

**SECTION ONE: IN ADVANCE OF THE AFM****Arrange Office Security Deposit:**

Exhibitors are required to open an Office Security Deposit with the Fairmont Century City (“Hotel”). Exhibitors must set up this account prior to arrival at the AFM. Do not fax or email credit card information to IFTA or AFM. Exhibitor **Office Security Deposits** must be processed by the hotel **no later than Friday, October 24, 2025**. The hotel will send an online link to the Main Exhibitor Contact for payment via Sertifi.

1. Office Security Deposit – US \$500 per office & a maximum of \$1,500 for a Premium Suite:  
A credit card is required to open an Office Security Deposit account. When the deposit is made the credit card will be charged the designated amount. Any subsequent charges will be posted against the Security Deposit if it is determined that hotel items have been damaged or are missing during the Hotel post-AFM inspection on Sunday, November 16.
2. Incidentals – upon check-in at the Front Desk, you will be asked for a credit card for Incidentals, i.e. room service, dining, etc. If a credit card is used, the card must be in the name of the Exhibitor representative that is checking in at the Hotel Front Desk. If the cardholder will not physically be at the hotel, arrangements must be made in advance with the hotel.

**SECTION TWO: UPON ARRIVAL AT THE AFM**

**Exhibitor Check-in** is open on Sunday, November 9 from 3:00pm to 5:00pm (note that Sunday hours may change; updates to follow) & Monday, November 10 from 8:00am to 6:30pm and is located on the Lobby Level of the Fairmont Century Plaza, in the Gold Lounge.

**Hotel Check-In:** After an Exhibitor is checked in with AFM, to collect Office room keys, an Exhibitor representative must go directly to the Hotel Check-In representative, who will be located outside the Gold Lounge, on Sunday, November 9 after 3:00pm, or Monday, November 10, between 8:00am and 6:30 pm. **If the Office Security Deposit has not been arranged in advance, the representative must open the account with a personal or company credit card in that person’s name.** Hotel Staff will conduct a pre-AFM inspection noting any damage and confirming the inventory in the Exhibitor’s office(s). The Inspection Inventory Sheet must be signed by the Exhibitor representative. Once the account has been opened and the Inventory Sheet signed, the Exhibitor representative will be given four key cards per office (unless a different quantity is requested at the Hotel Front Desk at the time of check-in).

**Bell Desk:** During exhibitor set-up days, bellmen will be available 24 hours to assist with the load-in of small, hand-carried items. Items must be lightweight and manageable. Tipping will be left to the discretion of the Exhibitor. If the exhibitor has 10 or more bags/boxes, a portage fee of \$4.00 per bag/box, per guest will be assessed. A limited number of bell carts are available from the Bell Desk in the Lobby. If one is needed, please go to the Bell Desk and ask to use one.

Please note that Exhibitors are allowed to hand-carry items without the use of a bellman’s cart, but all dollies and carts must have black or white gaffer’s tape on the wheels to prevent damage to the hotel’s floors.

For advanced shipments, please refer to the Official Freight Forwarder (ELM) tab in the Move-Out/Move-In section of the Exhibitor Services Kit. Please refer to the **Move-In / Deliveries / Move-Out Guidelines** [[link to SK9](#)] for full details and requirements.

## SECTION THREE: DURING THE AFM

### A. Lost Key / Locked Out of Office

To replace a lost key or to request entry if the key is locked in the room, only those individuals that are registered on the Exhibitor's account with the hotel may go to the Front Desk and request a new one. An AFM Photo Badge will be required for identification. It is suggested that keys be distributed only to those individuals registered with the Front Desk, and that room numbers are not written on the keys. Security Guards do not have master keys and cannot help Exhibitors enter offices.

### B. Housekeeping –

Housekeeping services will include emptying the office trash cans and vacuuming in the evening (subject to change). If Housekeeping attempts to empty your trash or vacuum and you are in a meeting, please call Housekeeping from your in-room telephone by dialing Zero (Operator/Royal Services) when you leave so your trash will be cleared before the next business day. Housekeeping will only pick up trash in the trash cans provided in your office. It is the Exhibitor's responsibility to dispose of large items, including boxes. If the *Do Not Disturb* sign is on the door, Housekeeping will not enter to take out the trash or vacuum the room.

### C. Hotel Food and Beverage Service-

Food service is available at varying prices throughout the hotel.

### D. Catering Pre-Order Form-

Please note the service fee of 20% is calculated using retail pricing and sales tax of 9.75% is calculated on discounted price. Orders must be placed with Fairmont Century Plaza 7 days prior to delivery date. Changes in quantities can be made up to 3 days in advance. Please send completed order forms to hotel attention [ivana.stevanovich@FAIRMONT.com](mailto:ivana.stevanovich@FAIRMONT.com) – Please [Click Here \[link to SK8\]](#) to see the Catering Pre-Order form.

### E. Room Service-

The Hotel will provide a select menu for Exhibitors for breakfast and lunch. Room service orders will incur a \$9 delivery charge, 20% service charge and a 9.75% sales tax on each order. Room service will not deliver non-food and beverage items, such as glasses, utensils or ice, without a food and beverage order.

### F. Food and Beverage-

Exhibitors with offices located upstairs are permitted to bring in outside food and beverages. Soft drinks, bottled water and packaged food may be brought into the Hotel; however, Exhibitors may not bring in more than two cases of soft drinks or bottled water per office per day. Prepared foods (e.g. deli platters, pizzas or other catered food) that are not purchased from the Hotel are prohibited in any office.

### G. Coffee Machines-

Each office will have a CitiZ Model Nespresso maker as well as an electric kettle. Each office has a small number of Regular and Decaf Nespresso pods. The Citiz model uses Original Nespresso pods (not Vertuo). Exhibitors may bring their own replacement pods or purchase additional pods. Exhibitors who would like to purchase additional coffee pods from the Hotel should dial Zero to reorder these pods at \$3.75 per pod. Please note that the hotel supplies may be limited and asks for one month notice to supply pods in large quantities. Pods also are available from local Nespresso outlets or in non-branded varieties from major supermarkets and Amazon.

#### H. Request to Lock Mini Bar-

Exhibitors may request to have their Office mini bar locked. Deadline for submitting requests is **Friday, October 17**. Please note that the mini bar is sensor-driven. Therefore, if anything is touched, bumped or removed, an automatic charge will be incurred on your Office hotel account. Exhibitors are not allowed to use the Mini Bar for storage or personal use and will be charged for any damages to the sensitive equipment. Please **Click Here**[[link to Mini Bar Lock Request Form](#)] for the Request Form.

#### I. Prohibited Items

Use of the below appliances is strictly prohibited by hotel and may violate the City of Los Angeles fire codes. If an unauthorized electrical appliance is found in an Exhibitor's exhibition space, the hotel may remove the item. **Additional infractions of this policy will result in fines incurred by the Exhibitor.**

Kitchen electrical appliances are not permitted in the hotel. This includes but is not limited to:

- Coffee makers (other than those supplied by the Hotel)
- Popcorn machines
- Electric tea kettles (other than those supplied by the Hotel)
- Microwaves
- Refrigerators (other than as supplied by AFM's Furniture Vendor or otherwise approved)

## SECTION FOUR: DEPARTURE FROM THE AFM

All offices must be vacated on Sunday, November 16, by 5:00pm.

**Post-AFM Inspection/Front Desk Check-Out:** It is the Exhibitor's responsibility to contact the Hotel Front Desk for a post-AFM inspection prior to vacating the office(s). Once the inspection has been completed, the hotel will ensure the Exhibitor vacates the room and the door will be locked. Exhibitors should not request an inspection until they are prepared to vacate the office(s). If an Exhibitor fails to request a post-AFM inspection, one will be conducted by the hotel and any damage observed or equipment missing at that time will be deducted from the Exhibitors Security Deposit. After the inspection, the Exhibitor may proceed to the Front Desk to complete check-out and settle accounts.