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# MANDALAY BAY CONVENTION CENTER CONTRACTOR & VENDOR PRODUCTION POLICIES

July 2023

MGM Resorts International

# MANDALAY BAY CONVENTION CENTER

**Kathy Springstead**  
General Manager  
Convention Center Operations

The Mandalay Bay Convention Center welcomes contractors and vendors working with our convention groups.

The following policies and procedures will help ensure all Mandalay Bay Convention Center guests receive consistent excellence of service in a safe working environment. Please read the policies and return the signed acknowledgement form.

# MANDALAY BAY

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# MANDALAY BAY

## Entrance/Badging/ Loading Docks

- **All Contractor/Vendor companies must be on the approved vendors list submitted to the Convention Services Manager by show management 14 days prior to load-in. Any company not on the approved list will not be granted access.**
- Contractor/Vendor companies are required to check in and provide a name tag identification and / or wristband if requested to all working staff on Mandalay Bay property. These forms of ID are required even if staff is in uniform. This ID must be visible when staff is on property. Staff that is not properly identified working with a vendor may be escorted off property by Mandalay Bay Security.
- Contractor/Vendor staff entrance is located where the contractor/vendor check-in areas are assigned on the tradeshow floor/docks. Entering the upper west or upper south dock roll up doors by walking up the loading dock ramp is not permitted.
- **All Contractor/Vendor staff are required to wear a wristband indicating they are included on the approved vendor list provided by show management or GSC.**
- 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. When the GSC needs the bollards moved they need to reach out to the CSM one week prior to the first day of load in.
- Private Owned Vehicles (POV) cart service or additional dock space will be left to the GSC's discretion. The GSC is required 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 no staging of trucks on Mandalay Bay property.
- Trucks should not be called onto Mandalay Bay Property if no dock spaces are available.
- There is no marshalling yard at the Mandalay Bay Convention Center. All staging and marshalling must be coordinated off property.

## Exclusives

- Mandalay Bay Convention Center has exclusive providers for electrical, plumbing, cleaning, IT, dock security, recycling / waste removal, business center (150 lbs. or less), audio visual, rigging and food & beverage. Contact the CSM or Mandalay Bay Exhibitor Services for details.
- Installation and removal of monitors is an exclusive service and must be completed by Edlen Electrical. Electrical labor will be required for certain types of work performed; this labor will be provided by MGMRI exclusive vendor and cannot be performed by exhibitor or Exhibitor Appointed Contractor. This includes but is not limited to:
  - Installation and removal of monitors and ground supported video walls and LED walls is an exclusive service and must be completed by Edlen Electrical.
  - Distribution of Electrical material
  - Electrical distribution under carpet or concealed
  - Connection of all 208V or higher services
  - Hardwiring of any electrical apparatus
  - Condor-lift for installation of electrical signs and/or rotators under 200lbs
  - Assembly and hanging of all ground supported static lighting and truss
  - Overhead power distribution
  - Assembling and rigging of overhead sign under 200lbs
  - Forklift for installation of electrical headers and/or light boxes
  - Installation, removal, maintenance & repair of all portable electrical wiring & electrical equipment
  - Compressed air (unless a fixed part of a machine)
  - All electrical equipment, lighting fixtures and any electrical apparatus that requires electrical and mechanical fastening to the exhibit or display
- Encore is the exclusive provider for all labor and equipment for any breakout sessions and meeting rooms. They are also the exclusive provider of all rigging equipment and services in trade show halls, meeting space and public areas, and for all signs 200 lbs. or more in the concrete space.
- This includes but is not limited to:
  - labor, truss, chain motors, cables, span sets and all other rigging related equipment. Nothing may be hung in any of the air wall tracks.
  - Exception: GSC's are permitted to hang non-electrical signage under 200 lbs. in concrete space.
- Mandalay Bay Bell Desk and FedEx employees are permitted access to the show floor. FedEx has the exclusive on 150lbs or less per shipment delivery and must be allowed access to the floor.

# MANDALAY BAY

## **Code of Conduct**

- Contractors/Vendor companies will provide an on-site lead when on property. This individual will be the liaison for all staff concerns.
- Contractor/Vendor companies and their on-site lead associate are responsible for ensuring all staff/representatives of said company are familiar and comply with all Mandalay Bay policies.
- The job site is to remain a working environment at all times. "Friends and Family" are not allowed on property with staff unless they are working an event. Absolutely no children under the age of 18 years old are allowed on the exhibit floors or docks during load in and load out.
- Contractor/Vendor staff is expected to conduct themselves in a professional manner. Inappropriate or abusive behavior may result in removal from the property.
- Facility emergency exit doors are only to be used to exit the building in case of emergency. Contractor/Vendor employees who use emergency exit doors for any other reason or prop them open may be removed from the property.
- The Mandalay Bay Convention Center is a non-smoking facility. This also includes electronic cigarettes and vaping. Smoking is allowed in designated areas outside of the building only. Doors may not be propped open.
- Mandalay Bay has a "zero tolerance" policy for theft; if a person is witnessed, they will be trespassed from the property for the day or for the entire show and potentially banned from working at any MGM Resorts International property. This includes removing anything from the property inside or out that may seem like trash. Many times, Show Management or MGM Resorts International has arranged for leftover trade show items to be donated to local charities. It is important all contractors/vendors advise their staff not to take anything from the property.
- Contractor/Vendor laborers may not eat or drink in Mandalay Bay back of house service halls. Taking Mandalay Bay food and beverage items is considered theft and will result in removal of the individual from the property and a potential ban from working at any MGM Resorts International property.
- Contractor/Vendor staff is not permitted to eat, lounge or take breaks in any front of house public space (such as foyers) on the property.
- While working in the Convention Center, the contractor / vendor staff is not permitted to wear ear buds or headphones.
- Consumption of drugs or alcoholic beverage on the job site is strictly prohibited and will result in trespass from the property.

# MANDALAY BAY

## **Carpet and Floor Protection**

- Floor marking can only be done with the following products:
  - Chalk, double sided tape by ECHOtape, masking tape, gaffer tape, non-adhesive visqueen, and robots with prep approved materials. Adhesive booth numbers are okay ONLY on aisle carpet or floor with prior approval.
- **No freight aisle red tape is allowed to be used on concrete.**
- If any other products are used additional fees could be charged for cleanup.
  - A few non-approved products are paint of any kind, sharpies, crayons, pens, duct tape, BT 105 tape, BT 99 tape, heavy duty polyester tape, and red tape.
- 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, overlay of carpet or self-adhesive visqueen called Carpet Mask, Carpet Shield, or Gymguard.
- 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.
- Carpet decals are only allowed in specific areas in the Convention Center.
  - They cannot be adhered in the pool walkway or walkway leading to the parking lot. Please see your CSM for clarification.
  - Clients may apply these within the halls on their show carpeting.
- Cutting, building or painting is not allowed in carpeted areas without protection between the material and the carpet. **Any costs for damage or special cleaning caused by violation of this will be the responsibility of the contractor or show management.**
- Carpet on carpet will require one of the below listed processes:
  - Low-tack adhesive visqueen called Carpet Protection, Carpet Mask, Carpet Shield or Gymguard must be placed on top of our carpet then fiber line tape or double-sided tape affixed to it and the show carpet placed on top.
  - Low adhesive tape, like fiber line tape can be used and attached to our carpet for carpet on carpet install. **Any costs for damage or special cleaning required will be the responsibility of the contractor or show management.**

# MANDALAY BAY

## **Curbside Loading/Unloading, Parking, POV's**

- The designated parking location for contractor / vendor staff is the South Convention Center parking garage or the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of the Mandalay Bay parking garage.
- Single exit tickets are only given to vendors that are approved to work at the Mandalay Bay Convention Center during load-in and load-out of shows.
- Single exit tickets will be ordered by the Executive Assistant to the General Manager of Convention Center Operations.
- During show days, load-in and load-out labor is not permitted to receive single exit passes unless they are working live show dates.
- GSC's, EAC's and I & D's are only permitted to receive single exit passes on load-in and load-out days. During show days single exit passes will not be issued unless prior approval from your Convention Service Manager (CSM), Executive Meeting Manger (EMM), Catering Manager (CM).
- One representative from each company will go to the Convention Security Podium in the Bayside Foyer by the FedEx office, after all employees are on property and checked-in to exchange their single-entry tickets for single exit tickets.
- POV areas are not contracted and therefore may not always be possible to accommodate.
- Personal vehicles are not allowed in the dock area unless runner passes have been provided by your CSM for specific vehicles. Vehicles can be towed if parked in unauthorized areas at the owner's expense without any pre- notification. Runner passes are only for 20 minutes, not long-term parking. No personal vehicle parking is allowed on the docks.
- No forklifts or carts are permitted in the Convention Center parking lot unless used strictly for the POV area. Forklifts and/or carts cannot be used for personal transportation. Violations may result in the operator being trespassed from the property. Contractor/Vendors and Foreman/Supervisors may use carts in the lot to coordinate incoming freight trucks.
- No forklifts or any type of electrical carts are permitted in the parking garages or to drive to the light at Four Seasons Drive to walk across the street.

# MANDALAY BAY

## Insurance Obligations

- Contractors/Vendors providing services at Mandalay Bay must provide Mandalay Bay with a COI for General Liability in the amount of \$3,000,000 per occurrence on carpet and \$5,000,000 per occurrence on concrete. Any contractor or vendor bringing automobiles to the property and /or utilizing their employees to perform services at the property must also provide a COI for Auto coverage at \$1,000,000 per accident, Workers Comp at statutory limits and Employers Liability for \$1,000,000. If your company works at Mandalay Bay multiple times per year an annual COI is acceptable. It should span yearly (ex. January 2021 to January 2022) and any contractor / vendor that does not have a current COI on file with Mandalay Bay is not authorized to work on the premises.
- COI's must include naming Mandalay Bay, LLC as an additional insured.

## Fire Marshal Compliance/Permits

- Contractor/AV/Vendor Companies are required to have all CCFD permits and diagrams on property for the walk through with the On-site Fire Marshall & Sr. Operations Manager. This includes but is not limited to Tradeshow, Meeting Rooms over 300, Catering Functions, Pyro, Hot Works and Vehicle Permits.
- In exhibit halls a ring road around the space is required for Back of House access. Back of House space must be approved prior to the Fire Marshall submittal and final diagram design by the end client.
- All vehicles displayed inside the Mandalay Bay Convention Center must follow CCFD regulations and have the proper permits. Exhibitor/Show Management is responsible for obtaining all vehicle permits from the Fire Marshal and having them on-site. Exhibitor/Show Management or contractor/vendor will provide a vehicle key contact name and phone number to Hotel Management or Security in case of an emergency.
- Requests to use indoor/outdoor pyrotechnic displays or smoke/hazing must be submitted to the CSM in writing thirty (30) days prior to use. Mandalay Bay fire watch is required for these displays. A CCFD permit is required for pyrotechnic displays and must be witnessed by the Fire Marshal on-site. A copy of this permit should be given to the CSM and/or Event Manager and the Director of Safety prior to use.
- Fire exit doors may not be blocked, propped open or obstructed in any way. Fire exit stairwells are not to be used as a storage area. No equipment may be stored inside or underneath the stairs at any time.
- Fire extinguishers, fire hose cabinets and fire sprinkler closets must be visible and accessible at all times. Fire extinguishers may be blocked only if approved by the Fire Marshal and temporary extinguishers are supplied in the same area and are clearly visible.
- All materials used in booth construction or decoration must be flame retardant and accompanied by an official flame-retardant certificate that is within a year.



# MANDALAY BAY

## General Facility/Event Compliance

- Production Schedules must be received 30 days prior to load in. The Production Schedule needs to include the following:
  - Load in and out times for Dock Access.
  - Drop and Strike times for all items being provided by Mandalay Bay
- Cutting metal or wood is not allowed back of house behind the ballrooms. This will need to be done prior to arriving on-site. If adjustments need to be made the location will need to be approved by your CSM or Sr. Operations Manager.
- **There will be a \$500.00 fee for each damaged or cut IT lines caused by dragged freight or carpet cutters.**
- The Mandalay Bay Convention Center does not loan or provide motorized forklifts, genie booms, lifting devices, pallet jacks, tools, portable dock plates or ladders to outside contractors.
- Any product used to secure items to the ceiling/grid work such as but not limited to tie line, cable, bailing wire and burlaps are to be removed from the Mandalay Bay ceiling at end of each show. **There will be a removal labor cost to any Vendor leaving items in the ceiling.**
- Trash dumpsters on site at the Mandalay Bay Convention Center are for Mandalay Bay use only.
- Laborers for all Contractor/Vendors cannot transport toolboxes, dollies or ladders on the escalators.
- Laborers for all Contractor/Vendors are not allowed to use the front of house passenger elevators as freight elevators. Violations may result in the operator being trespassed from the property.
- If the Contractor/Vendor Company needs to roll over equipment from one show to another show this request will need the approval from the Sr. Operations Manager in advance. This will be approved on a case-by-case basis. Mandalay Bay will not store any materials or equipment without written prior approval. Contractor /AV/Vendor companies will be charged for removal of any materials or equipment left behind without prior written approval.

- Signage and public area diagrams must be approved by Mandalay Bay prior to confirming with the client or submitting to the Fire Marshal. Forward diagrams to the CSM for approval.
- Mylar balloons are not permitted in the Mandalay Bay Convention Center or Hotel. All approved helium balloons must be securely anchored to an exhibit. Helium gas cylinders for refilling must be secured in an upright position on safety stands with regulators and gauges protected from damage.

## Damages

- A pre and post inspection of all space is required, including the exterior. Please contact the Senior Operations Manager or Convention Concierge to schedule these inspections. Your CSM can assist you with their contact information.
  - Should a walk-in and walk-out not be scheduled prior to load-in and set-up, all rights to this walk-thru shall be waived. At the time of the walk-in/walk-out, representatives from the Mandalay Bay Convention Center Team along with an official representative of the contractor/vendor shall inspect and note the condition of the contracted space based on the Pre and Post Inspection Form. The contracted space includes the interior convention space and the exterior dock space. The Pre and Post Inspection Form will be provided at the time of the walk-thru.
  - During the post-show walk-out, if any damage is found to the property photos will be taken to document the damage and details noted on the form.
  - You do have a right to waive this walk-out; however, in the event the contractor/vendor waives the walk-out, the Mandalay Bay Convention Centers decision regarding damages is final.
  - **The cost of damages will include materials, labor, investigation, displacement of labor, administrative costs and any impact to property operations.**
  - **Any damages to the contracted convention space that occurs after the walk-in are the responsibility of the contractor/vendor. This includes damages by the organization or any of their associates, vendors or guests. The contractor/vendor will be liable for all repair costs for damages identified during the post inspection unless previously determined to be another party's responsibility.**

# MANDALAY BAY

## Safety and Security

- Mandalay Bay maintains strict Safety Policies that mirror Occupational Safety and Health Administration (OSHA) statutes and regulations that must be strictly adhered to. Any company/vendor that is hired to perform tasks involving any kind of potential occupational hazard must follow Mandalay Bay Safety Policies. It is the company's/vendor's full responsibility to provide qualified safety oversight for each project, including qualified oversight for third party company/vendors to ensure Mandalay Bay Safety Policies and OSHA regulations are complied with. **Any violations of Mandalay Bay Safety Policies or OSHA regulations will result in the immediate shut down of the project.** Mandalay Bay also reserves the right to make notifications to OSHA based on the level of egregiousness when safety is neglected while conducting business at Mandalay Bay. Please contact Mandalay Bay Director of Safety or the Senior Operations Manager of the Convention Center for further questions or needs at 702-632-6777.
- Contractor/Vendor is responsible to provide proper ramp access to all elevated exhibit booths and or non-permanent staging used for either exhibit or special event purposes, pursuant to the ADA Act of January 26, 1992. The ramp must meet ADA guidelines for both seeing and mobility impaired persons.
- Floor load limits in Bayside A-D, Shoreline exhibition hall & Oceanside Ballroom is 350 pounds per square foot, live load. Bayside EF exhibition halls are 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.
- Mandalay Bay Security Officers are required in all dock areas during load-in and load-out. See the CSM for rates and overtime charges.
- Contractors/Vendors are required to have a Safety Data Sheet (SDS) on any hazardous chemical they bring into the facility. This document must be sent to the Sr. Operations Manager in advance.
- Forklift / yard ramps must have safety fork clamps installed prior to moving . Forklift / yard ramps must have chains locked and secured prior to loading and unloading.
- Back of House doors may not be propped open at any time unless it has been pre-approved by the CSM and Mandalay Bay Security has been arranged. This includes load-ins, load-outs and show days.
- The following are not allowed inside the convention center : Skateboards, bicycle's, scooters and hoverboards. Anyone observed operating any of these devices listed will be advised that the equipment is not accepted for use in the convention center or other public areas. Public areas include the Casino, theater, restaurants, Convention Center, foyers and loading docks.
- The following are not allowed outside the building and on or near loading docks: privately-owned vehicles, motorcycles, skateboards, bicycle's, scooters and hoverboards. Anyone observed operating any of these devices listed will be advised that the equipment is not accepted for use.
- Carts and scissor lifts must be electric.
- Gas/diesel propelled devices or vehicles are not allowed inside the building for safety reasons.
- No overnight storage of gas cylinders is allowed in the building.
- Forklift operators must be certified and able to provide supporting documentation.
- Forklift operators must comply with all Mandalay Bay Convention Center Safety Policies and all OSHA regulations at all times. This includes operating only equipment that has been properly maintained, equipment with back-up beepers or beacons, and engaging all safety guard devices such as seatbelts. While driving the forklift driver may not be on the phone, eating, smoking, wearing ear buds or headphones. The indoor operating speed limit is 5 MPH maximum.

# MANDALAY BAY

## Storage Requirements

- Contractor/Vendor Company will be allowed to have accessible storage trailers on the docks during show openings. The Trailer Accessible Storage form must be filled out at least 48 hours prior to the first day of show opening by the Freight Manager and sent to the Sr. Operations Manager for approval. Loading dock spaces are available to all contractor/vendor companies and will be equally shared when multiple groups are in-house. Mandalay Bay docks are 1C, 1E, 1G, 1N, 2I, and 2K.
- EAC/I & D companies may NOT store or stage any kind of equipment inside the Convention Center including all back of house areas and inside or outside emergency stairwells. Mandalay Bay is not responsible for any items lost, stolen or damaged while on property.
- Storage/staging of equipment for items such as, but not limited to, audio visual cases, carpet pigs, pallets and shipping crates are not permitted inside the Convention Center unless an approved accessible storage area (boneyard) has been approved by Mandalay Bay Operations and the CCFD. If an accessible area has been approved on the show floor by Mandalay Bay Operations and the CCFD it should be on the approved CCFD diagram. Please note, no empty wood crates or combustible material is allowed in the hall overnight without a fire watch present. Please request the approval from the CSM 30 days prior to your event.
- Contractor/Vendor Company of the program will send the CAD/DWG diagram to the CM. The CM will send the diagram to Banquets to place the contractor/vendor boneyard areas on the diagram. The turnaround will be three (3) business days and the diagram will be sent back to the contractor/vendor Company to be submitted to the CCFD for permit process. The Mandalay Bay CAD Operator will be submitting for the Food & Beverage rooms with the boneyards and catering back of house on the diagrams. This includes a 10' perimeter path to service Food & Beverage in Shoreline and Bayside A-F exhibit space.

## Acknowledgement Form

Please complete the form on the next page and return to the Mandalay Bay Convention Center at the following address:

Mandalay Bay Convention Center  
Attn: Senior Operations Manager, Convention Center  
3950 Las Vegas Blvd South  
Las Vegas, NV 89119

Alternately, this form may be emailed to:

[Contractor.vendoracknowledgment@mandalaybay.com](mailto:Contractor.vendoracknowledgment@mandalaybay.com)

MGM RESORTS INTERNATIONAL

**VENDOR POLICIES ACKNOWLEDGMENT FORM**

Contractor/Vendor Name: \_\_\_\_\_

Contractor/Vendor Representative: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email address: \_\_\_\_\_

Event Name: \_\_\_\_\_

By signing below, I acknowledge that I have read and understand the Mandalay Bay Contractor/Vendor Working Policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date