



APPLICATION AUS CORPORATE HOSPITALITY PROGRAM PERMIT

Austin-Bergstrom International Airport
Department of Aviation - City of Austin

Applicant's Name and title: _____

Company: _____

Mailing Address: _____

City/State/Zip: _____

Private individual

For-Profit Corporation

Non-Profit Corporation

Partnership

[] Other (describe) _____

Are you an Austin based DMC? Yes:___ No:___

Contact Person: _____

Title: _____

Phone: _____ Fax: _____

E-mail: _____ Cell: _____

Approximate number of people arriving for your event: _____

Approximate number of attendees traveling through Austin-Bergstrom International Airport for your event: _____

Please list the name of the conference/event and its location:

AUS Corporate Hospitality Staffed Meet and Greet Center

Host organizations may personally welcome participants and attendees at the Corporate Hospitality Staffed Meet and Greet Center, located at the east end of baggage claim near bag carousel 5 and 6. The Corporate Hospitality Staffed Meet and Greet Center is an 11' 3" (wide) x 10' 9" (length) x 2' 8.5" (height) space that includes airport staff assistance, computer internet access, local phone access, two chairs, three easels, and temporary storage. Temporary storage is only permitted while the host organization staff are physically located at the Corporate Hospitality Staffed Meet and Greet Center. No overnight storage is permitted. Welcoming/directional signs may be placed on easels near the two escalator landings to help direct attendees to the Corporate Hospitality Staffed Meet and Greet Center

Date(s): _____ Time(s): _____

Airport Staffed Hospitality Welcome Services

Airport Staffed Hospitality Welcome services located at the exit lane on the secured concourse includes an airport hospitality staff member who will provide a friendly touch to the welcome journey by enhancing your guest experience. In addition, welcome signage may be placed on an easel and wayfinding information provided by the hospitality staff member.

Date(s): _____ Time(s): _____

Meet and Greet Services

Permit Holders may perform meet and greet activities in the Baggage Claim Meet and Greet Areas located at the bottom of each down escalator. Up to four meet-and-greet staff will be allowed in this area. Permit Holders may enter Baggage Claim no more than fifteen (15) minutes prior to the arrival of a domestic flight and five (5) minutes prior to the arrival of an international flight. Permit Holders may remain in baggage claim no more than thirty (30) minutes after the arrival of a domestic flight and one (1) hour after the arrival of an international flight. Flight times are determined by the AUS Flight Arrival Monitors located in the Baggage Claim area.

Date(s): _____ Time(s): _____

Digital Welcome Messages

Video Wall

AUS offers the opportunity to display 10-second welcome messages in the airport's segment of the video walls for nominal fees when space is available. The video walls are located inside the terminal above the east and west escalators/stairwells leading from the concourse level to baggage claim. The portion of the video walls available for messages is 8' (wide) x 6' (tall).

Visitor Center Monitor

AUS offers the opportunity to display 10-second welcome messages on 2 Visitor Center 70" monitors if the hosting organization is approved for the Corporate Host Staffed Meet and Greet Center permit. Monitors are located above Visitor Center 1 and Visitor Center 2.

Messages will be placed in rotation. Display time is one to three days prior to an event and may remain up three days after the event. Messages must be produced by the requesting or sponsoring organization. Copy and design must be approved by the City of Austin Aviation Department and meet all required specifications (listed below).

Video wall basic requirements:

- 10-second duration
- JPEG image
- RGB color-mode, DPI/PPI 96
- Total file size cannot exceed 10 MBs
- All relevant text and images at least 50 pixels from the edge of the image
- Pixel ratio: 540 wide x 480 height

Visitor Center monitor basic requirements:

- 10-second duration
- JPEG image
- Total file size cannot exceed 10 MBs
- Resolution: 1920px wide x 1080px Height

Fee Structure

AUS Corporate Hospitality Staffed Meet and Greet Center	Per Hour	Per Day
<p>AUS Corporate Hospitality Staffed Meet and Greet Center, 11' 3" (wide) x 10' 9" (length) x 2' 8.5" (height);</p> <p>Airport staff assistance</p> <p>Computer internet access, local phone access, two chairs, and temporary storage that is only permitted while meet-and-greet staff are physically located at the Meet and Greet Center. No overnight storage is permitted.</p> <p>Three easels for directional signage.</p>	\$200.00	\$1,500

Airport Staff Hospitality Welcome Services	Per Day
<p>Airport Staffed Hospitality Welcome services, located at the exit lane on the secured concourse, includes an airport hospitality staff member who will provide a friendly touch to the welcome journey by enhancing your guest experience. Welcome signage may be placed on an easel, as well as wayfinding information provided by the hospitality staff member.</p>	\$1,000.00

Digital Welcome Messages	Fees
Welcome Graphics displayed on the Video Wall 8'(wide) x 6'(tall)	\$600.00
Welcome Graphics displayed on the Visitor Center 1 Monitor 70"	\$500.00*
Welcome Graphics displayed on the Visitor Center 2 Monitor 70"	\$500.00*

*Rate for both VC1 Monitor and VC2 Monitor \$800.00

Fees to be paid by check in advance.

Ground Transportation – special arrangements

Those needing ground transportation arrangements, particularly for large numbers of attendees, must coordinate with the Aviation Department's Security & Ground Transportation division. Only ground transportation companies with current and in good standing AUS Ground Transportation Service Operating Permits may be used. Host organizations should contact the Aviation Department's Security & Ground Transportation division at 512-530-6329 to arrange for vehicle pick-up.

- Is your company arranging ground transportation accommodations for your attendees? Yes:____ No:____

Ground Transportation Company: _____

This application is made pursuant to the AUS Corporate Hospitality Meet and Greet Program Policy (the "Policy"). Applicant acknowledges receipt of a copy of the AUS Policy as located on the Airport's website www.abia.org. Applicant agrees to comply with the terms, provisions, and conditions set forth in the Policy, any Permit granted by the City and all applicable local, state, and federal laws, policies, rules, and regulations. Applicant acknowledges that any Permit granted pursuant to the Policy is subject to termination if the Permit conditions are violated.

Special Request

Please list any additional request or accommodations you may need that are not indicated on this application.

Who to Contact at the Aviation Department

All AUS Corporate Hospitality Meet and Greet Program Permit requests and questions, at least two weeks in advance of the event, should be directed to Airport Guest Services at AUS.GuestServices@FlyAustin.com.

Insurance provided: Yes _____ No _____

The undersigned warrants and represents that the information submitted in this application is true and correct. Misrepresentation or omission of any material fact in the applications is grounds for immediate termination of any permit issued pursuant to this application.

(Applicant)

Signature: _____

Name of authorized signor: _____

Title _____

Date: _____

City of Austin Aviation Department Approvals

CITY OF AUSTIN - DEPARTMENT OF AVIATION DESIGNEE

Welcome Message content review

Approved by: _____ Date: _____ Title: _____

CITY OF AUSTIN - DEPARTMENT OF AVIATION

Application: Corporate Hospitality Program Permit review

Accepted by the City of Austin acting through its Department of Aviation

Approved by: _____

Title: _____ Date: _____

GUIDELINES FOR THE AUS CORPORATE HOSPITALITY PROGRAM IN THE BARBARA JORDAN TERMINAL

The City of Austin Aviation Department is pleased to offer a Corporate Hospitality Program for local companies and event organizers to greet event attendees flying into Austin. Please understand that the airport is under very strict federal safety requirements. We have a special commitment to protect and to serve airport passengers and visitors. The Aviation Department will make an effort to accommodate reasonable requests to ensure a smooth 'meet-and-greet' for attendees. We appreciate your support of our safety mission by adhering to the following guidelines:

- An application (attached) must be submitted for review at least 2 weeks in advance of the event. Each section of the Permit Application must be filled out for consideration. Applications submitted more than three months prior to the event will not be reviewed. Applications submitted in less than 2 weeks will be considered on a case-by-case basis.
- Due to limited space requirements, the Aviation Department may accommodate for one Corporate Hospitality Staffed Meet and Greet Center request and two Meet and Greet Services permits, based on first-come, first-served application filing, and acceptance.
- Changes and signed approval by the Aviation Department and hosting organization will occur within a week before the event set up.
- The Aviation Department's Guest Services Division will serve as the primary contact for logistics before the event. All Corporate Hospitality Program questions and a completed application should be submitted, in advance of the event, to AUS.GuestServices@flyaustin.com or call (512) 530-6302 for additional information.
- The hosting organization, if approved for a Corporate Hospitality Staffed Meet and Greet Center permit, must provide signs and literature.
- At the Corporate Hospitality Meet and Greet Center, easels will be provided for display material (posters, signs, and charts). Display material will be no larger than 27"(w) x 36"(h) in size and professionally prepared by the hosting organization.
- At the Airport Staffed Hospitality Welcome Services area, display material (cling) will be no longer than 13" (tall) x 33" (wide) and 13" (tall) x 11" (wide) in size.
- Easel signs may only be displayed on a short-term basis and must be removed by the hosting organization at the completion of the event. One welcoming/directional sign may be placed across from each escalator landing. Signs should not block arrival and departure monitors or other airport signs or impede foot traffic. An easel sign may also be placed directly next to the Corporate Hospitality staffed Meet and Greet Center or directly next to the Airport Staffed Hospitality Welcome Services area.
- The City will not be responsible for any unattended display materials.

- In accordance with Federal Aviation Administration security directives and Local City ordinance, no person shall leave any article, package, or baggage unattended on Airport property. All unattended articles, packages, baggage, and suspicious activity must be reported to the nearest Airport Police officer, security officer, or airline personnel.
- Materials left more than 48 hours after the event will be discarded by the Aviation Department.
- Welcome messages may be included in the airport's segment of the video wall and Visitor Center Monitor(s) for a fee if space is available. Messages must be produced by the requesting or sponsoring organization. Copy and design must be approved in advance by the Aviation Department. Messages must be emailed 1 week prior to the posting date.
- Due to limited space available in the airport's segment of the video wall and Visitor Center Monitor(s), the Aviation Department may accommodate three requests for the 10-second slots based on first-come, first-served application filing, and acceptance.

Digital welcome messages include:

- Placement in the rotation of the video wall above the east and west escalators/stairwells three days before an event through three days after the event.
- Placement in the rotation of two 70" Visitor Center monitors if the hosting organization is approved for the Corporate Hospitality Staffed Meet and Greet Center permit. Monitors are located above Visitor Center 1 and Visitor Center 2, placement in the rotation of the monitors three days before an event through three days after the event.
- If there is a need for distribution of materials, the AUS Corporate Hospitality Staffing Meet and Greet Center is located at the east end of baggage claim between bag carousel 5 and 6. Up to four meet-and-greet staff will be allowed in this area.

AUS Corporate Hospitality Staffing Meet and Greet Center include:

- Meet and Greet Center, 11' 3" (wide) x 10' 9" (length) x 2' 8.5" (height)
- Airport Staff Assistance
- Computer internet access, local phone access, two chairs, and temporary storage that is only permitted while meet-and-greet staff are physically located at the Meet and Greet Center. No overnight storage permitted.
- Three easels for directional signage.

- Airport Staffed Hospitality Welcome Services area, located at the exit lane on the secured concourse include:
 - Airport hospitality staff members who will provide a friendly touch to the welcome journey by enhancing your guest experience.
 - An easel sign may also be placed directly next to the Airport Staffed Hospitality Welcome Services area.
 - Wayfinding information provided by the hospitality staff member.
- The Austin-Bergstrom International Airport reserves the right to refuse or remove any group, which it deems disruptive to the airport environment.
- Damage Fee: The Host Organization will be charged for any damage of property belonging to the City of Austin Aviation Department. A walk-through of the Meet and Greet Center with an Authority staff member will take place at the beginning and end of each use. The cost of repairing and damage beyond normal wear and tear will be charged to the Host Organization.
- Loading and unloading of all materials may be done at the baggage claim level curb, provided the vehicle is NOT left unattended. Two or more people should assist with loading/unloading. If only one person is responsible for loading/unloading, they should either park in the garage or surface lots. The Department does not provide free parking.
- The material to be unloaded or loaded at the curb is limited to display material, i.e. posters, handouts, easels, etc.
- Hosting organizations are NOT permitted to bring food or drink into the terminal. No coolers or food or drink are allowed at the meet/greet designated areas. Smoking is not permitted inside city-owned buildings.
- Hosting organizations are NOT permitted to solicit passengers for any reason.
- Applications not utilizing ground transportation companies with current and in good standing AUS Ground Transportation Service Operating Permits will be denied a permit and access to the Airport premises.
- Permit Holder may perform meet and greet activities in the Baggage Claim Meet and Greet Areas located at the bottom of each down escalator. Up to (4) meet-and-greet staff will be allowed in the Baggage Claim Meet and Greet Areas. When performing a Meet and Greet, Permit Holder may enter Baggage Claim no more than fifteen (15) minutes prior to the arrival of a domestic flight and five (5) minutes prior to the arrival of an international flight. The Permit Holder may remain in Baggage Claim no more than thirty (30) minutes after the arrival of a domestic flight and one (1) hour after the arrival of an international flight. Flight arrival times shall be determined by utilizing the AUS's Flight Arrival Monitors located in the Baggage Claim area.

- No Permit Holder performing a Meet and Greet may meet the passenger at or around any Baggage Claim carousel.
- At no time, shall the Permit Holder interfere with the operations of the Airport Visitors Centers.
- Applicants requesting the Corporate Hospitality Meet and Greet Center, Airport Staffed Hospitality Welcome Services, or Meet and Greet Services shall carry and maintain insurance coverage in the types and amounts required by the Director and furnish certificates of insurance as evidence thereof as stated in a particular attachment.
- **THE PERMIT HOLDER SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS, HARMLESS FROM AND AGAINST ALL CLAIMS ARISING OUT OF, OR CONCERNING, THE PERMIT, OR ANY ACTIVITY OF PERMIT HOLDER UNDER THE PERMIT, CAUSED, IN WHOLE OR IN PART, BY THE FAULT OF PERMIT HOLDER, OR ITS AGENTS, EMPLOYEES OR REPRESENTATIVES, NO MATTER HOW SUCH CLAIM MAY OCCUR OR WHO ASSERTS THE CLAIM. IF A CLAIM IS CAUSED BY THE CONCURRENT FAULT OF PERMIT HOLDER AND THE CITY, PERMIT HOLDER SHALL INDEMNIFY THE CITY TO THE FULL PROPORTIONATE EXTENT SUCH CLAIM IS ATTRIBUTABLE TO FAULT OF PERMIT HOLDER. "CLAIMS" SHALL INCLUDE ANY AND ALL CLAIMS, DEMANDS, SUITS, CAUSES OF ACTION, JUDGMENTS AND LIABILITY OF EVERY CHARACTER, TYPE OR DESCRIPTION, INCLUDING ALL COSTS**

EXPENSES OF LITIGATION, INCLUDING ATTORNEY AND OTHER PROFESSIONAL FEES FOR: (I) DESTRUCTION, DAMAGE, OR LOSS OF USE OF PROPERTY, OR (II) DEATH, BODILY INJURY, ILLNESS, DISEASE, WORKER'S COMPENSATION, LOSS OF SERVICES, OR LOSS OF INCOME OR WAGES. "FAULT" SHALL INCLUDE THE VIOLATION BY PERMIT HOLDER OF ANY OF THE TERMS OF ITS PERMIT, NEGLIGENCE (OF EVERY KIND AND DEGREE), WILLFUL MISCONDUCT, AND STRICT LIABILITY.

- The making of any false statement or misrepresentation in the application, or the failure to disclose a material fact, which if disclosed, will cause the application to be denied.

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**EXHIBIT A
REQUIRED INSURANCE**

A. General Requirements

1. Permittee and its subcontractors shall not commence operations under this Permit until Permittee and its subcontractors have obtained the required insurance and Certificates of Insurance are received and reviewed by the City indicating required coverage. If the coverage period ends during the Term of this Permit, Permittee and its subcontractors must, prior to the end of the coverage period, forward a new Certificate of Insurance to the City as verification of continuing coverage for the duration of this Permit.
2. Approval of insurance by the City and the required minimums shall not relieve or decrease the liability of responsibility of the Permittee hereunder and shall not be construed to be a limitation of liability on the part of the Permittee.
3. Permittee's, and if applicable, all subcontractor's insurance coverages shall be written by companies licensed to do business in the State of Texas at the time the policy is issued and shall be written by companies with an A.M. Best rating of B+VII or better. Companies with A.M. Best ratings of A- or better, if required, shall write hazardous materials insurance.
4. Permittee will not engage in operations or store any property at the Airport that will cause an increase in the premium rate paid by the Airport for insurance or that will cause and increase in the premiums paid for insurance by other Airport tenants, unless Permittee pays the entire amount of such increase or increases. Further, Permittee will not engage in any operations or store any property at the Airport which would make void or voidable any such insurance policies. Permittee shall comply with all recommendations from its insurance carrier so long as they do not conflict with anything in this Exhibit A or the Permit.
5. All endorsements, waivers, and notices of cancellation endorsements, as well as Certificates of Insurance naming the City as additional insureds shall indicate:

City of Austin, Texas
Department of Aviation
Attn: Airport Property Manager
3600 Presidential Blvd., Suite 411
Austin, Texas 78719

6. The "other" insurance clause shall not apply to the City where the City is shown as additional insured on any policy. It is intended that policies required in this Permit, covering both the City and the Permittee, shall be considered primary coverage as applicable.
7. If insurance policies are not written for the amounts specified in this Exhibit, Permittee shall carry Umbrella or Excess Liability Insurance for any differences in the amounts specified. If Umbrella or Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

8. The City shall be entitled, upon request and without expense, to inspect at the Airport certified copies of policies and endorsements thereto; provided that Permittee may redact from the policies information regarding premiums paid by Permittee. Should Permittee desire to have certified copies of policies and endorsements inspected at a location other than the Airport then Permittee shall pay for all costs incurred by the City on account of such inspection.
9. The City reserves the right to review the insurance requirements set forth during the Term of this Permit and to request reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of Permittee's industry or the financial condition of the insurance company as well as the Permittee, or changes in City and/or Airport policies related to insurance requirements. Permittee shall provide the City with updated Certificates of Insurance within thirty (30) days of any changes required by the City.
10. Permittee shall not cause or permit any insurance to lapse or be cancelled during the Term of this Permit.
11. Permittee shall pay all premiums, deductibles and self-insured retention's, if any, stated in the policies.

B. Specific Requirements

1. Commercial General Liability Insurance with a minimum bodily injury and property damage per occurrence limit of \$500,000 for coverage A (Bodily Injury and Property Damage) and coverage B (Personal and Advertising Injury); and a minimum \$500,000 coverage for Products/Completed Operations Liability. The policy shall contain the following provisions:
 - a. Blanket contractual liability coverage for liability assumed under this Permit and all contracts relative to this Permit;
 - b. Independent Contractors coverage;
 - c. Medical Expense coverage with a limit of \$10,000 any one person;
 - d. Additional Insured in favor of the City of Austin, form CG 2010 or equivalent coverage; and
 - e. Thirty (30) day Notice of Cancellation/Material Change in favor of the City of the Austin, form CG 0205 or equivalent coverage; and
 - f. Waiver of Transfer of Right of Recovery Against Others in favor of the City of Austin, form CG 2404 or equivalent coverage.
2. Business Automobile Liability Insurance for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 for bodily injury and property damage. The policy shall contain the following provisions:

- a. Additional Insured in favor of the City of Austin, form CA 2048 or equivalent coverage; and
- b. Thirty (30) day Notice of Cancellation/Material Change in favor of the City of Austin, form CA 0244 or equivalent coverage, and
- c. Waiver of Transfer of Right of Recovery in favor of the City of Austin, form CA 0444 or equivalent coverage.