



**GRAPEVINE CONVENTION & VISITORS BUREAU  
CLIENT GUIDELINES FOR TEMPORARY REGISTRATION STAFF**

*"The Grapevine Team is the best temporary staff that we have worked with anywhere in the country!"*

The highly acclaimed Burgundy Brigade has received amazing feedback from clients for years and is ready to make an impact at your event.

**Rates**

1. The fee for Grapevine Burgundy Brigade (BB) Registration Staff is \$18 per hour. No additional taxes or service charge fees.
2. Overtime hours are billed at \$27 per hour. Overtime is applied when a staff member works over 40 hours in a week that commences on Sunday and concludes on Saturday. Overtime is scheduled when requested by the client for staffing consistency. No additional taxes or service charge fees.
3. The Grapevine Convention and Visitors Bureau (GCVB) provides four hours of complimentary staffing for every 100 rooms consumed on your peak night. The final calculation is based on actual room night consumption (including overflow), less comps and is shown as a credit on the final invoice. **NOTE: Your group is eligible to receive the complimentary BB registration assistance hours when your temporary staffing schedule has been submitted to the GCVB no later than six (6) weeks prior to the start of your convention.**
4. A minimum of **four consecutive hours** is required for each shift.
5. Cancellations made 48 hours or less prior to the start of the shift(s) will be charged a four (4) hour minimum for each cancelled shift.

**Breaks and Meals**

1. It is the client's responsibility to provide breaks for BB staff. The client may use staff from its own organization, use the existing scheduled BB to cover breaks for each other or client may hire additional BB members to use as floaters for relief coverage. When the BB is hired, the four-hour minimum applies. The paid break schedule for BB members are as follows:
  - a. Five (5) hours: one 15-minute break.
  - b. Six (6) hours: one 30-minute meal break.
  - c. Seven to Eight (7-8) hours: one 15-minute break and one 30-minute meal break.
  - d. Nine (9) or more hours: two 15-minute breaks and one 30-minute meal break.
  - e. 10 or more hours: two 15-minute breaks and two 30-minute meal breaks.**\*NOTE:** Vineyard Tower assignments at the Gaylord Texan receive a 40-minute meal break to allow time to and from Gaylord's employee cafeteria. 15-minute break remains the same.
2. Staff may not partake in delegate coffee breaks. If invited, staff may partake in coffee breaks in the client's private office/break area.

**Scheduling**

1. GCVB does not provide supervision. The BB is self-directed after being given instructions by the client.
2. The client may release staff earlier than the scheduled shift end time, but remains responsible for payment of the four-hour minimum.
3. To ensure ample time for scheduling, please submit a staffing request form to the GCVB at least six (6) weeks before the convention begins.
4. Please include any special skills and a brief description of the task(s) required for the requested position(s) i.e. typing, computer, cash/credit card sales (all BB members are bonded), badge scanning, 10-key, etc. so the appropriate staff may be schedule.
5. Every effort will be made to fulfill all requested shifts, however, it is contingent on the BB's availability.

**Billing/Deposit**

1. A deposit of 50% of the estimated total due may be required. An invoice for the remaining balance will be sent after the conclusion of the function once final consumed room nights is tabulated.
3. Checks, money orders and credit cards are accepted forms of payment. Please add 5% to the total for credit card payments.

**Other Items**

1. The BB uniform consists of a burgundy jacket, white blouse/shirt, black or navy slacks and name badge. Company shirts provided by the client may also be worn.
2. Staff may not accept gratuities.