requests should be received forty-five (45) days prior to move in. For arrangements please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

## EMERGENCY, LIFE SAFETY AND MEDICAL ASSISTANCE

For Emergency assistance, dial; extension 3334 from any in-house phone at. In-House security operates 24 hours a day, patrolling and responding to guest's needs and emergencies.

## EXPOSITION SERVICES

### Expo Convention Contractors

Ulises Delavega

305.751.1234, Ext. 214

Please contact your Event Manager or Catering Manager for information regarding Fire & Safety regulations, Freight Elevator & Dock usage, Loading Dock hours, and Security requirements.

Please note food & beverage is not permitted to be brought in from the outside. All food and beverage must be provided by The St. Regis Bal Harbour for all events.



## **FIREWORKS**

Aerial firework displays are commonly not permitted. Some forms of ground fireworks may be permitted with approval from the City of Bal Harbour, City of Miami and the St. Regis Bal Harbour Resort. Client must obtain permit from the City of Miami and client will be responsible for all costs associated with obtaining permit paid directly to the City of Miami. Prior approval from St. Regis Bal Harbour is required prior to requesting permit. Requirements are subject to change without notice.

A fire watch will be required by the City of Miami. All fees associated with the fire watch will be billed to the client directly by the city. If approved- no form of Fireworks may be released after 10:00pm.

St. Regis Safety & Security officer will be required by the hotel at prevailing rate of \$52.00 per hour with a 4 hour minimum and will be billed to client master account. Pricing subject to change without notice.

St. Regis beach chairs and cabanas which are set and located on the beach must be covered with fire resistant covering provided by the client. Should covering not be provided and the hotel is required to remove the beach chairs and cabanas a non- refundable \$3500 fee will be applied to the master account.

Beach cleanup of any firework debris is the responsibility of the company contracted for the firework display. The client will be billed for any beach pool clean up not taken care of by Firework Company.

Company hired for firework display must be a pre-approved hotel vendor and provide a certificate of insurance no less than 21 days prior to the event date to hotel including contractual liability, products and completed operations and automotive liability to the hotel evidencing minimum limits of \$3,000,000.00 combined single limit and will name the hotel and its ownership additional insured.

## **FOOD & BEVERAGE**

Due to licensing requirements and quality control issues, all food & beverage to be served on Resort property, including any food & beverage in exhibit booths, must be supplied and prepared by the St. Regis Bal Harbour. This information is also outlined in your signed agreement with the Resort.

## **GENERAL INFORMATION**

The use of Helium Balloons and Confetti require special attention due to their interference with the Life Safety System. Please notify your Catering or Event Manager in advance (30 days prior to event date) if there are plans to use these items. A clean up fee will be posted to the Master Account. Pricing will be determined according to the event up to \$1500. Open flames from some types of candles which may be used for centerpieces are not permitted. All fabric/textile material, both natural and synthetic, brought into the Hotel from outside sources must be treated with a flame retardant. All sub-contractors (and/or their sub-contractors) must be prepared to provide documentation of flame retardancy that meets or exceeds NFPA 701. Some fabric/textiles meet the Boston Code or the California code, or all three codes. Any one or all would be accepted. If the documentation/ certificate state that it is limited to a certain number of wash cycles, the owner of the material should have additional documentation, indicating a recent re-treatment. This code applies to any fabric/textile used in the Hotel, including but not limited to: table linen, chair covers, table skirting, drapery, curtains, plant bedding and decorations.

## **HOUSEKEEPING & TURNDOWN SERVICES**

Mandatory daily housekeeping gratuity of \$5 per room per day will be applied to the Master Account. Pricing subject to change without notice.

AM service: 9:00am – 5:30pm

Turn Down service: 5:30pm – 10:00pm

## **KOSHER EVENTS**

We are able to provide Glatt kosher events through Danziger kosher catering. Individual kosher meals are available for events and must be ordered no later than three (3) business days prior to the event date. Contact your Event or Catering Manager for more information regarding kosher meals and kosher events. Additional fees and minimums do apply.



## LANGUAGES

Multilingual staff on-site in addition to the use of AT&T Language Line for additional translation needs. Contact your Event or Catering Manager for more detail.

## LIFE SAFETY

Our Life Safety system boasts the latest technology. Please note that current ADA Code requires visible alarms, which are bright strobes, located 14.5" off the floor on the perimeter walls. These strobes are not to be obstructed. The Fire Department, at their discretion, may allow a limited number of these strobes to be obstructed by increasing the number of fire watch personnel employed. Additionally, the Florida Fire Prevention Code provides that the Fire Chief may require a standby fire watch be employed. We suggest that large production budgets provide for at least one representative from the Fire Department for fire watch. Additionally, should the event wish to employ a Paramedic, this two-member team will also fulfill the fire watch requirement.

## LINENS FOR BANQUET EVENTS

The St. Regis Bal Harbour provides linen for banquet events in limited colors which complement the hotel function space décor. Linen color is subject to change without notice. Specialty linen can be ordered through your Event Manager or Catering Manager. Additional fees will apply.

## LOAD IN / LOAD OUT

We require all load in/load out information be submitted to the hotel no later than twenty one (21) days prior to your load in date. The freight elevator is not available for exclusive use and all load in/load out schedules are subject to hotel approval based on availability of loading dock and freight elevator. For large events and outdoor events we require our hotel Security to be posted to monitor the load in/load out process. Our prevailing security fees will apply and will be posted to the group/event master account. All vendors coming to the hotel will be required to check in at security and obtain a visitors pass prior to load in/load out regardless of size. Parking arrangements for vendors contracted by the group/event must be made in advance and parking fees will be posted to the group/event master account.

Astor Ballroom Freight Elevator dimensions are 9'4"x18'.2" deep and will accommodate 20,000lbs. The Madeleine Astor elevator dimensions are – elevator door 3'5"x7' and inside elevator 6'6" x 5'6" x 9'9".

For events taking place at the Resort Pool, Tranquility Pool or Ocean Palm Court, the load in/load out area is located behind the hotel on the beach road (an emergency access road) a city public safety officer will be required by the Bal Harbour Police to access this area. All applicable charges will be the responsibility of the hotel client and/or the Production Company. Hotel approval is required prior to submitting requests/forms to the city. Contact your Catering or Event Manager for application and additional information. All requests must be completed by and submitted by the group or special event planner directly with the Bal Harbour Police at least three weeks prior to event date.

### **Christina R. Duarte**

Executive Secretary to Chief of Police  
Bal Harbour Police Department  
Direct Line: 305.993.7431  
Main Line: 305.866.5000  
Fax: 305.993.5163  
Cdurate@balharbourfl.gov  
[www.balharbourfl.gov/police](http://www.balharbourfl.gov/police)





### LOCKS FOR FUNCTION SPACE

A \$55 per door fee is charged for re-keying electronic door locks on meeting rooms. Five (5) keys will be included in the re-key fee. Additional keys are available at \$5 per key. The Cloak room located in the Astor Ballroom cannot be re-keyed. A \$250 per door fee is charged for re-keying hard locks on meeting rooms. One (1) key will be included in the re-key fee. Additional keys are available at \$8 per key. Pricing subject to change without notice.

Meeting rooms with air walls cannot be locked. St. Regis Bal Harbour security must be hired at the group's expense to secure meeting space with air walls. Guest room keys do not allow floor to floor access.

### LOST AND FOUND

Dial extension: 3334 to contact the St. Regis Bal Harbour Safety & Security team.

### MEDIA

#### Print

Miami Herald	305.376.2100
Sun Sentinel	305.947.2632

#### Television

WPLG / ABC	305.576.1010
WFOR / CBS	305.591.4444
WTVJ / NBC	954.622.6110

#### Radio

News Radio	954.862.2000
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### NEWSPAPER DELIVERY

Automatic delivery of The Wall Street Journal to our guest room doors Monday – Saturday. The delivery of The Miami Herald is available seven (7) days a week. Additional Newspapers are available-arrangements must be made in advance and additional fees will apply.

### OFFICE EQUIPMENT

Office equipment such as copiers, printers, fax machines, etc., can be rented directly from Presentation Service, Inc. (PSAV) and delivered to your meeting room. For arrangements please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

### OUTDOOREVENTS

Please note some restrictions apply when booking the following outdoor venues, relating to, but not limited to: need for city public safety officer, city permit, set up and tear down times, food & beverage minimums, approved equipment, sound, lighting, and outdoor entertainment. Additional lighting is required for all outdoor events and arranged through Presentation Services (PSAV) who will provide a quote based on the event specifications and requirements. Plated meal events are not available for events hosted outside. Please contact your Event or Catering Manager for details.

To remain compliant with local noise ordinance, outdoor music must end by 10:00 pm (EST) speakers and sound must be placed facing away from hotel/residents buildings. (Subject to change based on changes to city ordinance guidelines)

Beach permit is required for group activities and functions. There are beach restrictions during our turtle nesting season. Please contact your Catering or Event Manager for additional information.

#### Outdoor Complex and Event Usage Fees Starting At:

Tranquility Pool	\$3,000 per event
Ocean Palm Court	\$2,000 per event
Beach	\$3,500 per event
Madeleine Astor Terrace	\$2,000 per event



## PARKING

Overnight	\$44
Day parking	\$25

Event valet parking (arrival/departure) may be available at the Astor Ballroom level. Please contact your Catering or Event Manager for additional information.

## PET SERVICES

We welcome pets less than 40 pounds. There will be a one time, non-refundable, fee of \$100 applied to the guest account for deep cleaning as well as an additional fee of \$25 daily. Pricing subject to change without notice.

### We provide the following amenities for your pet:

- Water Bowl & Food Bowl for dogs
- Cat mat
- Bed for dogs or cats

## PORTERAGE

A mandatory Porterage charge of \$7.50 in / \$7.50 out per person (plus all applicable taxes) will be assessed for Group arrivals or departures to/from the hotel's facility, at the time of check-in or departure, requiring luggage handling or requiring any form of transportation to/from the lobby or Astor Ballroom Porte-Cochere. For the purpose of computing porterage, children shall also be considered a "person". The mandatory porterage charge is paid in its entirety to employees providing the porterage services. Additional fees may apply for guests traveling with more than two pieces of luggage per person. Pricing is subject to change without notice.

## POST OFFICE

### United States Post Offices:

*Surfside Branch* 1.800.275.8777

Mail can also be sent through the hotel Concierge.

## PREFERRED VENDOR LIST

Contact your Event or Catering Sales Manager for a complete list of our preapproved/ recommended vendors and vendor partners for The St. Regis Bal Harbour Resort. All outside vendors of any kind must be pre-approved by The St. Regis Bal Harbour Resort. The St. Regis Bal Harbour reserves the right to approve all vendor types not listed on hotels preferred list and refuse to allow vendors not approved to perform work on hotel property.

## PRE-REGISTRATION

All charges will be guaranteed to the group master account. \$15 roundtrip Porterage per person will be billed to the group master account. Flight manifests are required and should be submitted to the hotel fourteen (14) days prior to group arrival. A fee of \$125 per hour per person labor charge will apply should Resort Staff be required to staff the Pre-Registration Desk. Pricing is subject to change without notice.

## PRODUCTION MOVE-IN AND MOVE-OUT

We require all load in/load out information be submitted to the hotel no later than twenty one (21) days prior to your load in date. The freight elevator is not available for exclusive use and all load in/load out schedules are subject to hotel approval based on availability of loading dock and freight elevator. For large events and outdoor events we require our hotel Security to be posted to monitor the load in/load out process. Our prevailing security fees will apply and will be posted to the group/event master account. All vendors coming to the hotel will be required to check in at security and obtain a visitors pass prior to load in/load out regardless of size. Parking arrangements for vendors contracted by the group/event must be made in advance and parking fees will be posted to the group/event master account.



Freight Elevator dimensions are 9'4"x18'.2" deep and will accommodate 20,000lbs. For events taking place at the Resort Pool, Tranquility Pool or Ocean Palm Court, the load in/load out area is located behind the hotel on the beach road (an emergency access road) a city public safety officer will be required by the Bal Harbour Police to access this area. All applicable charges will be the responsibility of the hotel client and/or the Production Company. Hotel approval is required prior to submitting requests/forms to the city. Contact your Catering or Event Manager for application and additional information. All requests must be completed by and submitted by the group or special event planner directly with the Bal Harbour Police at least three weeks prior to event date.

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[www.balharbourpolice.org](http://www.balharbourpolice.org)

**PROMOTIONAL MATERIALS**

Resort Collateral can be provided in limited quantities at no charge. All promotional items utilizing The St. Regis Bal Harbour logo must be pre-approved prior to any use or distribution.

**PYROTECHNICS, LASER AND FOG / HAZE MACHINES**

Based on size and layout of the Astor Ballroom and hotel outdoor event space a special approval is required by the hotel for Fog / Haze and Laser Machines. If approved, all hazers must be water based. Oil based hazers are prohibited. A Fire-watch is mandatory when using Pyrotechnics, Laser, Fog, Haze and all similar machines. Fire Marshall approval must be obtained at least forty-five (45) days from the event date. Certificate of Insurance is required from all outside vendors naming all entities for this property, as additional insured.

**RECREATION**

A 14,000 square foot exclusive Spa. For appointments and a full listing of our Remède Spa services please contact Remède Spa reservations at 305.993.0600.

Our Oceanfront Day Villas & Oasis Cabanas are available for daily guest rental. Please contact 305.993.3303 for information and pricing.

**REFRESHMENT HONOR BAR**

Fully stocked refrigerated Refreshment Centers are located in all guest rooms, with an attached price list. To have a Refreshment Center emptied prior to check in or to replace product a labor charge of \$125.00 per Refreshment Center will apply. Wellness Honor Bar is available upon request. Pricing is subject to change without notice.

**REGISTRATION AREAS**

Group Registration may be set on The Astor Ballroom Level only. This space is subject to availability and must be reserved in advance. Group registration should be arranged no less than three (3) weeks prior to group arrival. Additional fee of \$125 per hour, per staff (based on 3hr minimum) will apply. This area may be non-exclusive. Registration is not permitted in the Main Lobby or main guest areas. Pricing is subject to change without notice.

**REHEARSAL SOUND STANDARDS**

Presentation Services (PSAV) has exclusive control of the house sound system. Sound levels are to be appropriate for the contracted space and are not to interfere with activities of another group. The Resort reserves the right to stop any event in the instance of inappropriate sound levels.



## RELIGIOUS SERVICES

Please contact the Resort's Concierge desk for an updated list of religious services, times and religious locations.

Tel: 305.993.3303

## RESERVATIONS FOR GROUP EVENTS

A Group Rooms Coordinator will be assigned to each group or catering event and will serve as the direct reservations contact for the event planner. Please refer to the signed Group or Catering agreement for reservation cut off dates, room rates, and reservation method (rooming list or individual call in)

Groups/events with individual call in shall make reservations directly by calling: 855.993.0700 and identifying themselves as members of your group. International attendees may dial: 305.993.0700

Cancellation Policy: Please refer to the Group or Catering signed agreement.

## RESORT FEE

A daily resort fee of **\$35 per room + tax** is applied to your account to include the following benefits per day:

- One fitness class per adult
- Bicycle rentals for up to 2 hours
- Upgraded in-room high speed internet access
- Art Tour with *Rosenbaum Gallery* located on the Lobby Level, available daily at 6:30 pm
- Access to Remède Spa facilities, including showers, sauna, & steam room
- Daily cocktail at The St. Regis Bar & Sushi Lounge per adult

## RESTAURANTS & LOUNGES

### Atlantikós

Reminiscent of the bright blue and white contrasting colors of Santorini, Atlantikós exudes a truly authentic Mediterranean dining experience and is the latest culinary debut at The St. Regis Bal Harbour Resort. Chef Anastasios "Tasos" Chasekioglou offers a curated selection of traditional Greek dishes and fresh seafood, tailored to Miami. Meant to be enjoyed as a shared experience, the Atlantikós menu takes guests on a journey of exceptional flavors from the Greek mainland to the islands.

### BH Burger Bar

As Bal Harbour's first gourmet burger restaurant, BH Burger Bar offers a customizable menu featuring build-your-own burgers, gourmet franks, wings, signature sides and indulgent shakes paired with local craft beer, all in a lively and relaxed space.

### La Gourmandise

La Gourmandise offers indulgent and authentic French cuisine featuring the sophistication and artistry of Miami's Best Address. The light and elegant surroundings of the lobby lounge welcomes guests to a vibrant environment offering an impeccable setting for a delightful breakfast, lunch, and traditional afternoon tea. La Gourmandise also offers the largest tea selection in Miami, showcasing 30 varieties of tea blends and unique custom blends created exclusively for The St. Regis Bal Harbour.

### The St. Regis Bar & Sushi Lounge

As the only live music venue in Bal Harbour, The St. Regis Bar presents a seductive twist on contemporary music seven nights a week. The bar features an exclusive selection of the world's finest champagnes, rare vintage wines, and hand crafted cocktails, complemented by a tailored menu of Sushi and Asian-inspired dishes. The Wine Vault surrounds guests with a sanctuary of sensory pleasures. Experience the evening champagne sabering ritual nightly at 7:30 pm.

### Private Dining

We offer our guests 24 hour In Room dining upon request



## RESTAURANT BUY OUT FOR PRIVATE FUNCTION

To host a private event in one of our restaurant outlets please contact your Events of Catering Sales Manager to reserve space for your function. Food & Beverage minimums do apply which are separate from your contracted banquet/catering food & beverage minimum. Restaurant outlets are not available for use as weather back up space during normal business hours.

## RETAIL SHOPPING

The resort sits across Collins Avenue from one of the most luxurious shopping venues in the world: Bal Harbour Shops, a favorite destination for jets-setting visitors and part-time residents, and host to an assemblage of nearly 100 prestigious boutiques and shops on par with those in New York, Beverly Hills, Paris, London and Milan. Additional shopping can be found at The Aventura Mall, just 15 minutes away from the Resort.

## RIGGING AND OVERHEAD SAFETY

Presentation Services, Inc. (PSAV) is the exclusive rigging provider for The St. Regis Bal Harbour. Ground supported Audio Visual and lighting must be approved in advance by PSAV certified team for life safety best practices. For arrangements please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com) Rigging services must be contracted no less than thirty (30) days in advance for any items that are to be hung from the ceiling of any meeting room or approved public area space within the Resort

## ROOM DELIVERIES

In Room Deliveries start at \$5 per room for a maximum of 2 items and \$1 for each additional item. Some restrictions apply based on size and weight. Due to design of guest room doors items cannot be slipped under the guest room door. Additional fee may apply for deliveries that require set up. Group amenity delivery time to be scheduled in advance with hotel Catering/Event Manager. Pricing subject to change without notice.

## SAFETY DEPOSIT BOXES

Available within every guest room in addition to the Front Desk at no additional charge.

## SATELLITE CHECK-IN

Available for large group arrivals only and located exclusively on the Astor Ballroom level. All charges will be guaranteed to the master account. This space is subject to availability and must be reserved in advance. Satellite check in should be arranged no less than three (3) weeks prior to group arrival. Additional fee of \$125 per hour, per staff (based on 3hr minimum) will apply. This area may be non-exclusive. \$14 per person roundtrip portage will be billed to the group master account. Satellite check in is not permitted in the Main Lobby or main guest areas. Pricing is subject to change without notice.

## SECURITY

The St. Regis Safety & Security team are the exclusive provider for all group/events requiring security personal. Arrangements should be made no less than fourteen (14) days prior to groups move in/ requested event date(s). Security personnel pre-arranged will be billed at \$52.00 per officer per hour with a four (4) hour minimum. Requests for security inside of 14 days will be billed at \$60.00 per officer per hour with a four (4) hour minimum. For all Security Emergencies, please dial extension 3350. For all non-emergencies, please dial extension 3334. Pricing is subject to change without notice. Pricing during holiday/peak times will be increased.

## SERVICE CHARGE ON ROOM RENTAL

A service charge, currently 25% of the function space rental fee (plus all applicable taxes) will be added to the function space rental fee as well as set up and usage fee is retained by Hotel to cover non-itemized costs of the event. The service charge is not a tip or gratuity for employees. Pricing is subject to change without notice.



## SHIPPING AND RECEIVING

For additional arrangements contact our shipping & receiving department at: 305.993.3369  
Incoming Guest and Meeting Planner Packages should be addressed as follows:

**Guest Name**  
**Convention Group Name**  
**C/O The St. Regis Bal Harbour**  
**Resort 9703 Collins Avenue**  
**Bal Harbour, Florida**  
**33154**

Shipping rates are based on the weight of the item in addition to the number of days it is stored at the Resort.  
No storage charges will be assessed for the first 24 hours.

### **Shipping & Receiving rates per Package or Pallet** (*Packages based on weight in pounds*):

0-5 lbs.	\$5 each
6-20 lbs.	\$12.50 each
21-35 lbs.	\$17.50 each
36-50 lbs.	\$22.50 each
Over 50 lbs.	\$35 each

### **Pallets or Crates**

(std, 4x4x4) or 400 lbs.	\$89.50 each
Oversized	\$179.50 each

Price includes delivery "as is" to one location. If Pallets/Crates are to be broken down and/or delivered to two or more locations, a package/per weight charge may be applied based on price structure above.

### **Package Movement / Labor rates, within the Hotel:**

Any additional package movement after initial delivery will be charged at \$45.00 per hour per person.

## OUTGOING PACKAGES

Arrangements must be made in advance through hotel's shipping & receiving team. The Resort's shipping authorization form must be completed and accompany all outgoing shipments. Mailing labels must be affixed to each package. Outgoing shipments received after 3:30pm Monday thru Friday will be shipped out the next business day.

## SMOKING POLICY

The St. Regis Brand has adopted a smoke-free policy for all of their hotels.

All guest rooms and public areas located in the Resort, as well as all Meeting areas, are designated as non-smoking. A minimum cleaning fee of \$1500 will be charge should smoking take place in non-smoking areas.

## SPA- REMÈDE SPA

The 14,000 square-foot Remède® Spa, exclusive to St. Regis Hotels & Resorts, exemplifies true luxury and refinement. Our customized and advanced treatments offered within our 11 luxurious treatment rooms allow your mind and body to escape. Inspired by Laboratoire Remède® - the comprehensive menu of facial, massage, body and full service salon treatments including signature touches like champagne, Jacques Torres truffles and cashmere throws, our goal is to surpass all expectation and create unparalleled results in a sanctuary of indulgence and relaxation. To make arrangements please contact Spa Reservations at 305.993.0600.



## TAX EXEMPT

A copy of the Organization's Tax Exemption Certificate from the State of Florida must be provided to the Resort prior to the event date. A Federal Tax Exemption Certificate does not apply, as the hotel does not charge Federal Taxes.

Should you qualify for tax exemption, please note that taxes will appear on all banquet checks; however, the Resort will remove taxes in a lump sum on the final statement.

## TECHNOLOGY SERVICES

Presentation Services (PSAV) is the exclusive provider of HSIA services at The St. Regis Bal Harbour. For pricing and additional information please contact PSAV at 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

## TELEPHONES

Presentation Services (PSAV) is the exclusive provider of Telecom services at The St. Regis Bal Harbour Resort. For pricing and additional information contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

## TELEVISION CHANNEL RENTAL

To comply with broadcast licensing agreements the hotel will assess a \$250 fee to any group or client who wishes to use our TV cable feed in order to watch a broadcast, sporting event etc. that is on any of the channels the resort carries on the lineup and in any public space. This fee will allow PSAV (our in-house AV Company) to legally access the service jack. Additional fees will apply for any additional broadcast equipment such as TV rental, projector's, and screens. Should the broadcast requested not be part of the hotel's lineup, PSAV will provide a Direct TV satellite connection for an additional fee. For arrangements please contact PSAV at: 954.802.5405 or by email: [bjustin@psav.com](mailto:bjustin@psav.com)

## TENT & OUTDOOR SPECIAL EVENT EQUIPMENT

Elite Tent Company is the exclusive provider of tents and outdoor special event equipment services at the St. Regis Bal Harbor Resort. For pricing, required permits and additional information or to schedule an on-site walkthrough, please contact Jason Wells at 954.987.7908 or [jasonwells@elitetent.com](mailto:jasonwells@elitetent.com)

The Ocean Palm Court can accommodate up to a 30' x 80' (2,400 s/f) single structure. Additional equipment needs and site locations on property are available upon request (subject to Hotel and/or City authority approval)

Please note some restrictions apply for outdoor events, these may include Bal Harbour Building Department Permitting, Miami-Dade County Fire approval, installation & breakdown restrictions. (These are subject to change based upon changes to city ordinance guidelines) Please allow 30 days for permit processing.

## TRANSPORTATION FOR GROUP AND VIP TRANSFERS

**Dav El Chauffeured Transportation** (*Preferred Transportation Partner*)

305.271.4900

[stregis@davel.com](mailto:stregis@davel.com)

## TRUCK/MOTOR COACH PARKING & MARSHALLING

Due to the configuration of the Loading Dock area no truck parking is permitted. Truck drivers must be aware that there is a long back in. Please limit Truck sizes to 38 feet, if possible. Truck Parking is available during the day at Haulover Beach Park to make arrangements please call: 305.947.3525. Motor coaches with oversized front cabins will not clear the overhead area located at the Astor Ballroom Porte Cochere. Motor coach and mini coach arrival/departures are not permitted on hotel main drive. The Astor Ballroom Porte Cochere is the designated area for group arrival/departure.



**VEHICLE REGULATIONS IN EVENT SPACE**

All Motorized Vehicles using class 1 or class 2 fuel such as cars, trucks, motorcycles, aircraft or watercraft must have the battery disconnected at the “hot” lead and the lead must be safely secured.

Fuel supply must not exceed ¼ tank of gas and the tank must be purged with carbon dioxide (CO2). Vehicle tanks must have a locking gas cap or must be sealed with tape. Vehicles on display require both Visqueen and a drip pan.

A key to the Vehicle(s) must be kept with Resort Security at all times. A fire watch is required for vehicles in event space. Load in door to the Astor Ballroom; dimensions are 6’11’ wide & 10’ high. Freight Elevator dimensions are 9’4”x18’.2” deep and will accommodate 20,000 lbs.

**WEATHER CALL FOR OUTDOOR EVENTS**

The St. Regis Bal Harbour Resort reserves the right to make the final weather call due to high wind, lightning, unsafe weather conditions or a rain chance of 30% or higher. Weather call for breakfast events will be made by 6:00pm EST on the day prior to event date.

Weather Call for lunch, receptions and dinner events must be made no later than five (5) hours prior to the event start time. The Back up space blocked for your event has not been preset in advance.

Weather call for beach events will be made 24 hrs. prior to the event start time. The space will be set once the Weather call is made. There will be an additional set up fee of \$15 per person should the weather call be reversed. Pricing is subject to change.

**WELLNESS AT THE ST. REGIS BAL HARBOUR**

Developed in partnership with celebrated fitness trainers V Art of Wellness, the comprehensive wellness program tailors individual fitness, relaxation, and culinary experiences for the discerning, global traveler. Whether you wish to simply eat more healthfully during your conference/event maintain your normal work out while on the road, put a fresh spin on an exercise routine, or transform your body, the Wellness Program has something for everyone. Custom Group events are available.

**ACKNOWLEDGEMENT**

Company: \_\_\_\_\_

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

Client’s Signature: \_\_\_\_\_



