

Exclusive Rigging Services at Hershey Resorts FAQ



Who is Encore Rigging Services?

- We are a team of world-class, certified rigging professionals, business leaders and design experts, dedicated to the safety and protection of all persons, infrastructure, and assets at all Hershey Resort properties. We deliver innovative, scalable, industry compliant event rigging solutions so you can dream big and stay safe.

What is Rigging Exclusivity?

- ENCORE IS THE EXCLUSIVE RIGGING PROVIDER FOR HERSHEY RESORTS. "Rigging Services" is generally defined as the provision, assembly, installation, attachment or design of truss, or connective hardware used to raise, lower, suspend or support event technology, at a height greater than 6 feet. This includes but is not limited to truss structures and mechanical devices supported by the ground, and attachments to the building or related load bearing connections. We provide this service using trained professionals, explicit engineering guidelines, and operational procedures to protect you and our venue partners.
- Equipment used to raise, lower, support, suspend event technology such as but not limited to hoists, truss, rigging points, connection & attachment hardware, airwall hangers, busports, skyhooks, crank tower are Exclusive to Encore. Pipe and base, scaffolding, or "stands" manufactured for the intent to support a specific type of event technology such as a "speaker stand" are not considered "Rigging Services".

What kind of Rigging is generally executed by Encore at Hershey Resorts?

- Motorized Rigging
 - The connection of electric chain hoists to rigging ("hang") points that are permanently or temporarily affixed to a building's infrastructure. Support may be combined with temporary connections to building infrastructure, or other engineered load bearing features or connections.
- Telescoping & Airwall Rigging
 - The suspension of truss and/or event technology via any aerial lift, including telescoping pneumatic or crank towers or other similar products that are approved for the operational intent. Support may be combined with connections to building structure, or other engineered load bearing features such as busports (skyhooks) or rigging points. Airwall tracks are not used for rigging purposes at Hershey Resorts.
- Ground Rigging
 - The design, assembly, construction and provision of free-standing truss structures or mechanical devices that are temporarily secured to or located on the ground or floor for the purpose of supporting event technology, overhead. Support may be combined with connections to building infrastructure, or other engineered load bearing features or connections.

Specialized/Custom Rigging Equipment?

- Specialized, custom rigging equipment is generally defined as equipment expressly designed, fabricated, where the purpose of its use or end result cannot be replicated by Encore. Specialized/Custom Rigging Equipment may include but is not limited to prefabricated LED Wall ground support structures, custom DJ booths, mobile or pre-rigged stages, decorative or esthetic truss without event technology equipment secured to it. Specific equipment used for event support considered "specialized" or "custom" by Encore may be supplied and serviced by others if safe for the intended use. Encore recommends others to follow rigging and engineering Standards governed by but not limited to ESTA, ICOPER, OSHA, ASME, and ANSI.

Pricing Questions?

- ENCORE has set initial prices for Rigging Services in conjunction with our venue partners, Hershey Resorts. If or when Encore is the contracted event technology provider of the event, and special pricing is requested, Encore will engage our venue partner for pricing approvals before quoting or billing.
- If an outside production company or technology service provider has been selected, that company MUST provide a detailed plan of services at least 21 days prior to the load-in of the event through the following link:
- <https://www.encoreglobal.com/what-we-do/production-services/rigging/>

