

# **CONVENTION SERVICES POLICIES & PROCEDURES**

## **GENERAL MEETING POLICIES & PROCEDURES**

Mandalay Bay Convention Services Department is honored that you have chosen us to host your event. Your Convention Services Manager (CSM) becomes the main contact for all details involving function arrangements, reservations and billing procedures, as well as, providing recommendations for outside services if necessary.

These Policies and Procedures are being provided to help ensure that all guests of Mandalay Bay Resort & Casino receive excellence in service. Please review them carefully.

This P&P may not cover all situations a group may encounter. Should you have specific needs or questions that fall outside of this list, please speak to your CSM to clarify any costs or specific requirements. For more detailed information regarding these policies/procedures, please see the Planning Guide and Financial Considerations Document in our Document Library. [Document Library](#)

### **ACCESS AND RIGHT TO ENTER**

Representatives of Mandalay Bay Resort & Casino may enter upon and have access to the Function Space at any time. Additionally, officers and authorized employees of governmental agencies may enter the Function Space at reasonable times, when necessary, in the performance of their official duties.

### **ADDITIONAL LABOR CHARGES**

Additional labor charges may be incurred if a group requests changes to the room setup after the room has been set. Mandalay Bay Resort & Casino will do their best to accommodate the room setup changes; however, it will be based on business levels and availability of our convention staff. At the time the change is requested, your CSM will advise whether the room setup change can be accommodated, the approximate time it will take to complete the changes, and if additional labor charges will apply.

### **AMERICANS WITH DISABILITIES ACT**

Hotel shall, with respect to its performance required under your contracted agreement, to the best of its knowledge, comply with all laws including The Americans with Disabilities Act and the Hearing Capacity Act of January 26, 1992 and the regulations and guidelines. Group warrants to Hotel that the Client, its agents, contractors and employees, and their functions within the function space and hotel complex, in connection with your contracted agreement, will be in compliance with the requirements of the above referenced laws, except to the extent that the set-up or operation is controlled by the Hotel. Meeting Group agrees to provide proper ramp access to all elevated exhibit booths and/or non-permanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility impaired persons.

We will work with you to meet the ADA requirements specific to your function. Segway scooters (at walking speed only) are permitted in public areas of the hotel only when the operator represents that the equipment is a mobility assistance device for a disability condition. Other operators without reported disability should be advised that the equipment is not accepted for use in Mandalay Bay public areas, including, but not limited to the tradeshow halls at the Mandalay Bay Convention Center. Use of a Segway may be excluded in areas that are relatively high foot traffic venues. This includes the Casino, theaters, Event Center, restaurants and the Convention Center. In such cases of exclusion, a guest will be offered the use of a balanced wheeled mobility device such as a wheelchair or motorized scooter.

### **ANIMALS**

Permission for any domesticated animal (cats and dogs) to appear in a convention or trade show must first be approved by you and then by the CSM. Additional insurance may be required. Non-domesticated/exotic animals will be considered on an individual basis. Consult your CSM regarding any non-domesticated/exotic animal requests. Seeing eye/assistance animals are always permitted.

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## **AUDIO VISUAL**

Encore is the exclusive provider of all rigging and power equipment and services. This includes but is not limited to: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. Group is also required to use Encore Event Technologies for all meetings and breakouts (excluding General Sessions) including but not limited to: projectors, screens microphones, speakers, mixers lighting and any other audio visual equipment necessary for a breakout or meeting room. An outside AV/Production company may work within Mandalay Bay Resort & Casino as long as they follow our production guidelines and contractor vendor policies. Please note: Free-Climbing is no longer permissible at Mandalay Bay Convention Center. For those ballrooms with enclosed ceilings, client must work with existing rig points. General Service Contractors can rig signs in exhibit halls only that are 200lbs or less and as long as they do not have electrical components. Please contact your CSM for production guidelines and contractor vendor policies.

## **BAGGAGE HANDLING**

### **Individual Arrival/Departure:**

- Arrival: Guests arriving individually are greeted at the front door by a bell person and will be given a claim check for their luggage. The guest may then call from their room to prompt delivery.
- Departure: After 11am checkout, guests who wish to store luggage can do so at the Bell Desk located off the Front Desk, gratuity appreciated.

### **Group Arrival/Departure:**

All group arrivals are subject to a mandatory baggage handling charge(porterage). This charge covers the handling of baggage both arrive to and departing from the hotel. In the event group requires baggage delivery in an auxiliary area aside from the designated hotel bag drop area, an additional fee may also apply. Current porterage charge is \$4.00 inbound and \$4.00 outbound, per person and subject to change.

### **Auxiliary Luggage Holding Area:**

An optional auxiliary luggage holding area can be facilitated by the Bell Desk team for \$4.00 per claim check. CSM can determine an appropriate location. There are two payment options:

- **Client Paid** - Group can choose to cover this fee for attendees; charged for actual use with a minimum of 30% of in-house room block required.
  - Example: 1000 rooms peak on departure day, so a **minimum** of 300 x \$4.00 would be charged to the master account, up to the actual number of people using the service
- **Guest Pay Own** - guests have the option to pay on own with cash or credit card, no minimum required.
  - In this instance, the cashier would be coordinated by the Bell Desk team.

Group cannot arrange/manage their own luggage storage room or hire an outside company to arrange/manage a luggage storage room. This must be a bell desk function.

## **BALLOONS**

The use of helium balloons smaller than 36 inches in diameter is not allowed, but smaller air-filled balloons may be used for decoration and/or handouts. Large helium-filled balloons may be used only if they are securely anchored. No helium balloons or blimps may be flown inside the building. Mylar balloons are not allowed anywhere on property. Helium gas cylinders must be secured in an upright position on safety stands with gauges protected from damage. No overnight storage of helium or compressed air cylinders in the building is allowed. Balloons cannot be released out of doors due to airport flight patterns in the area. A cleaning fee may apply should the balloons be left on property after the event. Please advise your CSM should you be using balloons.

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### BROADCASTING/TAPING/RECORDING

Group may not broadcast (either live or on a delayed basis), tape or record on hotel property for any purpose or by any means without receiving written permission from Mandalay Bay Resort & Casino. Please contact your CSM for details.

### CATERING POLICIES

The Catering Department will be in contact with the Group following receipt of the signed contract/license agreement. The Catering Manager (CM) becomes the main contact for all planning and on-site details involving Catering function arrangements and can assist with recommendations for outside services, if necessary. **PLEASE NOTE:** A tentative program schedule of function room requirements is due to the CM at least 90 days in advance of the main arrival date. A final detailed program is due to the CM no later than 45 days prior to the main arrival date. At the 45-day deadline or upon receipt of the final detailed program, any un-assigned meeting/function/exhibit space will revert to Mandalay Bay. Any additional requests for function rooms will be based on a space available basis. All Banquet Event Orders are to be completed, signed and returned to your CM fifteen (15) business days prior to the first day of your program.

Catering is responsible for assisting you with menu selections. We will maintain a flexible position regarding suggested menus; however, due to changing food costs, definite prices on food and beverage will be guaranteed six (6) months prior to your program. Please note there is a three-course minimum for all plated lunches and dinners. For your planning purposes, our current per person banquet prices are as follows:

Breakfast:	\$32.00 - \$48.00
Lunch:	\$43.00 - \$60.00
Dinner:	\$83.00 - \$128.00

Food and Beverage for hospitality suites are handled through our In-Suite Catering department. Please see information under Hotel Services/Hospitality Suites for all details.

Guarantees for all catered functions must be given to your CM by 9:00am PST based on the schedule below. If notice would fall on a holiday, then guarantees must be received by the first working day prior to the holiday. If your guarantee is not received, you will be charged with a guarantee equal to the expected number set forth on the Banquet Event Order or the number of people served, whichever is greater. We will set 3%, up to a maximum of 50 guests, of your guaranteed number.

- ✓ Functions 6000+ guests: Guarantees due 7 business days prior
- ✓ Functions 2500-5999 guests: Guarantees due 5 business days prior.
- ✓ Functions under 2500 guests: Guarantees due 3 business days prior.

Customized menus may be arranged directly through our Catering Department. Labor charges and set-up fees may apply. Please contact your CM directly for current menus or to discuss your entire food & beverage requirements. Catered food & beverage prices are subject to a 19% gratuity which is nontaxable and a 5% service charge, which is taxable at the prevailing sales tax rate, currently 8.375%.

Events booked within a 72-hour period prior to service may incur an additional fee, please contact your CM for more details. All guests must be 21 years of age or over before alcoholic beverages are permitted to be served.

There are additional fees for Bartenders, Cashiers and Chef Attendants. Cash Bars have minimum sales requirements per day and drink tickets do not count towards this minimum. The difference, if not met will be charged to the master. Cash Concessions also have minimum sales requirements per day and the difference, if not met, will be billed to the master.

There may be some spaces (i.e. Mandalay Bay Beach, Seascape Ballroom, and Beachside Ballroom) that require rental and/or additional fees. Please speak to your Catering Manager for more detail.

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### **CASH ADVANCES (paid outs)**

Cash advances may be obtained if approved prior to your arrival. Your company/association must have previously submitted a credit application and have been approved for direct billing. Cash advances cannot be approved for credit card payments.

All groups must send funds for cage paid outs either by check or wire. It is possible to receive a cash advance for up to 10% of your group deposit on-site; however, this must be approved in advance by the Finance Department.

MGM Resorts International is subject to strict State and Federal currency reporting and handling laws. Cash advances require positive identification and may be reportable to the Nevada Gaming Control Board, U.S. Treasury and the IRS.

### **CBD (hemp-based) PRODUCTS**

It is permissible for conventions and tradeshow at MGM Resorts properties to have exhibitions that include samples, demonstrations and products that include hemp-based CBD. Please see our Convention Planning Guide for more detailed information on the legal definition of CBD products to ensure compliance.

### **CHARITABLE EVENTS (Gaming/Raffles):**

Should Group wish to conduct a charitable event as part of their program, please ensure you reach out to your CSM/CM before confirming any details. Due to Nevada Revised Statutes under the oversight of the Nevada Gaming Control Board, there are strict policies determining how these types of events are defined and must be conducted. Prior to developing events, please ensure you advise your CSM/CM as we may need to get approvals from our compliance team before proceeding. Some types of charitable events that would require approvals would be silent auctions, raffles, bingo, gaming tournaments (this is not an all-inclusive list).

### **CHECK-IN/CHECK-OUT**

Check-in time is 3pm and checkout is 11am. If rooms are requested prior to check-in time they will be accommodated based on availability at no additional charge. Any guest wishing to guarantee an early check-in will have the option to pay an early check-in fee at the time of booking based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, we will charge for one additional night's room and tax. For example, if a guest checks out 3 days early from their confirmed departure date, they will be charged for 1 additional night (not all three nights). After 11am checkout, guests who wish to store luggage can do so at the Bell Desk located off the Front Desk, gratuity appreciated.

### **CHILDCARE SERVICES**

The State of Nevada does allow childcare services on property when strictly regulated. There are many regulations and stipulations that must be followed before this can be approved by the State. If you are considering having childcare services on property, please contact your CSM at least 6 months in advance to initiate the approval process.

### **CHIPS AND TOKENS**

Gaming Control Board Regulation 12.060 prohibits Mandalay Bay from selling chips and tokens for purposes other than gaming. Should you wish to purchase casino chips for your group, please speak with your CSM for more details.

### **CONTRACTORS**

Please ensure that ALL of your vendors have read, acknowledged and signed our contractor/vendor policies at least 30 days prior to arriving on property. Please reference our planning guide for a listing of key points regarding policies all contractors must follow. [Document Library](#)

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### **CREDIT APPLICATIONS**

Direct billing privileges may be established for those accounts incurring \$10,000 or more in charges and, if a credit application is submitted to the Finance department no later than 60 days prior to the first arrival date. If direct billing is approved, a master account will be established.

At least 60 days prior to your program, your CSM will draft an “estimated charges” worksheet for you. Once complete, accounting will work with you for all required deposits as outlined in the contract or license agreement. They will also advise you of your credit approval status.

### **DAMAGE TO PROPERTY**

Group shall be liable for any damage, normal wear and tear excluded, to the Function Space, or to any other real or personal property of Mandalay Bay Resort & Casino, caused by the act or omission of Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, or performers. Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, or other items into any part of the Function Space, hotel equipment or property. Group shall return the Function Space to Mandalay Bay Resort & Casino in as good of condition and repair as the same shall have been found when licensed for Group’s use. Nothing is to be placed against or leaned against any wall in the ballrooms. All crates, exhibit panels and pallets must always be kept a minimum of 5 feet away from the walls. Group will be charged by hotel for any damages incurred by their exhibitors or exposition company. Group shall, always, conduct its activities in a safe and careful manner, with full regard to public safety, and will observe and abide by all applicable laws (including the Americans with Disabilities Act), ordinances, rules, regulations and requests by duly authorized governmental agencies having jurisdiction, as well as those of the Board of Fire Underwriters or any similar body and Mandalay Bay Resort & Casino.

### **DRONES**

There are very limited scenarios where drones will be allowed on property. This policy may be considered, however, prior review and approval (in writing) must be obtained from Mandalay Bay Risk Management Director and Convention Senior Leadership team. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

### **EARLY DEPARTURE FEES**

Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, room/tax for one additional night will be charged. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

### **ELEVATOR ACCESS (Guest Room Floors)**

Our elevators are restricted to registered guest access only. Guest room keys only grant access to the floor of that specific guest room. Guests not staying at Mandalay Bay or Delano do not have access to any guest room floors. Therefore, if you decide to have a hospitality event in your guest room/suite, you will need to arrange elevator access for your guests attending your event. Below are your options.

- If no food & beverage is ordered through In Suite Catering: The host of the event must come to lobby and escort their guests up to their suite.
- If food & beverage is ordered through In Suite Catering: In Suite Catering can arrange for an elevator attendant for the event to give their guests access. There is a cost of \$85.00 per hour for this service.

### **EMERGENCY EQUIPMENT**

Mandalay Bay Resort & Casino is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. Mandalay Bay Resort & Casino Security Office monitors all building emergency systems throughout the facility. It is imperative that all fire hose cabinets, strobes, and fire extinguishers be kept clear, accessible, and free of obstructions at all times. The fire hose cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.

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### **EXCLUSIVE PROVIDERS**

Mandalay Bay is the **exclusive** provider for the following services. For more detail on what these exclusives cover, please see our Convention Planning Guide or Financial Considerations Document. [Document Library](#)

- Audio Visual, Rigging Equipment & Services
- Baggage Handling
- Business Center
- Cleaning
- Electrical/Plumbing/Compressed Air/Gas
- Food & Beverage
- Internet ( including cabling and floor work)
- Recycling/Waste
- Security

### **EXHIBITS**

Mandalay Bay Resort & Casino will provide up to 15 table-top displays (6 or 8 foot tables) including standard linen and table skirting, one chair and one wastebasket at no charge during Group's program. A charge of \$150 per display will be charged for 16 - 25 displays. Tabletop displays in excess of these numbers must be furnished by an outside decorator/exhibit company. Mandalay Bay Resort & Casino can provide phone lines, signage, AV equipment, etc. at a charge.

### **EXTRA PERSON CHARGE**

Room rates are based on single or double occupancy. There is a \$40.00 per person, per night charge for each third or fourth person sharing the same room/suite, regardless of age, with a maximum of four (4) guests per room/suite.

### **FIRE MARSHAL REGULATIONS/FLOORPLANS/FIRE STROBES**

Clark County Fire Department requires that a floor plan must be submitted for approval by the Fire Inspector and Temporary Occupancy Permits be secured for all meetings or catered events of 300 persons or more. A separate Motor Vehicle permit is also required for fuel burning vehicles.

Mandalay Bay Resort & Casino can generate the scale drawings, and apply for the permits on your behalf, provided we have all the necessary audio visual and setup requirements at least 30 days prior to your load-in. Cars, props and décor must be included on submitted floor plans.

Floor plans are final once approved by the Fire Department. No additional equipment, tables or décor may be added. However, the Fire Department will allow deletion of equipment, tables and décor from the final floor plan. Regulations of the Clark County Fire Department, Fire Prevention Bureau must be observed in their entirety.

Any floor plans submitted by an outside production or decorating company must be reviewed and authorized by Mandalay Bay Resort & Casino CSM prior to submitting. Production or decorating companies must send a copy of the Fire Marshall approved plan to your CSM prior to actual move in. Set up will be delayed if we have not received the plans.

We will charge a fee to your master account for drawing and/or submitting as well as the Clark County Fire Department Fees. These charges must be pre-paid or posted to the Group's Master Account. Please see your CSM for a price structure.

Anytime pyrotechnics or hazers are used, the Fire Safety System will have to be disabled or "put into test mode". This process will require several personnel to be dedicated to watching for potential fire or smoke in the area in which the Fire Safety System is disabled. Charges will apply for fire watch during rehearsals and show. In the case of Pyrotechnics/Flame Effects, a permit is required from the CCFD. Please submit your pyrotechnic/hazing schedules to your CSM, 30 days prior to your event. Please note we cannot allow pyrotechnic displays outdoors if

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the wind speeds are 10mph or greater. A competent and certified operator must be present for the firing of any pyrotechnics. A copy of the operator's certificate must be on file prior to the show.

Fire Strobes are in each of our meeting rooms, public spaces and exhibit halls. In accordance with Fire Code, these strobes can NEVER be blocked without strobe extensions. Should you need to cover or block a strobe, you will need to arrange for strobe light extensions at an additional expense. Strobe light extensions are provided through our exclusive provider and your CSM can arrange this service for you and charge your master account for the service. We require notice of a need for strobe extensions at a minimum of 30 days before your program event dates. We will not be able to accommodate any last-minute requests for strobe extensions due to the nature of the submittal process.

### **FIRST AID**

Mandalay Bay Convention Center may require that you contract, at your expense, an EMT who is fully registered in the state of Nevada to dispense medicine, provide first aid care and bring the required supplies needed for first aid service. When required, this service must be provided by an approved vendor during the event move-in, show hours and move-out and you must provide your CSM with your First Aid plan for approval no later than 30 days prior to your first move-in day.

#### ***EMT Services are required for the following:***

- Groups that have a License Agreement for exhibit hall space.
- Tradeshows in exhibit halls or in carpeted meeting rooms.
- Events held in the East Parking Lot.
- Concerts, special events, and large meal functions held in any of the Exhibit Halls.
- During use of Fork Lifts, Scissor Lifts, or Carts in meeting space or dock areas.
- Groups of 5,000 or more attendees

#### ***Shared Services***

- Licensee/Group may share EMT services with other groups during move-in and move-out only.
- If Licensee/Group wants to share EMT services with other groups in-house, the number of medical service personnel will be determined by the total number of attendees and location of the space in use.
- Licensee/Group will be required to utilize the same medical company when sharing services.
- Your CSM needs to be advised in advance when groups share EMT services.

### **GROUP ENTERTAINMENT**

Group acknowledges that Mandalay Bay Resort & Casino has a reputation for offering high-quality entertainment and services to the public, is a publicly-held company, is subject to regulation and licensing, and desires to maintain its reputation and receive positive publicity concerning Group's functions. Consequently, prior to contracting with any entertainer or production company to provide entertainment at its function(s), Group shall obtain Mandalay Bay's written consent for the entertainment, which consent shall not unreasonably be withheld. In contracting for entertainment, Group agrees that any such entertainment will comply with Mandalay Bay's normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, Mandalay Bay Resort & Casino, its directors, officer or employees or those of any affiliate of Mandalay Bay Resort & Casino shall be made.

### **HAZARDOUS MATERIALS**

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. You will indemnify us for any possession, storage, transportation and use of such hazardous material for any reason whatsoever. All outside contractors/vendors are required to have a material safety data sheet (MSDS) on any hazardous chemical that they bring into the facility, so that appropriate action can be taken to inform and protect our employees.

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## **HEAVY EQUIPMENT PROCEDURES**

Mandalay Bay Convention Center requires a list of all equipment weighing over 250,000 lbs. A site plan is required showing locations of each piece of heavy equipment. Meetings must take place between Mandalay Bay Convention Center and your decorator to determine routes and method of movement.

## **HOSPITALITY SUITES**

The guidelines below are to ensure the enjoyment and comfort of all our guests.

- In order to promote a restful environment for all of our hotel guests, we request that you do not schedule your hospitality suite to run past 11p.m. Please ensure that any noise from music or entertainment is kept to a level that cannot be heard outside of your guest room/suite.
- Clark County Fire Department regulations do not permit easels and signage in guestroom hallways.
- Should you require easels for display of signs *inside* your guest room, please contact our Banquet Set Up department for rental.
- Maximum allowable seating will be determined by Banquet Set Up or a Housekeeping Supervisor.
- Hospitality events require at least 2 hours notification prior to scheduled start time.
- If your event is scheduled to start prior to 3:00pm., the suite must be reserved the day prior to allow for setup and availability. Appropriate charges will be applied.
- Any event scheduled to extend past the standard 11a.m. checkout time will be charged for an additional day.
- The taping, tacking or otherwise affixing of any materials to walls, floors or ceilings is not permitted.
- Please be advised that all liquor, beer, wine and food for hospitality suites must be purchased through our In-Suite Catering Department. The terms of our liquor license preclude us from providing setup service for bars not purchased through the In-Suite Catering Department. Should it be discovered that liquor has been purchased from an outside source, corkage fees and applicable service charge will be charged. Please contact our In-Suite Catering Department @ 702-632-9525 or [insuitecatering@mandalaybay.com](mailto:insuitecatering@mandalaybay.com) for menus and pricing.
- We are unable to remove or dismantle furniture in guestrooms.
- Room or suite numbers are available on the day of check in. You may contact a PBX Supervisor to give permission for the room number of your hospitality event to be distributed to inquiring guests. The room will be reserved under the group name or the name of the individual reserving the suite. Suite numbers cannot be issued in advance.
- Each standard guestroom is equipped with two 20 - amp outlets. Due to safety regulations, additional electrical service cannot be provided in guest rooms or suites.
- Suites are designed for networking and entertainment purposes. Exhibiting in suites is not allowed.
- You may register your suite as a hospitality suite with a representative from the front desk. If you would like the hospitality event displayed on a special television channel that can be accessed in all guest rooms, please contact an In-Suite Catering coordinator.

## **IN-ROOM MEETINGS**

Guest room meetings are a resource for clients to hold private, small meetings outside the conference center in Hotel Suites. If Meeting Group would like to pursue this option, please contact your In-Suite Catering to assist with room availability, processes and pricing.

## **INSURANCE**

A copy of your certificate of insurance (COI) is due to Mandalay Bay Resort & Casino, 30 days prior to your event. The certificate must list all days of your license of the facility, and include the following coverage:

- Worker's Compensation insurance in accordance with Nevada Law covering your employees.
- Employer's Liability
- Commercial General Liability
- Comprehensive Auto Liability



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Please consult your contract and license agreement (if applicable) for coverage required for each of the above. All issuing insurance companies must have authorization to do business in the state of Nevada. This certificate of insurance must state Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates are named as additional insured. The certificate is unacceptable if all these entities are not named.

Your exhibitor contract must indicate that exhibitors and your company/association shall indemnify and hold harmless Mandalay Bay Resort & Casino from all liability (damage or accident) which might ensue from any cause resulting or connected with transportation, placing, removal or display of exhibits. See the Indemnification paragraph in your Hotel Contract and/or as outlined in the License Agreement. NOTE: This policy applies to your organization and to any subcontractors you may utilize to provide services during your meeting/convention.

### **LIVE ENTERTAINMENT TAX:**

Live Entertainment Tax must be applied to any events where public admissions are being charged and the event is defined as Entertainment per the Nevada Revised Statutes under the oversight of the Nevada Gaming Board. Live Entertainment Tax must be collected by Mandalay Bay as we are required to collect and remit all taxes for entertainment events occurring on premise. All events must be reviewed by Mandalay Bay Compliance Team to determine applicability of LET. The current LET tax rate is 9%.

The Nevada Gaming Board requires all ticketing systems to be approved by the Gaming Control Board. Therefore, all events subject to LET must use the Mandalay Bay Ticketing system to be compliant with the Nevada Gaming Board regulations. Please contact your CSM for more details and to put you touch with our ticketing department to set up your ticket sales.

### **LOAD-IN/OUT INSPECTION**

A Meeting Concierge or Facilities Manager will walk you through your contracted space for a pre and post-event inspection. A damage report reflecting location, type of damage and amount of repair for any damage not noted in writing in the pre-event walk-through will be included on your invoice.

### **LOST OR STOLEN PROPERTY**

Mandalay Bay Resort & Casino shall not be responsible for losses by Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of Mandalay Bay Resort & Casino.

### **MEETING ROOM GUIDELINES**

- Mandalay Bay has meeting rooms on each level of the building. Each meeting room complex has moveable walls with many configurations possible for a variety of room capacities. All movable walls must be opened and closed by Mandalay Bay Convention Center staff.
- Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, fabric moveable walls, or decorative walls will only be allowed under certain circumstances and must be approved by Convention Services. Only approved adhesive products can be used. No nails or tape will be allowed on any surface.
- Carpet protection (Visqueen) must be in place prior to the delivery of freight, prior to construction of any display, and prior to the use of any motorized devices.
- No plants or furniture may be moved or relocated from the hallways or meeting rooms unless prior arrangements have been made with your CM or CSM. A removal fee will be assessed for all relocations.
- Changes to meeting room set ups may be subject to an additional labor charge should the changes be made less than 48 hours prior to a function or if there is an extensive meeting room set up or turn required. There are also charges for any same day room turns.
- The standard meeting room amenities include water service, Mandalay Bay note pads and pens, and mints. Additional amenities are available on request at a reasonable charge.
- For set ups of 300pp or more, we are unable to place water, pens and pads on the tables. However, we will be happy to place water stations either inside the room or outside the room.

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- Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. Mandalay Bay reserves the right to maximize space usage for all function space.
- Mandalay Bay reserves the right to charge a rental fee for meeting, function, or exhibit space utilized by suppliers, allied or affiliated groups who are conducting meetings or holding functions in conjunction with your group.
- Meeting rooms may be used only for purposes directly related to the event. Meeting rooms may not be sublet to others without prior consent from your CSM.
- Mandalay Bay cleaning services are required for all areas used as exhibit space. This includes concrete halls, carpeted meeting space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc.
- Below are additional services that may be requested in accordance with our Health & Safety protocols:
  - Hand Sanitizers are provided throughout meeting space & public space at no additional cost. Inside exhibit halls, hand sanitizers are required and are exclusive to Mandalay Bay cleaning services.
  - Hotel will clean high touch surfaces in between sessions and provide overnight cleaning in meeting space at no cost. Should Group wish for additional cleaning services throughout the day, additional costs may apply.
  - COVID Testing is not required for groups but is a service that can be provide by MGM Resorts. Additional costs will apply.
  - Temperature checks are not required at this time for Conventions. If a group would like to provide temperature checks, this can be provided either by Mandalay Bay or an outside company. Additional costs will apply.

### **NETWORK AND INTERNET CONNECTIONS**

Group may not attach any hardware or software to any networking and Internet access services provided by Mandalay Bay Resort & Casino, or allow its attendees to do so, other than hardware and software approved by the hotel or end user equipment (such as laptops and mobile phones, but not routers or networking equipment) owned by attendees that agree to any applicable terms of use required to access the services. If the Group is permitted by the hotel to attach a router or other wireless networking equipment to the hotel's network, it shall not use a network identifier (i.e., a Service Set Identifier or SSID) that contains the hotel's name without approval from Mandalay Bay Resort & Casino, or other name to which the hotel reasonably objects. Mandalay Bay Resort & Casino may require Group or its attendees to remove any hardware or software from the hotel's network or otherwise prevent hardware or software from connecting to the hotel's network without notice and without refund.

### **NEVADA CLEAN INDOOR AIR ACT**

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in meeting and convention spaces, this includes all e-cigarettes and vapor cigarettes. Additionally, smoking is not permitted in restaurants, lounges where food is served, hotel lobbies, elevators, guestroom hallways, theaters, arenas, arcades, retail stores and other indoor public spaces. The casino floor and certain lounges where food is not served are exempt. If there is evidence of smoking in your room, you will incur fees for cleaning.

## **CONVENTION SERVICES POLICIES & PROCEDURES**

### **PARKING NOTICE**

Vehicles that are self-parked at any MGM Resorts parking facility for longer than one hour will be subject to a parking fee. The self-parking fee is \$9.00 for vehicles parked between 1-2 hours, \$12.00 parked between 2-4 hours and \$15.00 for vehicles parked between 4-24 hours at Mandalay Bay and Delano.

The valet parking fee is \$16 for the first 4 hours (no grace period) and \$24.00 for 4-24 hours. All parking fees repeat every 24 hours. Parking fees may be higher during special events. Parking fees may be higher during special events. Self-parking is complimentary for M life members level Pearl and higher and valet parking is complimentary for M life members level Gold and higher. All complimentary parking is subject to availability. For registered hotel guests, the 24-hour parking fee (self or valet) includes "in and out" privileges at the guest's originating MGM resort and also includes the same "in and out" parking privileges at any other MGM resort within the same 24-hour period, subject to availability. Parking fees are subject to change and parking is subject to availability.

### **PAYMENT OPTIONS**

Payments by check must be drawn on a U.S. bank payable in U.S. dollars. Deposits must follow the outlined format in the Hotel and/or License Agreement. All checks need to be received 14 days prior to the first scheduled arrival. You can also choose to submit a wire transfer. Accounting processes all pre-show deposits and prepares the final billing invoice. You are responsible for remitting full payment of the final invoice within 30 days of receipt. (Terms may vary, please consult your contract for full payment information).

### **PRINTED MATERIALS**

We request that your Convention Services Manager contact be placed on your mailing list to receive all materials concerning Hotel. This will allow us to share with our staff all printed materials in the possession of your prospective attendees. Please be advised that any advertising utilizing the hotel name, logo or any request to use hotel stationery, must be approved prior to distribution, in writing, by Mandalay Bay Resort & Casino.

### **RETAIL SALES TAX**

The Nevada Administration Code (NAC) 372.180 states that the promoter or organizer of an event allowing any retail sales on the show floor has the responsibility to collect and remit the taxes for their respective event. This means you are responsible for these taxes. If Group is tax exempt the State of Nevada requires a copy of the following on file with Mandalay Bay Resort & Casino:

- NEVADA tax-exempt sales tax permit providing the evidence of non-taxability.
- U.S. Government Tax-exempt sales tax permit.

Please contact the Nevada Department of Taxation at (702) 486-2300 for further details.

### **ROOM DELIVERIES (non-room service)**

Mandalay Bay Resort & Casino Front Services Department will be happy to arrange for guestroom deliveries. Items will be placed inside the room after the guest has checked in. Items may not be left outside on the floor or slipped under the door of the guestrooms. Fees for individual guest room deliveries of non-baggage items start at \$2.50 (Fees are subject to change) for up to two items per room and increase based on assembly requirements, number of items or special instructions. Deliveries will be placed inside the guest room between the hours of 9:00 am and 9:00 pm.

### **SALE OF MERCHANDISE**

Group may not utilize the hotel function space or property for the purpose of selling merchandise or services without the prior written approval of and under the conditions established by Mandalay Bay Resort & Casino, Group, its agents, contractors and employees. All permits and licenses required by law for such activity in Clark County are the sole responsibility of Group.

## **CONVENTION SERVICES POLICIES & PROCEDURES**

### **SECURITY**

Mandalay Bay Security must receive security requirements thirty (30) days prior to the load-in. Requests for changes in security (i.e. additions or post changes) must be received 48 hours prior to the requested change. We require a minimum of 4 hours for each position and breakers/rovers will be utilized when a post exceeds 6 hours. Although security coverage within your contracted space is generally at your discretion, Mandalay Bay reserves the right to require specific coverage, when and where it is deemed to be necessary. **The following requirements must be met by all groups:**

**Non-Exclusive Posts:** For events with activity in the exhibit halls, the following coverage is required, with posts being staffed by either an approved security vendor or by Mandalay Bay Security:

- After Hours Access – A security officer must be posted at any door being used for access once the facility is closed.
- Overnight Security – Officers are required in each exhibit hall on the overnight to ensure halls are secure. Number of officers required is dependent on size and scope of tradeshow/event. Speak to your CSM for more details.
- Freight Doors – If at any time freight doors are open and Mandalay Bay Security is not in the dock areas, a security officer must be present. If doors are immediately adjacent, one officer can cover two (2) roll up doors. Mandalay Bay will not open any freight doors without security present
- Parking Lot/Traffic Control: Security is required anytime a group contracts and/or blocks off a specific part of the parking lot. In addition, should the closure disrupt traffic flow, traffic control officers will be required as well. Traffic Control is also required for groups with more than 50% of their attendees not staying at Mandalay Bay to control taxi, ride share and drive up traffic in convention lot.

**Exclusive Posts:** For all events with loading dock or external activity requiring traffic control of any kind, the following coverage is required, with posts being staffed by **Mandalay Bay Security exclusively:**

- South Convention Center – Level 1
  - South Lower Dock (services Bayside C & D) - A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity.
  - South East Dock (services Bayside E & F)
    - Bayside EF - A minimum of three (3) Mandalay Bay Security Officers is required for all move in and move out activity.
    - Bayside E only - A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity.
    - Bayside F only - A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity
  - West Lower Dock (services Bayside A & B) - A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity
  - South Convention Center (Level 2 & 3) – A minimum of three (3) Mandalay Bay Security Officers is required, per dock, for all move in and move out activity.
  - North Convention Center – A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity.
  - Mandalay Bay Events Center – A minimum of five (5) Mandalay Bay Security Officers is required on a 24-hour basis from load-in to load-out. General sessions with 6000 attendees or less requires a minimum of (7) Mandalay Bay Security Officers in addition to the (5) officers posted for load-in/out. For events over 6000 attendees, a minimum of (12) officers is required in addition to the load-in/out officers.
  - All areas of Delano – a minimum to be determined based on the type and duration of activity.
  - All events held at Mandalay Beach, Pools and Moorea.
  - All events held in the main Hotel and Casino areas.
  - Canine Officers. We do not allow outside companies to provide their own Canine teams.

# **CONVENTION SERVICES POLICIES & PROCEDURES**

## **SIGNAGE AND DISPLAY ADVERTISING**

Mandalay Bay Resort & Casino retains exclusive rights to all display advertising within the function space and all other space on the hotel property. Group may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on hotel property and may not place any signage or banners in the function space or on hotel property without prior written consent of Mandalay Bay Resort & Casino. In the event Mandalay Bay Resort & Casino grants its consent for Group to advertise within the function space or on hotel property, it shall be a nonexclusive right to advertise, however signage is typically restricted to meeting area and should be prearranged with the CSM. Any signage or banners approved by the hotel may only be hung or posted by the Mandalay Bay Resort & Casino Audio Visual department. Additional cost and advertising opportunities are available in The Sponsorship Opportunity Guide which can be obtained from your CSM or on-line at Mandalay Bay Resort & Casino website.

## **TRAFFIC MANAGEMENT**

Security is required anytime a group contracts and/or blocks off a specific part of the parking lot. In addition, should the closure disrupt traffic flow, traffic control officers will be required as well. Traffic Control is also required for groups with more than 50% of their attendees not staying at Mandalay Bay in order to control taxi, ride share and drive up traffic in convention lot. The costs for traffic control are the responsibility of the group.

## **TRADEMARK**

Neither party is authorized to use any trademark, trade name, nor service mark owned or registered by the other party, its parent, subsidiaries or affiliates. Neither party may, without prior written approval of the other party, copy, reproduce, distribute or use any trade name, trademark, copyrighted material, or service mark of the other party, its parent, subsidiaries, or affiliates.

## **VEHICLES ON PREMISE**

To apply for a vehicle display permit you will need to submit: (2) copies of a completed application (You will check the box labeled Liquid or Gas-Fueled Vehicles or Equip in Assembly Area (FLQT)), (3) copies of the floor plans, and a check (made out to CCFD). You will need to write the statements from the vehicle display guideline on your floor plans (i.e.: Battery will be disconnected, etc. ...) As long as the vehicles are located within the same assembly area, you can apply for (1) vehicle permit for an infinite number of vehicles. If the vehicles are located within different assembly area, you will have to apply for a separate vehicle display permit for each one.

Below is a listing of the guidelines. For more detailed information and instructions on submittals, please follow the links below.

Automobiles or other fuel powered vehicles of any nature must adhere to the following guidelines:

- Fuel in the tank shall not exceed 1/4 of the tank capacity or 5 gallons, whichever is less.
- Vehicles shall not be fueled or refueled within the building
- At least one battery cable shall be removed from the batter used to start the vehicle engine and the disconnected battery cable shall be taped. Batteries used to power auxiliary equipment shall be permitted to be kept in service.
- Fuel tank openings shall be sealed to prevent the escape of vapors.
- Ignition keys removed
- Propane tanks to be removed
- Visqueen or other protective covering approved by the Mandalay Bay Resort & Casino needs to be placed underneath vehicle
- A minimum 42-inch wide access aisle or clear space shall be maintained around all sides of the displayed vehicle. Where multiple vehicles are displayed, a minimum 42" aisle shall be provided between vehicles. Vehicles shall not obstruct the clear width required for any portion of the means of egress.
- Vehicles shall not exhibit any leaks of fluids.
- Displayed vehicle may only be moved during conference hours as allowed by the permit conditions established during the plan review.

# **CONVENTION SERVICES POLICIES & PROCEDURES**

## **TRADESHOW POLICIES & PROCEDURES**

The following P&Ps are in addition to those listed above and are more tailored to events inside our exhibit halls

### **AIR CONDITIONING/LIGHTING**

Heating or air conditioning is provided in the exhibit halls during show hours only. Lighting is set at minimal levels for load-in and out. Full house lighting will be provided for show hours only, not to exceed 12 hours. Should you require heating or air conditioning or full house lighting outside of show hours, please contact your CSM for current rates. Please note that we will not provide air heating or cooling if freight door(s) will be open during times requested.

### **CATERING IN EXHIBIT HALL**

- All designated food seating areas in the Exhibit Hall must be approved by the Clark County Fire Marshal and copies of the floor plan must be on file with Mandalay Bay Resort & Casino 10 days prior to move in. Outside contractors and suppliers must be informed that they are not allowed to consume food and/or beverages from the back of the house or from group functions other than your own.
- Show Management must allow at least 20 feet of open space extending from the front of each concession stand when assigning exhibit space. This space allows adequate area for accessing the concessions, auxiliary food service stations. In addition, all auxiliary food service concession and seating areas must be incorporated on the floor plan and approved by the Clark County Fire Marshal.
- A 10ft perimeter must be maintained throughout the space to allow for service teams to access and service the exhibit hall.
- Draped back of house spaces must be allotted on the floor plan for catering, should any meal functions be held inside the exhibit hall or if any booths have ordered substantial F&B. In addition, Show Management is to provide pipe and drape to conceal these areas as well as any back of house thruways from the general public.

- ***Cooking Demos and Food Product Displays***

**\*\*Please note the following information and codes could change by the Clark County Fire Department without prior notice. All information is subject to the Mandalay Bay Convention Center approval as well as the CCFD prior to production or installation on property. \*\*** Please see page 26 of our planning guide for full details of current CCFD regulations regarding cooking in exhibit halls. For further clarification, please contact your CM.

- Exhibitors are responsible for complying with all Southern Nevada Health Department regulations. Following are the regulation numbers that pertain to exhibition cooking: 96.01.0045 and 96.01.0039 and 96.02.0000 and 96.09.0000 and 96.09.0100 and 96.09.0200. For more detailed information please refer to the Southern Nevada Health Department web site – [www.southernnevadahealthdistrict.org](http://www.southernnevadahealthdistrict.org) or contact them at 702-759-1000.

- ***Food Samples***

For shows (open to the public); Show Management is responsible to obtain an Event Coordinator Permit. Private shows (not open to the public) are not obligated to obtain permits, but must still comply with applicable Southern Nevada Health District regulations, which include, but are not limited to:

- Hand washing must be available with 110-degree water.
- Exhibitors handling food must wash their hands for 20 seconds upon entering their work station.
- Sanitizer must be provided at each booth, and the exhibitor should have knowledge of what sanitizer they are using. Suggested sanitizer is Quat (150-400ppm) or Chlorine (50- 100ppm). Test strips should be available to check the levels of the sanitizer.
- All foods must be maintained at proper temperatures: 41 degrees F. or colder or 135 degrees F. or hotter. Stem thermometers must be available to monitor food temperature.
- Suitable utensils or individual portions must be provided.
- Single-service gloves or suitable utensils must be provided for handling of all ready to eat food.

## **CONVENTION SERVICES POLICIES & PROCEDURES**

- No smoking or eating is permitted in any booth preparing or serving food. All beverages must have a lid.
- A fire extinguisher must be provided in any area using canned heat, gas or fire.
- Adequate extension cords must be available and stored to prevent electrical shock or a tripping hazard.

Please address further questions to:

SOUTHERN NEVADA HEALTH DISTRICT  
Environmental Health Division  
625 Shadow Lane, Las Vegas, NV 89127  
(702) 759-0588  
Website: <http://www.southernnevadahealthdistrict.org/index.html>  
Email: [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)

Mandalay Bay Resort & Casino guidelines for the service of prepared food are as follows:

- Samples are limited to manufactured, processed or distributed products only.
  - Food samples are limited to one (1) ounce.
  - Beverage samples are limited to two (2) ounces.
- Items used as traffic promoters must be purchased through Mandalay Bay.
- Exhibitor Services department must approve all samples.
- Each exhibitor intending to serve samples must advise Exhibitor Services for approval and instructions.
- Corkage and service charge fees may apply.

### **CONCRETE/ASPHALT ANCHORING**

Drilling and anchoring in concrete is not allowed. Drilling in any other surface inside or outside must be approved in advance by your CSM.

### **CHILDREN ON THE TRADESHOW FLOOR**

Children are allowed on the tradeshow floor during show hours, if Show Management approves. However, no children are allowed on the show floor during load-in and out.

### **ELECTRICAL/PLUMBING/GAS/COMPRESSED AIR/WATER/DRAINS**

All electrical, plumbing, and compressed air services are provided exclusively by Mandalay Bay Resort & Casino 's outside contractor for all events including trade shows, conventions, etc. Outside electrical plumbing, gas and compressed air providers will not be permitted to work within the property. Mandalay Bay Resort & Casino has jurisdiction over the installation, operations; maintenance, and repair of all portable electrical wiring and electrical equipment at trade shows, conventions and events. Please see your Convention Planning Guide for detailed listing of Electrical, plumbing, gas and compressed air services. This operation is designated to assist exhibitors with electrical needs, compressed air, gas, water, drainage, and other utility needs. The service order forms list the terms and conditions governing electrical and plumbing, compressed air and gas. Please pay special attention to the location of floor drains within the facility. Your Service Contractor and exhibitors need to be made aware that these are the only locations available to them for their drainage needs. Your CSM can provide you with a diagram denoting exact drain locations.

### **ESCALATORS**

Our escalators are located between the main and upper lobbies servicing passenger movement between all levels. The transportation of dollies, luggage, boxes or freight on escalators is not allowed.

## **CONVENTION SERVICES POLICIES & PROCEDURES**

### **EXHIBITOR SERVICES**

We require an initial exhibitor list and exhibitor manual (120) days prior to your first move-in day, and then updates every 30 days. Please ensure to indicate any changes in subsequent updates. The list must include the exhibiting company names in alphabetical order, and a contact name, telephone number, fax number, address, email address, booth location and size for each company in an excel spreadsheet. By providing this fax number and/or e-mail address, exhibitors give permission to Mandalay Bay to fax an exhibitor at this fax number or e-mail an exhibitor at this e-mail address. Please contact your CSM up to six (6) months prior to your show to request our exhibitor services flyer to be included in your exhibitor manuals. Please provide a link to our website <https://www.mandalaybayexhibitorservices.com> for online ordering and access to order forms on your website.

The Mandalay Bay Convention Center must receive a completed order form with accompanying full payment from exhibitors before we render service. We offer advance discount rates to exhibitors if orders are received 21 days prior to the first event day. We accept company checks, cash, all major credit cards, and wire transfers as payment for services. Some restrictions may apply.

### **EXHIBIT AREA/TRADESHOW CLEANING**

Cleaning services are required for all areas used as exhibit space. This includes concrete halls, carpeted meeting space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc. Please contact your CSM for clarification and pricing.

Use of confetti, balloons, glitter or other similar materials will incur an additional clean up charge per event. Please contact our Exhibitor Services Department or your CSM for pricing. Our Exhibitor Services Department will provide an estimate of cleaning costs for your event upon receipt of your Fire Marshal approved floor plan and schedule of events. Please send both items to your CSM. Show Management/Licensee is responsible for all costs, associated dumpster/compactor pulls, recycling costs or any other associated waste removal during move-in, show days, and move-out of the event. Exhibit space/meeting space will be provided in a clean condition and must be left in the same condition at the conclusion of the show. Charges will be assessed for any cleaning, damage, or repairs that Mandalay Bay Resort & Casino must provide to return areas back to their original condition. In addition, Mandalay Bay cleaning services must be used for all disinfection services as well as for providing and maintaining hand sanitizers inside the exhibit halls. Please contact your CSM for clarification and pricing. [Document Library](#)

### **EXHIBIT FLOOR PLANS**

Your General Service Contractor is responsible for preparing your floor plan and obtaining approval from the Clark County Fire Department. These plans must also include any external displays. External displays must be approved by Mandalay Bay and the Clark County Fire Department. Any alterations must be resubmitted and re-approved by the Clark County Fire Department. Fire exits, signs and strobes must be visible and cannot be obstructed in any manner. We require 10 copies of the Fire Marshal approved floor plans 30 days prior to your first day of move-in.

Floor plans must be drawn to scale for all areas indicating the location of:

- Counters and tables
- Props
- Floor Pockets
- Food areas with Back of House areas for catering
- Boneyards
- Security/decorator space
- All structures (archways, fencing, etc.)
- Registration area (s)
- Signage

It is your responsibility to relay information regarding the Uniform Fire Code to exhibitors in your exhibit hall or display area. For information on specific regulations regarding diagrams, please contact the Clark County Fire Department.



# **CONVENTION SERVICES POLICIES & PROCEDURES**

## **EXTERNAL BOUNDARIES**

### ***Access Road surrounding East Conference Lot***

Vehicle loading, and unloading is not allowed on this access road and it must remain clear of vehicles and equipment at all times. Vehicles will be towed from this area at the owner's expense.

### ***Loading Docks***

- To secure loading dock space and provide a safe working environment for all parties working in and around the convention center loading docks we have installed gates to our lower docks. The security loading dock gates are located at the convention center loading dock entrances off Russell Road, Frank Sinatra Road, the Upper West Dock and the Upper South Dock. A map of gate locations as well as our full dock access policy is listed in our document library.
- The company performing load-in, set up and load-out will provide a dock supervisor who will be responsible for adhering to all guidelines.
- During move-in and move-out, a twenty-four (24) foot wide lane must remain unobstructed for emergency vehicle access at all times.
- All fire exits leading from the building and compactor areas must also remain clear and unobstructed.
- Only trucks which are loading or unloading will be permitted in the area. Prohibited areas are marked in red or yellow.
- The access road and loading docks must be clear upon the end of the workday. Equipment may not be left overnight and will be removed at the owner's/renter's expense. Equipment may not be staged in the dock area or on property, including items such as crates, carpet pigs, empties and pallets.
- Privately owned vehicles (POVs) are not permitted in the dock areas. Three (3) runner passes can be issued upon request. These runner passes are for personnel needing to deliver or pick-up and are not a parking pass.
- All show deliveries are to be made via the loading docks. Exhibitors are to refrain from using our parking lot and adjacent areas to load or un-load their materials unless a specific POV area has been designated by Show Management in the parking lot.
- There can be no staging of any vehicles in the loading docks without prior approval. Staging is any vehicle in the dock area for more than 10 minutes that is not in the process of loading or unloading.
- Behind Bayside F there are two designated parking lot sections (G & H) that will be managed by the General Service Contractor (GSC) occupying Bayside E and/or F. This area is NOT for public parking for anyone. When the GSC needs the bollards moved they need to reach out to the CSM one week prior to first day of load in. POV's (cart service) or additional dock space will be left to the GSC's discretion. The GSC is responsible to secure and manage these areas. The GSC will hire United National Maintenance to clean this area during the show and after the load out.
- If Republic Services is not able to access the open top dumpsters due to the dumpster being blocked by GSC / EAC trash, equipment, trailers, or any other items there will be a \$500 fee (per incident per dock location) if Republic Services needs to be called back out.
- There is a limit to the number of vehicles allowed in the dock area at any one time.
  - South Lower Dock: 10
  - South Upper Dock: 8
  - South East Dock: 5
  - West Lower Dock: 8
  - West Upper Dock: 8

## **CONVENTION SERVICES POLICIES & PROCEDURES**

### ***Parking***

- Any vehicle parking in a red zone or in any zone labeled “No Parking” will be towed at the owner's expense without notice.
- Privately owned vehicles (POV) will be allowed limited time to load and unload in designated areas as long as there is someone with the vehicle at all times.
- Should you require overnight parking for any large vehicles, please consult your CSM.
- Parking of vehicles in the exhibit halls is not permissible due to fire regulations.
- Handicap parking spaces are available on site within close proximity to the facility.

### ***Truck Staging/Truck Marshaling***

- There is no truck staging or truck marshaling on the streets surrounding the Mandalay Bay Convention Center. It is your contractor's/vendor's responsibility to obtain a truck staging/truck marshaling area at an off-site location. The Las Vegas Metropolitan Police Department will patrol and ticket any vehicles parked on the streets surrounding the Mandalay Bay Convention Center. Trucks should be dispatched to the MBCC when space is available at the loading ramp.

### **FIRE MARSHAL REGULATIONS**

It is the responsibility of Meeting Group/Show Management to adhere to all Fire Marshal Regulations. For more detail, please refer to our Convention Planning Guide or for a full listing, please visit the CCFD website at [www.clarkcountynv.gov](http://www.clarkcountynv.gov).

### **FLOOR LOAD LIMITS**

The floor load limits in Bayside ABCD and Shorelines B are 350 pounds per square foot, live load. The floor load limit in Bayside EF is 250 pounds per square foot, live load. All ballroom and meeting room floor load limits are 150 pounds per square foot, live load. Any exhibit exceeding this limit will require special handling to distribute the load. Show Management is responsible for notifying the facility of any potential weight concerns.

### **FORKLIFTS AND CARTS**

- All forklift operators must be certified through the General Service Contractor.
- Forklifts are not allowed in any tiled areas or public spaces.
- Forklifts must be propane powered only. No gas-powered forklifts will be allowed inside the property.
- Plywood must be used when lifts are in a turning position on carpet.
- Absolutely no pallet jacks (electronic or manual) are allowed in the public area or meeting rooms (carpeted areas). Use of a pallet jack is prohibited on property except in the exhibit halls and back of house. As always, push carts are welcome to be used throughout the building.
- Wood pallets may not be put on the carpet. Please place these on visqueen, Carpet Mask or Carpet Shield.
- Anything with wheels loading onto the carpeted areas via rollup doors from trade show concrete floors require one of the protective coverings listed below to be placed 40 feet out onto the carpet:
  - Visqueen safely secured over the carpeting with gaffer's tape only
  - Self-adhesive visqueen called Carpet Mask, Carpet Shield or Gymguard
  - Overlay of carpet
- Forklifts, scissor lifts, boom lifts, flat bed carts or motorized carts are not allowed in carpeted public areas/meeting rooms without one of the protective coverings listed below:
  - Visqueen safely secured over the carpeting with gaffer's tape only
  - Self-adhesive visqueen called Carpet Mask, Carpet Shield or Gymguard
  - Overlay of carpet
  - With white tires that have not been driven outside or with vinyl tape.
  - Booties are allowed on a case by case basis please reach out to the Sr. Operations Manager to verify when booties are allowed on the carpet.

## **CONVENTION SERVICES POLICIES & PROCEDURES**

### **HALOGEN LIGHTING**

This policy covers restrictions on stem mounted halogen lighting provided by display contractors and exhibitors for the temporary lighting of exhibit booths. The use of any stem mounted halogen or other fixtures employing a non-shielded halogen bulb is not allowed. In addition, conventional track lighting systems that use any of the approved types of halogen bulbs and that are securely mounted to stable exhibit structures will continue to be allowed.

<b>Approved Halogen Bulbs</b>	<b>Disapproved Halogen Bulbs</b>
MR 11/16 Covered-low voltage	MR 11/16 Uncovered
MR 16 Covered-line voltage	Line Voltage Uncovered
PAR 14,16,20,30 and 48	Low Voltage-Bi-Pin Uncovered

### **HAZARDOUS MATERIALS**

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. You will indemnify us for any possession, storage, transportation and use of such hazardous material for any reason whatsoever. All outside contractors/vendors are required to have a material safety data sheet (MSDS) on any hazardous chemical that they bring into the facility, so that appropriate action can be taken to inform and protect our employees.

### **HEAVY EQUIPMENT PROCEDURES**

Mandalay Bay Convention Center requires a list of all equipment weighing over 250,000 lbs. A site plan is required showing locations of each piece of heavy equipment. Meetings must take place between Mandalay Bay Resort & Casino and your General Service Contractor to determine routes and method of movement.

### **OUTDOOR EXHIBITS**

Please note the following:

- When parking lots are used for outdoor exhibits or events a charge will be assessed depending on the specifics for each event. Outdoor exhibits must have an approved floor plan and these plans must show the location of any enclosed structure.
- A permit is required from the Clark County Fire Department to erect or operate an air supported temporary membrane structure, a tent having area more than 200 square feet or canopy more than 400 square feet. A canopy is defined as a temporary structure of fabric or pliable material supported by any means except air or the contents it protects and is open without sidewalls on 75% or more of its perimeter. You are responsible for obtaining any permits. The current permit fee is based on total square footage used, payable to Clark County Fire Department.
- Temporary structures must meet County and State codes as they apply to temporary structures.
- Tents, pavilions, trailers or structure in parking lots must be set on a min 20-foot wide aisle.
- Security is required on a 24-hour basis during load-in, show dates and load out.
- You are required to provide security for traffic control and overall lot management.