

NATIONAL HARBOR

TENANT OPERATIONS & PROCEDURES MANUAL



2025

National Harbor

165 Waterfront Street | National Harbor, MD 20745

(O): 301.203.4170 | www.nationalharbor.com



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INTRODUCTION

Welcome to National Harbor! As a Tenant you are part of the dynamic landscape that makes up this project. We look forward to working closely with you throughout your tenancy. Welcome to the National Harbor family.

This Operations and Procedures Manual provides information critical to the successful operation and maintenance of your premises. Pre-opening procedures, handling day-to-day concerns and property guidelines are all addressed herein.

Management, Marketing, Operations, Tolin Engineering, SP+ Parking and National Harbor Public Safety are located on-site to address any questions or concerns you may have. Management can be reached at (301) 203-4170.

National Harbor Management



Tenant Operations & Procedures Manual

TENANT – CONTACT INFORMATION FORM*

Please return this form to the National Harbor management office at your earliest convenience.

Peterson Management | Attn: Ashley Cottom
165 Waterfront Street | National Harbor, MD 20745

GENERAL CONTACT INFORMATION

Name: _____ Address: _____
Phone Number: _____ Website Address: _____

PRINCIPAL / OWNER / REGIONAL MANAGER

Name: _____ Title: _____
Office Phone Number: _____ Cell Phone Number: _____

ONSITE MANAGER

Name: _____ Title: _____
Cell Phone Number: _____ Email Address: _____

OTHER CONTACTS

Name: _____ Title: _____
Cell Phone Number: _____ Email Address: _____

Name: _____ Title: _____
Cell Phone Number: _____ Email Address: _____

*NOT INTENDED TO AMEND OR MODIFY NOTICE ADDRESS SET FORTH IN TENANT'S LEASE



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NATIONAL HARBOR TEAM

All questions regarding operations and procedures should be directed to the on-site team.
Please make note of our hours of operation – Mon through Fri 8:30am – 5:30pm

Name	Title	Phone Number	Email Address
Chris Borgal	AVP Asset Management and Operations	(301) 203-4162	cborgal@petersoncos.com
Ashley Cottom	Property Assistant	(301) 203-4170	acottom@petersoncos.com
Lauren Fells	Marketing Content Manager	(301) 203-4165	lfells@nationalharbor.com
Deborah Topcik	Senior Director of Marketing	(301) 203-4180	dtopcik@nationalharbor.com
National Harbor Public Safety		(301)-749-8667	

Emergencies and Urgent Points of Contact

Police, Fire & Rescue EMERGENCY | 911

If using a cell phone, the call might be directed to Alexandria, VA. Always clearly state that you are located at National Harbor in Prince George's County, MD.

Police non-emergency | 301.333.4000

Fire & rescue non-emergency | 301.883.5200.



Tenant Operations & Procedures Manual

QUICK REFERENCE*



National Harbor Management and Marketing Office

Address | 165 Waterfront Street, National Harbor, Maryland 20745

Office Hours | Monday to Friday 8:30 a.m. – 5:30 p.m.

Main Number | 301.203.4170

Website | www.nationalharbor.com



Tolin Engineering

Main Number | 240.221.9644

After Hours Emergency Line | 303.455.2825



Building Engines

A Web-Based Database where tenants can place a work order (Office Tenants only) and receive notifications such as fire alarm testing or bad weather alerts.

Website | <https://www.buildingengines.com/platform/>



Kastle Systems

Main Number | 571.389.0514



Waste Harmonics Keter

Mariah Page | 317.341.2800 | MPage@keteres.com

Yanira Ferreira | 317.935. 7075 | YFerreira@keteres.com



SP+ Parking

Main Number | 301.567.2281

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Tenant Operations & Procedures Manual

QUICK REFERENCE

(Continued)

Sales Reporting – For Retailers and Restaurants

Reporting of your monthly gross sales should be sent to grosssales@petersoncos.com.

Paying Rent

Rent is to be paid through our online portal.

Please contact Christine Cauraugh via email ccauraugh@petersoncos.com requesting an invite to set-up an account.



TENANT GUIDELINES

Advertising**

Tenants are not to use or permit the use of objectionable advertising mediums such as loudspeakers, photographs, public address systems, sound amplifiers, TV, radio, or other types of broadcasting within National Harbor that are in any manner audible or visible outside the premises including, but not limited to, flashing, neon or strobe lights.

Delivery Rules** **For Retailers and Restaurants**

Delivery rules:

- Deliveries on property should be done between the hours of 7am and 5pm.
- Delivery vehicles should use loading docks for each building. Blocking of traffic lanes is prohibited and vehicles can be ticketed by Prince George's County Police. Please see page 13 for addition rules.

Hours of Operation (Retail Only) (unless otherwise stated in your Lease):

From May 1 st through September 30 th	Monday – Thursday	- 10:00AM – 9:00PM
	Friday – Saturday	- 10:00AM – 10:00PM
	Sunday	- 11:00AM – 9:00PM
From October 1 st through April 30 th	Monday – Saturday	- 10:00AM – 9:00PM
	Sunday	- 11:00AM – 9:00PM

Smoking

Smoking is prohibited inside all buildings of National Harbor.

****UNLESS OTHERWISE STATED IN YOUR LEASE**



Tenant Operations & Procedures Manual

Move-In/Out **

All tenant moves need to be scheduled with the Property Management Office 72 hours (minimum) prior to occurrence. It is recommended that a copy of these procedures be given to the moving company prior to the scheduled move date.

The freight elevator is available for use by all (Office) tenants, subject to prior reservation and scheduling with the Property Management Office. As a courtesy to all tenants and to maintain the professional ambiance of the lobby, no equipment, materials, furniture, packages, supplies and other property is to be received via the passenger elevators.

Please adhere to the following Move-In/Move-Out guidelines.

1. Move-In/Move-Out must take place after 6:00PM or before 8:00AM Monday – Wednesday. Thursday – Friday Move-In/Move-Out need to take place prior to 8:00AM. Weekends and/or Holidays will need prior consent from the Property Management Office. As the resort has a large amount of foot traffic along with scheduled events.
2. Movers must use dollies with rubber wheels.
3. Moving Company must establish a firm arrival time with the Property Management Office and provide the name and phone number of contact person knowledgeable about the move.
4. During any Move-In/Move-Out activity, the tenant and its agents should take care not to damage the freight elevator, any walls, flooring, etc. The moving company must provide and install protective covering on walls, door facings, elevator cabs, and other areas along the moving route. Any damage to public areas will be repaired by the Property Management Office. The cost of such repairs will be billed to the tenant.
5. Clean Masonite sections are required as runners in all finished floor areas where heavy furniture or equipment is being moved with wheel or skid dollies.
6. Repairing costs for any damage to the building or its fixtures caused by the move are the responsibility of the tenant.
7. All moving companies must submit an insurance certificate prior to the start of any move. For information regarding coverage requirements, certificate holders and additional insureds, please contact the Property Management Office.

Tenant Inspections

Landlord reserves the right to do periodic inspections in tenant spaces. Will contact tenant to set appointment.

****UNLESS OTHERWISE STATED IN YOUR LEASE**



Tenant Operations & Procedures Manual

COMMON AREA USE & SERVICES

Use of Commons Areas*

The use of the common areas of National Harbor is at the sole discretion of National Harbor Operations, which is governed by restrictions contained in the Property insurance policies. Special event requests should be directed at the Marketing and Events Team.

Storefront

The cleanliness and maintenance of the storefront is the responsibility of the tenant. Canopies, awnings, windows, and ledges should be cleaned on a regular basis. Store signs must be professionally made. Advertising signs are not permitted on the glass display windows and/or doors. All signs are to be displayed within the store, on an easel or sign holder at least 36" inside the lease line. **No merchandise of any kind can be placed, exhibited or displayed outside your store premises except during a center-wide Marketing Department promotional sale or event.**

Soliciting*

Individuals or groups may not solicit -on any of the Property's common areas. The passing out of handbills, printed material or advertising novelties is prohibited at National Harbor. If you observe solicitors on the Property, please contact the National Harbor Security Office 301.749.8667.

Maintenance

National Harbor provides various services to maintain the Property. High standards are placed on the appearance and repair of common areas.

Any repair and maintenance items that are the Tenant's responsibility should be handled by the Tenant and their own contractor(s). Please consult your lease for more detailed information. Office Tenants should use Prism (formally known as Building Engines) for any maintenance, cleaning or any issues that arise. See Quick Reference on page 6.

Merchandise

Tenants may not sell, distribute, display or offer for sale any items expressly prohibited. Please refer to the "Use Clause" from your lease.

Roof Access

All access to the building roof must be scheduled through Tolin Engineering office at 240.221.9644. For afterhours, please dial 303.455.2825.

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Signage*

Tenants are not permitted to display any signs that are visible from the common area without prior approval of National Harbor Management. All signs must be professionally produced. Signage that is prohibited include:

- Handwritten Signage
- Moving / Rotating / Flashing Signage
- Signage Painted Directly onto or affixed to the building (i.e. via tape)
- Signage that makes noise
- Signage hanging from light fixtures or sprinkler heads
- Neon and LED signs

Approved signage:

- Sidewalk signage, please use National Harbor approved Windmaster. For additional information or questions regarding purchasing/use please contact Deborah Topcik at 301.203.4180 or dtopcik@nationalharbor.com.

Trash Removal*

Each Tenant is responsible for the storage and removal of its trash, refuse and garbage within its premises. All trash and refuse must be stored in adequate containers within the store's premises (not in the common trash area) so as not to be visible. All trash and refuse must be transported in an enclosed wheeled container as to prevent spillage and leakage onto the Property. Any cleaning cost incurred as a direct result of spillage or leakage will be billed back to the Tenant. Trash shall be deposited and compacted into the designated compactors located in the designated Loading Dock area of your building. **Please follow the Loading Dock / Trash Room, Rules and Regulations located in this manual (page 15).**

For compactor issues, bulk items that cannot be placed in trash compactors, and pull requests or scheduling, please contact:

Mariah Page | 317.341.2800 | MPage@keteres.com

Yanira Ferreira | 317.935.7075 | YFerreira@keteres.com

Request for Open Top Dumpsters should be emailed to opentop@keter.com.

Tenants are urged not to dispose of non-biodegradable items in **sinks or commodes**. The improper disposal of refuse into the plumbing system could result in a complete shutdown of the sewage system and impede the total operation of the Property.

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Improvements / Modifications to Premises*

Any modification to a Tenant space (interior or exterior) must be approved in writing by the Landlord before modification can take place. This includes changing paint color, wall coverings, lighting, new display racks, fixtures, etc.

All contractors performing work on the leased premises must have an approved insurance certificate on file with the Management office. Additional information is contained in the Good Neighbor Plan and Tenant Handbook and Design Criteria distributed during the initial buildout.

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LOADING DOCK / TRASH ROOM RULES AND REGULATIONS

1. No smoking
2. No loitering
3. No storage
4. Entrance / Loading dock doors / overhead door(s) must remain closed.
5. Trash must immediately be placed in compactor.
6. The area must be kept clean and neat at all times.
7. Authorized delivery vehicles only – no personal vehicles.
8. Cardboard must be broken down and put in the correct receptacle.

Unauthorized vehicles will be towed at the owner's expense. For further information, please contact the Management Office at (301) 203-4170 or the National Harbor Public Safety Office at (301) 749-8667.



PUBLIC SAFETY

Emergency Situations / Medical Emergency

- **In case of a life-threatening situation please call 911.**
- The Police Non-Emergency number 301.333.4000.
- Notify National Harbor Security 301.749.8667 after speaking with the Police.



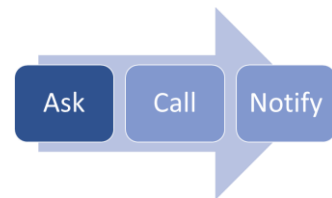
Weather

In a weather emergency or closures due to weather, you will be notified via Building Engines, by email and text message.

Illness / Injury in Your Store

If an employee or customer is injured while in your store:

- 1) **Ask** the injured party if they need medical assistance.
- 2) **Call** 911.
- 3) After the Emergency Medical Team is called, **notify** National Harbor Security at (301) 749-8667, so that they may help to direct emergency vehicles to your location.



In the Event of Fire

- 1) Call the Fire Department at 911.
- 2) Evacuate customers and/or employees to a safe distance.
- 3) Contact National Harbor Security 301.749.8667.



Fire Extinguishers

Each Tenant must have a fire extinguisher available in designated areas within their store. It is each Tenant's responsibility to routinely inspect and service extinguishers. They must be in working condition at all times. National Harbor Operations staff maintains the common area extinguishers on the Property and parking facilities.

The building is equipped with 10 lb. ABC portable fire extinguishers which are effective in limiting or stopping the spread of fire, providing:

- 1) The extinguisher is rated for the type of fire that you intend to use it on.
- 2) The fire is discovered while it is small enough to extinguish without endangering the operator.
- 3) The fire is discovered by someone who is trained to use a portable fire extinguisher.
- 4) Someone accompanies the operator to the fire.



How to Extinguish a Small Fire (P.A.S.S.)

Remove the extinguisher from its bracket on the wall. Place yourself between the fire and safe exit. From a distance indicated on the chart below, cautiously approach the fire, keeping low to avoid the heat and smoke. Then Pull, Aim, Squeeze and Sweep.

PULL	AIM	SQUEEZE	SWEEP
the pin at the top of the extinguisher	the extinguisher hose at the base of the fire	the handle to activate the extinguisher	the hose from side to side

Evacuation Procedures



If it is deemed necessary by the authority having jurisdiction or the General Manager, evacuation of all our sections of the Property may be necessary.

All Property Managers will be contacted by Operations / Management via Prism.

National Harbor Public Safety and Operations personnel will assist in clearing the designated areas by directing traffic away from the affected area(s) and off the property.

Store Managers should secure their receipts and evacuate their property by the nearest safe marked exit upon notification of the need for evacuation.

The Store Manager is responsible for accounting for all store personnel and ensuring their orderly exit from the facility.

In the event of fire and / or electrical emergencies, neither elevators nor escalators should be used. Operations or emergency service providers may turn off vertical transportation, as necessary, and may modify access to the parking facility.

AED (Automatic External Defibrillator)

National Harbor is equipped with four (4) AED units. National Harbor Public Safety staff is certified to use the equipment in the event of an emergency. Contact National Harbor Public Safety immediately at (301) 749-8667 if a customer or employee exhibits signs of heart related distress.

Flooding

If there is flooding within your store, shut off all electrical equipment to avoid contact with the water. Notify National Harbor security by calling (301) 749-8667.

FLOOD WARNING

A Flood Warning is issued when flooding is **happening** or will happen soon. Some roads will be **flooded**.

Move to higher ground.

Never drive through flooded roads.

take action.

FLOOD WATCH

A Flood Watch is issued when flooding is possible.

Stay tuned to radio/TV, follow **weather.gov** and be ready to seek higher ground.

Learn more at **weather.gov/flood**.

be prepared.



Bomb Threats

Stay calm. Try to notice as much information about the person calling (i.e. accent, background sounds, etc.)

Try to remember exactly what the caller said and write it down. Contact the Prince George's County Police Department at 911 immediately. Contact National Harbor Public Safety at (301) 749-8667 and advise them of the situation. They will assist in an advisory capacity, and if needed, assist in a search of the store. If a caller indicates a location outside the leased premises, National Harbor will handle the search.

Please see the Bomb Threat Procedures from Homeland Security on the following page.

BOMB THREAT PROCEDURES

Most bomb threats are received by phone and should be taken seriously. Act quickly, but remain calm and obtain as much information as possible with the checklist on the reverse side of this card.

If a bomb threat is received by phone:

1. Keep the caller on the line for as long as possible.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn as much information as you can.
4. If possible, write a note to a colleague to call the authorities while you are still on the line with the caller.
5. If your phone has a display or caller identification, copy the caller's number.
6. Upon termination of the call, DO NOT HANG UP, as the call may be traceable. From a different phone, call 911 immediately.
7. Complete the Bomb Threat Call Checklist (reverse side). Write down as much detail as you can remember.

If a bomb threat is received by handwritten note:

- Do not handle the note unless absolutely necessary.

If a bomb threat is received by e-mail:

- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Poorly handwritten
- Misspelled words
- Stains
- Incorrect titles
- Strange odor
- Strange sounds
- Foreign postage
- Restrictive notes
- Unexpected delivery

DO NOT:

- Touch or move a suspicious package.
- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Activate the fire alarm.
- Evacuate the building until police arrive and evaluate the threat.

WHO TO CONTACT:

While on federal property:
Federal Protective Service MegaCenter
1-877-437-7411

DIAL 911 FOR EMERGENCIES

U.S. Department of Homeland Security
Federal Protective Service

Connect @FPSDHS
on social media

Learn more at DHS.gov/FPS

Scan QR code to visit
DHS.gov/Publication/YourSafetyOurPriority



BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.):
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Crackling voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	Other information:	
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

POLICIES AND PROCEDURES

All Tenants without exception must observe all national, state and local sanitary and safety codes and regulations. All Tenants are required to keep their premises in a safe and clean condition.

Automatic Sprinklers

Sprinklers which are activated by intense heat have been installed. Each building is equipped with a fire alarm system that monitors sprinkler and fire/smoke sensing devices throughout the building. The fire alarm system is monitored 24/7 by an alarm monitoring company. If any of these devices triggers an alarm, the fire alarm system monitoring company alerts and dispatches the local Fire Department. If possible, please call the Security Emergency Number at (301) 749-8667.

Due to the great amount of pressure behind a sprinkler head, any leak must be considered a priority. Contact Security Dispatch at (301) 749-8667. Your contractor must also be notified.



Disaster Preparedness

Every tenant should have an emergency plan.

As a precautionary measure flashlight, batteries and basic emergency equipment should be kept handy in your store. "Businesses can do much to prepare for the impact of the many hazards they face in today's world including natural hazards like floods, hurricanes, tornadoes, earthquakes and widespread serious illness such as a pandemic. Human-caused hazards include accidents, acts of violence and acts of terrorism...The five steps in developing a preparedness program are: Program Management, Planning, Implementation, Testing and Exercises, and Program Improvement." For more information visit www.Ready.Gov/Business.

Quotation Courtesy: <https://www.ready.gov/business>

Emergency Contact Forms

Tenants are responsible for updating their emergency contact information with the Management Office. It is imperative that these forms contain accurate information to contact your store's personnel in the event of any emergency that may affect your store specifically, or the center and / or community as a whole. A sample form is included in this manual (see page 5).

Emergency Exit Doors

The emergency exit doors within your store enable your employees and customer to exit quickly and safely in the event of a fire or emergency. Exits must remain free of boxes and stock at all times. As required by Fire Code, please be sure that your exit lights are on at all times to ensure quick identification of the exits if an emergency were to arise.



Lock Outs (Vehicles and Stores)

National Harbor staff is unable to unlock vehicles. Public Safety can provide assistance by contacting a locksmith or towing company if requested. The individual requesting the service is responsible for payment of any charges.



The National Harbor Public Safety has no access to Tenant stores. If a locksmith is needed, we will be glad to refer you to a local company. Management, however, is not responsible for lock repairs and/or replacements.

Lost Individuals

In the event that a lost individual is brought to your attention, please call the National Harbor Public Safety 301.749.8667.

They will utilize its best efforts to locate the person responsible for the child and/or locate a lost child.

Lost Items

Any National Harbor employee or patron who finds an article (clothing, purse, phone, etc.) can call Security to recover the item(s). The office will fill out a Property Release Form listing the found property. The item(s) will then be logged and secured in the Public Safety Office. If purses, wallets, checkbooks, credit cards, traveler's checks or debit cards are turned in, every attempt will be made to contact the owner. These items will only be held for a period of three (3) calendar days, at which time they will be destroyed. Anyone claiming to be the owner of the lost property will need to present acceptable identification and be able to give an accurate description of the lost item(s). A Property Release Form will then be signed by the person receiving the property and by the person who released it. Property not claimed within thirty (30) days may be disposed of at the discretion of the General Manager.

Lost Vehicles

When notified of a lost vehicle, contact the SP+ Office 301.567.2281 or call the National Harbor Public Safety Office directly 301.749.8667, and a security officer will be dispatched to your location for assistance.

Power Failure

In the event that there is a power failure, tenants should contact PEPCO immediately 202.833.7500 and National Harbor Security 301.749.8667.

Tenants should try to determine if all of National Harbor is affected or if the outage is confined to an individual store. Secure all cash registers and safes along with both front and rear exits, once patrons are safely out of the area. Try to keep customers and employees calm while awaiting the arrival of a National Harbor Public Safety Officer. Operations personnel will evaluate the situation and take



corrective measures. In the event that the outage is caused by PEPCO, tenants will be notified. In any power failure situation, Tenants should make every effort possible to avoid a power surge by turning off large electrical equipment and any non-essential lighting.

Security

National Harbor Public Safety is stationed in the common area of the Property and also surveys the immediate perimeter and Parking areas. They present a non-aggressive, visible and uniformed profile. However, in-store security is the responsibility of each merchant. The National Harbor Public Safety team may assist any store when requested by store employees if the safety of personnel or patrons is at risk.

Shoplifters

Public Safety officer is not responsible for stopping or detaining shoplifters. Once store personnel are confident that they have probable cause, the store manager or employee will need to decide whether to stop and detain the subject. After a subject has been stopped, if requested, a National Harbor Public Safety Officer will standby to ensure safety of store personnel and patrons. If a crime has occurred and the store desires to call the police, that **store must make the call to 911**. After the arrival of the Police Officer, the Public Safety Officer will obtain the necessary information to complete an incident report and allow the Police Officer to take the investigation from that point on.



PARKING

Patron Parking

National Harbor does not employ parking attendants and the garages are pay-on-foot facilities. There is a twenty (20) minute window between the time you pay and exit the garage.

Employee Parking

Convenience for customers is a major and primary concern of all businesses. It is important, therefore, to reserve as many parking spaces in the garage for your customers. Employees should park on the upper levels of the garage. **It is the responsibility of the office management to notify their employees of these procedures.**

The technology providing access for monthly parkers is the Proximity Card system. Each monthly parker will be provided a small transponder (Proximity Card). When the monthly parker approaches the entrance or exit lane, they will scan their Proximity Card at the reader and the system will lift the gate. Please remember that in order for your Proximity Card to operate without interruption you must use it in the correct sequence (i.e. entry followed by exit). Failure to do so may result in additional parking charges, and / or revocation of parking privileges. **There is a replacement fee for lost or stolen Proximity Cards.**

Each entrance and exit lane is equipped with an Intercom, for emergency service. **If your ticket or Proximity Card is not functioning properly, press the Intercom button and you will be connected to an employee who will be able to assist you.** If needed, that employee will also be able to remotely raise the parking gate.

SP+ distributes new monthly passes Monday through Friday at the parking office in the Fleet Street garage (120 Waterfront Street). If you request a card before 5:00pm, you can receive it the same day. If you request a card after 5:00pm you will receive it the following business day.

For the monthly park program contact SP+ 301.567.2281.



CODE OF CONDUCT AND COURTESY

National Harbor is private property, and as such, has set forth this courtesy code. To maintain a pleasant environment for National Harbor customers and employees, visitors will be expected to abide by this “Code of Conduct and Courtesy.” Any action considered disruptive, offensive or dangerous in nature, will not be permitted. We pride ourselves on being a family-friendly environment.

Shirt and shoes must be worn at all times while in National Harbor common areas. Any individual(s) wearing or displaying clothing / items considered **offensive or obscene** will be asked to cover the item(s) or remove the item(s) from view. Known gang attire is prohibited.

Smoking is not allowed inside buildings at National Harbor. Smoking within twenty (20) feet of any outdoor dining area and / or business entrance is prohibited in order to promote a healthy environment for the patrons of National Harbor.

Wading, swimming, diving and fishing is prohibited from any beaches, piers, revetments and / or water craft located within National Harbor.

Climbing or walking on revetments is strictly prohibited.

Entryways and walkways should be kept free from obstruction of any kind. Thus, **congregating and loitering** in such a way as to cause inconvenience to others is prohibited. Sitting on stairs, the stage area, planters, railings, curbs and the ground is prohibited for your own protection.

Interfering with the free flow of pedestrian traffic or with other patron’s view of windows and other tenant displays is prohibited. This includes running, skating, skateboarding, bicycling, etc.

Assembling with the purpose of **disturbing the peace** or committing any unlawful act is not permitted. **Disruptive conduct of any nature will not be tolerated.**

Conversations should be kept at a reasonable volume and individuals should refrain from **abusive or vulgar language or gestures.**

Pets are allowed at National Harbor in the common areas only and must be on a leash at all times. Pets should not be allowed to defecate on sidewalks, roads or walkways. Securing unattended pets to National Harbor property is prohibited.

All trash is to be disposed of properly.

Possession of any article defined as a weapon, whether legal or illegal, is prohibited.

Alcoholic beverages are allowed in licensed establishments only. **Illegal substances** are not allowed anywhere on National Harbor property.

Videotaping and/or photography for commercial purposes is not allowed without prior written consent of National Harbor Management.



Literature distribution / solicitation is not allowed without prior written approval from National Harbor Management. **Soliciting money** (contributions or donations) or distributing commercial advertising or promotional material of any kind, or offering samples of items which are sold, available for sale, or available in exchange for a donation or contribution, except with the prior written permission of National Harbor Management, is prohibited.

Children under sixteen (16) years of age must be accompanied by a parent or guardian (over twenty-one years of age) during school hours and days.

Parking Regulations on National Harbor roads are to comply with all emergency services requirements. All parking restrictions will be strictly enforced and vehicles which are in violation of such regulations are subject to ticketing and / or towing at the owner's expense.

National Harbor reserves the right to modify and / or add to the rules contained herein.



CONCLUSION

Thank you for taking the time to review this manual and all the valuable information it contains. If you have any questions or concerns, feel free to reach out to your Property Management Team. We hope you are part of the National Harbor family for many years to come!

National Harbor Management



Tenant Operations & Procedures Manual