



**Wild Dunes Resort  
VENDOR CODE OF CONDUCT  
OUTDOOR NOISE ORDINANCE**

**Entry**

Vendors in personal vehicles will be able to pass through the Wild Dunes Guest gate, upon providing the reason for entering, the event name and the final destination.

Vendors driving a commercial vehicle will be responsible for paying the once a day \$35.00 gate fee (cash or check only). The entry gate for vendors and contractors is behind the Welcome Center during the hours of 7am-6pm Mon-Fri, 9am-6pm Sat, closed Sunday. During all other times entry is through the Main Resort Gate.

**Parking**

Personal Vehicles:

Valet parking is available and the current daily rates are:

- Overnight Valet: \$35 per night with in/out privileges
- Daily Valet Parking: \$10
- Self-Parking is limited and on a first-come first-serve basis

Rates above are subject to sales tax, currently 9%. Rates subject to change

Commercial vehicle, truck and bus overnight parking permission will be given on a case by case basis, depending on the seasonality and volume of guests at the Resort, and the size of the vehicle needing to be parked. For all vehicles over 26 feet in total length, please alert your sales/ event planning manager of overnight parking needs.

**Timing**

Vendor load in cannot begin more than 3 hours prior to the listed event start time, unless contracted otherwise. For exact timing, contact the correct representative from the Wild Dunes Event Planning team.

**General**

It is understood and agreed that the Resort premises will be left in a neat and orderly condition, free of debris or display refuse. If the Resort staff must remove materials or debris during, throughout or at the close of any event, additional charges will be incurred to the event host.

The staging area and transit areas to the staging area are to be kept clean for appearances and safety. Entertainers must store cases and miscellaneous supplies under the stage or in designated vendor room/storage area. Cords and wiring must be inconspicuously taped down. The Banquet Manager will inform the entertainers if standards are not met and they will need to adjust as requested.

Loud or obscene language will not be tolerated. No alcoholic beverages or illegal drugs are to be consumed while on the Resort premises. Vendors appearing to be under the influence of these



substances will not be permitted to perform. Vendors are expected to demonstrate a positive attitude about the Resort, and above all, to treat the staff and guests with utmost courtesy.

### **Equipment loading**

Plan to arrive to the resort fully self-sufficient.

Temporary loans of any carts, tools, ladders, or equipment owned by the Resort are not possible.

Wild Dunes Resort is not responsible for any lost, stolen or damaged equipment or instruments and Resort team members will not handle non-Resort equipment.

## **VENUE GUIDELINES**

### **Croquet Lawns**

Proceed toward the Boardwalk Inn by taking a right at the four way stop immediately following the small pond. Upon reaching the next stop sign, directly in front of the Boardwalk Inn, take a right then immediate left for the South Lawn, or a left then immediate right for the North Lawn. You may load/unload in the roundabout as long as you are not blocking a driveway or mailbox.

Vehicles must be moved after loading in.

Deliveries or drop-offs to the Croquet Lawns or Grand Pavilion should be made with extra care. Both locations are within a neighborhood that is densely populated with residents, vacationers, and children. Please drive well below the speed limit and turn your engines off as soon as unloading begins.

**Power:** Power is limited on the lawns; generator use must be confirmed prior to event start date.

### **The Grand Pavilion Gazebo and Poolside/ Beach Events**

Proceed toward the Boardwalk Inn by taking a right at the four way stop immediately following the small pond. Upon reaching the next stop sign, directly in front of the Boardwalk Inn, take a left, then immediate right; follow the drive all the way down. No busses may unload in this area.

Load/unload parking spots are available on either side of the Grand Pavilion boardwalk. Vehicles must be moved after loading in. All equipment must be hand carried or rolled on carts with soft pneumatic wheels. No hard wheels on the boardwalk under any circumstances.

No carts of any kind after 10 p.m. Sunday through Thursday or 11 p.m. Fridays and Saturdays.

Vehicles left unattended are subject to towing. **Beach Events:** There is no power on the beach.

### **Sweetgrass Pavilion / Palmetto Hall**

Proceed to the resort core on Palmetto Drive. Upon reaching the four way stop immediately following the small pond, turn left and follow the drive to the Sweetgrass Pavilion and Palmetto Hall.

Unloading for Palmetto Hall can be done by temporarily parking along the curb in front of Palmetto Hall.

Unloading for Sweetgrass Pavilion can be done by entering the garage and unloading by the elevator, parking along the curb and using the stairs into the foyers, or if scheduled with a planning manager, you may use the loading dock if you are bringing a trailer.

### **The Residences at Sweetgrass Plaza**

Proceed toward the Boardwalk Inn by taking a right at the four way stop immediately following the small pond. Upon reaching the next stop sign, directly in front of the Boardwalk Inn, take a right. Stay to the right, until you see a small service driveway. Unload equipment and walk towards Coastal Crust restaurants elevator in the corner of the building closest to the Boardwalk Inn.



### **Sweetgrass Inn**

Proceed straight down Palm Blvd past both gates and into the loading bay area of the Sweetgrass Inn on the left. Trucks must have a lift gate or ramp to unload in this location.

Unload in the circle drive of the loading bay. Utilizing your own carts, you can proceed through the loading bay into the valet parking garage to the service elevator which will be the first elevator you reach on your left-hand side.

The elevator can be used to access the Osprey Ballrooms (1<sup>st</sup> floor) and the Indigo Ballroom (6<sup>th</sup> floor). Vehicles must be moved after load in.

## **OUTDOOR NOISE ORDINANCE**

The Outdoor Noise Ordinance is strictly enforced by the City of Isle of Palms and monitored by City Police. Please expect to see members of the Isle of Palms Police Department on foot patrol throughout the Resort. The ordinance prohibits any noise that disturbs the quiet, comfort and repose of any personal dwelling at any time. Additionally, absolute quiet is required from 10 p.m. to 10 a.m Friday and Saturday, 9 p.m to 10 a.m. Sunday through Thursday.

To adhere to the ordinance, all music and event-related noise must end by 9 p.m. or 10 p.m. respectively, sharp. Wild Dunes recommends a decibel level of 75 OR BELOW for event success. Live entertainment/bands cannot exceed more than 5 people on the stage at one time. This applies to all outdoor venues and the Indigo Ballroom and Rooftop Combination. Furthermore, no DJ's are permitted to play on the Indigo Rooftop Terrace or Pergola.

All artists and band members are required to cooperate with the ordinance before, during, and after their performances. Failure to comply may lead to the immediate termination of the event, regardless of the timing.

### **Sweetgrass Inn Residences Plaza**

No amplification is allowed on the Sweetgrass Inn Residences Plaza. Please setup on or near Amphitheater and avoid any location directly under residences.

### **Damage Waiver**

Damages to air wall track, lighting fixtures, artwork, furnishings and any other structural damage are the responsibility of the contract vendor and event host. To prevent damage, furniture may not be moved for meeting purposes.

All vendors must supply their own carts for transporting materials from their vehicles to their designated work areas.

Decorators and florists must use drop cloths when working on flowers, or any type of decorations that require assembly with water, flora sponge, glitter or any other items that will adhere to carpet and walls.

All claims for damages will be submitted to the vendor in writing within (10) ten business days following the final walk-through.



All vendors hereby agree to hold the hotel harmless from all accidents, injuries or damage arising wholly or partially due to the negligence of the hotel, its agents or employees. In addition, all vendors hereby release the Resort from any and all claims of liability that occur while in, on or about hotel premises. In the event the vendor or any of its employees or subcontractors violates any of the foregoing guidelines or any rules or regulations promulgated by the Resort, they will be responsible for such actions or omissions, and the hotel reserves the right to ask such individuals to leave the hotel premises immediately.

**ACKNOWLEDGEMENT**

I have read these regulations and will abide by them and enforce them with any contracted employees on my team when working at Wild Dunes Resort. I understand that failure to enforce them may result in penalties.

CONTACT/SIGNEE:
VENDOR NAME:
ADDRESS:
TELEPHONE:
EMAIL:
ON SITE CONTACT:
CELL NUMBER:
DATE:
EVENT NAME:
SIGNATURE:

Sign and return by email to your event planning manager 10 days prior to event start.