

**The Riverhouse Hotel and Convention Center
Vendor Rules & Regulations**

Storage, Shipping & Receiving

Any packages that are sent to The Riverhouse must be clearly labeled with the following information:

Riverhouse Convention Center
2850 NW Rippling River Court
Bend, OR 97701
Oregon Affordable Housing Management Assoc. Conference
Send to **YOUR company's name!!!**
Package Number of Total Number

Shipping from the Riverhouse:

- 1) Packages cannot be shipped COD
- 2) Please package your items in an acceptable format specific to your carrier.
- 3) Please complete your own shipping form and attach to your goods. It is imperative that you leave your contact phone number visible in the event that goods are not picked up.
- 4) Contact your carrier to arrange pick up from the following address:
Riverhouse Convention Center
2850 NW Rippling River Court
Bend, OR 97701

Use of other address at the Riverhouse may be charged a \$5.00 transportation fee for each item. The Riverhouse will provide storage space, but assumes no responsibility for delivery and condition of stored goods prior to and after an event. **Storage will be available no earlier than three business days prior to the event** and no longer than three days after the conclusion of the event. Storage fees of \$15.00 per package per day may apply. No storage will be provided for items left behind unless pre-arranged. The Riverhouse assumes no liability for misplaced or forgotten items. Any packages unclaimed or left after one month will be disposed.

A package will be defined as any item weighing at least two pounds but not exceeding 80 pounds. The Riverhouse will not accept shipments of freight, crates, boxes, etc., from vendors or shipping firms that exceed 80 pounds. *(Notice: Arrangements for shipments in excess of 80 pounds should be made through a drayage company. This includes transporting materials from The Riverhouse Convention Center receiving area to the exhibit site and returned to the receiving area at the end of the event. Information can be obtained from your Convention Services Manager.)* The Riverhouse cannot handle, transport, store or be responsible for AV equipment not rented through our Convention Services department.

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Loading/Setup and Unloading/Teardown

All vendors must use our designated loading areas. Please do not park/block front entrance. Do not park in Handicapped or Red Zone areas. Loading/unloading and setup/teardown times are pre-arranged by the group and the Riverhouse.

Vendors are required to break down and clean up all of their supplies and accessories at the conclusion of the event. All items borrowed or rented from any vendors and/or rental companies not affiliated with The Riverhouse must be removed immediately following the event. A \$25 per hour clean up charges will be applied excessive clean up after any vendor.

Policies

Only free-standing materials are allowed. Nails, push pins or fasteners may not be used to hang signs or other materials on walls, ceilings, or light fixtures. The removal of fixtures or alterations to the rooms is not permitted. A banner-hanging fee of \$25 per banner may apply, if applicable. No signage is allowed on the guest floors, elevators or hotel lobby.

Vendors need to bring all necessary equipment for setting up their booth/table. If Riverhouse equipment is needed, appropriate fees will apply.

No Food & Beverage is allowed to be distributed without prior written approval from the Riverhouse.

The Riverhouse does not assume responsibility and is not liable for any damages or losses of any merchandise, samples, equipment or any good or personal property exhibited, displayed or left at The Riverhouse prior to, during or following the event. The group will be responsible for any damages and/or losses to Riverhouse property and/or other guests' property during the event(s), which are caused by the group or any of the group's employees, agents, guests, vendors or other persons attending the event(s).