



On behalf of the entire team here at Mandalay Bay, I'd like to welcome you to our stunning facility! We are a full convention center within a beautiful resort hotel giving your attendees access to all of our amenities under one roof. It is our goal to ensure that all our clients enjoy working in and with our property. With that in mind, we want to ensure transparency with all possible costs for your event. Below is a listing of our exclusive services as well as other services or policies that may impact your overall budget. Your Convention Services Manager or Catering Manager would be happy to provide clarification or quotes for these services based on your needs. Further detail and information can also be found in the planning guide & document library on our website. [Document Library](#)  
[Planning Guide](#)

## EXCLUSIVES

At Mandalay Bay we are lucky to have partnered with some amazing vendors that supply exclusive services for all of our events. Below is a listing of those services and what they entail.

**Audio Visual, Rigging Equipment & Services:** 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. See document link below for production guidelines and contractor vendor policies General Service Contractors are able to rig signs in exhibit halls only that are 200lbs or less and as long as they do not have electrical components.

**Baggage Check:** Group must utilize Mandalay Bay/Delano Bell Desk to coordinate any auxiliary luggage storage areas. Group cannot manage/arrange their own luggage storage area or hire an outside company. This must be a bell desk function. Charge for an auxiliary luggage storage area is \$4.00 per claim check.

**Business Center:**

All shipments to and from the tradeshow floor that are 150lbs or less is exclusive to the FedEx Business Center.

**Cleaning:** Group is required to hire Mandalay Bay cleaning services at an additional cost for all areas used as exhibit space or areas requiring excessive cleaning, including all trash removal. This includes concrete halls, carpeted meeting space, public foyers, registration areas, stores, and the parking lot. 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 see link for general cleaning rates [Cleaning Rates](#)

**Electrical/Plumbing/Compressed Air/Gas:** All electrical, plumbing, gas and compressed air services are considered exclusive services and will be provided by our exclusive vendor for all events. Mandalay Bay has jurisdiction over the installation, operations, maintenance, and repair of all portable electrical wiring and electrical equipment. This includes the installation and removal of overhead electrical signs, trusses, monitors, lights, and free-standing electrical signs. Please see link for standard price sheet. [Electrical Pricing](#)

**Food & Beverage:** Mandalay Bay is the exclusive provider for all food and beverage needs in meeting space & exhibit halls. All prices exclude the current sales tax and service charge. Catered food and beverage prices are subject to a 19% service charge which is nontaxable and a 5% administrative fee, which is taxable at the prevailing sales tax rate, currently 8.375%. Tax-exempt organizations must provide a Certificate of State Exemption to the Catering Office at least three (3) weeks prior to the event. Service charges, administrative fees and sales tax are subject to change without notice. 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.

Events booked within a 72-hour period prior to service may incur an additional fee. All custom menu items will not be eligible for any discounts if that has been negotiated in your contract.

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.

All designated food seating areas in the Exhibit Hall must be approved by the Clark County Fire Department and copies of the floor plan must be on file with Mandalay Bay 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 CCFD.

Draped back of house spaces must be provided 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 responsible to provide pipe and drape to conceal these areas as well as any back of house thruways from the general public.

**Internet:** Mandalay Bay is the exclusive provider of all internet connections including wireless (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third party networks not controlled by Mandalay Bay or the Group or its affiliates). Please see link for price sheet. [Internet Pricing](#)

**Recycling/Waste:** At Mandalay Bay we have adopted a recycling program as part of our CSR efforts. We do not offer trash pulls, instead we charge per pound for our tradeshow trash removal. Recycling rates are \$.30 per pound. Waste is charged at \$.34 per pound. Show Management/Licensee is responsible for all costs, recycling or any other associated waste removal during move-in, show days, and move-out of all areas being used for exhibit space. This includes all trash left behind by any exhibitor or EAC (including complete booths). Should an exhibitor leave significant trash that cannot be removed by our cleaning staff, Show Management will need to arrange for their GSC to remove the trash and absorb those additional costs.

**Security:** Mandalay Bay requires that our in-house security is used in specific locations only. Mandatory locations for Mandalay Bay Security are as follows: all docks, all events held at MB beach, pools and Moorea, all events held in the Event Center, all areas of Delano, all events held in main Hotel & Casino, Canine Officers. Rates for officers are \$35.00 per hour with a 4-hour minimum. Please note rates increase to \$55.00 per hour if ordered within 13 days of event. Further details regarding requirements can be found on pages 14-16 in the planning guide.

# CONVENTION CENTER FINANCIAL CONSIDERATIONS

The below is a listing of services, policies and procedures for the convention space that may have additional fees associated.

**Additional Equipment Rental:** Mandalay Bay maintains a standard inventory of equipment such as, but not limited to, banquet chairs, tables, risers, podiums, easels, dance floor and linens. This inventory is shared by all groups in the facility and will not be dedicated to any one group. Should your equipment requirements be greater than what can be provided, rental costs may be your responsibility.

**Balloons:** There are specific requirements on the size of balloons allowed and types used. A cleaning fee may apply should the balloons be left on property after the event. See page 18 of our planning guide for more details on our procedures.

**Diagrams:**

Should you require Mandalay Bay to draw diagrams for your event, charges will apply for this service. See link for diagram charges both for drawing and submitting to the Fire Marshal (if needed). [Document Library](#)

**EMT Services:** Mandalay Bay does not have an EMT on premise. We 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.

**Fire Marshal Regulations/Floorplans:** All functions of three hundred (300) people or more, or those containing exhibits or displays, must have a Clark County Fire Department approved diagram. These diagrams must be created and submitted for approval at least thirty (30) days in advance of the event. Should you require Mandalay Bay to draft and submit diagrams on your behalf; charges will be incurred for this service. 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.

**Fire Strobes:**

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. For more information, including floorplans listing locations of all strobes, please see the document library. [Document Library](#)

**Furniture/Plant Movements:** Your CSM can provide a diagram showing all locations of furniture groupings and plants. Should you wish to relocate any; charges will apply per furniture grouping and per plant moved.

**Health & Safety:** Every step we take toward a healthier, safer meeting experience is an important one. That's why we partnered with a team of experts to create a Health and Safety Protocols guide which we call Convene with Confidence. While most of the costs associated with these added Health & Safety measures fall on the hotel. There are few items that may incur additional costs:

- Please note that groups must leave the meeting space/exhibit halls cleaned and sanitized by their contracted end time. It is important that you allow time in your load-out to encompass disinfection/sanitization of the meeting space/exhibit hall.
- Hand Sanitizers will be provided in public foyers and meeting space by Mandalay Bay at no additional cost. Inside Exhibit Halls, hand sanitizers are the responsibility of Show Management. Hand Sanitizers must be provided and maintained by 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.

For more information on our full Convene with Confidence Guidelines please see link to the document library below. [Document Library](#)

**Live Entertainment Tax (LET):** 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%. Below are some examples of live entertainment events that would be subject to LET tax (please note: this is NOT an all-inclusive list).

- Events with DJs, Bands or any live entertainment
- Sporting Events
- E-Gaming Events
- Dance/Sporting Competitions
- Pageants

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.

**Meeting Room Keys:** If you require meeting room keys, we will provide the first 50 keys complimentary. Any additional keys required will be charged at \$5.00 per key. You will be responsible for all damage or claims relating to the use of rooms accessed by these keys. All keys lost or altered (cut, hole punched, permanent marker, etc.) a replacement charge of \$25.00 per key will be charged. If an entire ballroom is required to be re-keyed, additional charges will apply.

**Meeting Room Turn Fees:** Please review with your CSM your plans for meeting room sets and meeting room turns. Set up/labor charges may be incurred for any room sets or turns that are considered to be extraordinary. Delays caused as a result of outside production or decoration companies may incur additional labor charges.

**Outdoor Exhibits:** When parking lots are used for outdoor exhibits or events a charge will be assessed depending on the specifics for each event. You are responsible for obtaining any permits and the costs associated. In addition, Security is required on a 24-hour basis during load-in, show dates and load-out. Details regarding use of the parking lot are detailed in our planning guide on page 47.

**Parking:** 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 for between 4-24 hours. All parking fees repeat every 24 hours. 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.

**Sponsorship/Branding:** The sponsorship opportunity guide can be obtained from your CSM. This guide details all possible locations, as well as the associated price for each opportunity. Please note: Signs must be removed within 24 hours of the close of any program. If it is not or you wish us to remove it, additional costs will apply.

**Space Rental:** If you require additional meeting space outside of what is stated in your contract, additional rental fees will apply. Fees can also apply should you require space early or later than originally contracted.

**Telecommunications:** There are no permanent house phones located in meeting rooms. Should you require phone lines and services, they can be ordered with your CSM. Our telecommunications department can provide a variety of equipment and numbers can be provided in advance.

**Traffic Management of Parking Lot:** Group will be responsible for traffic management in our parking lot in the following situations:

- If group is closing down part or all of our parking lot.
- If more than 50% of group attendees are not staying at Mandalay Bay/Delano. This is to control taxi; ride share and drive up traffic in convention lot.

# HOTEL FINANCIAL CONSIDERATIONS

The below is a listing of services, policies and procedures for the hotel that may have additional fees associated.

## **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 at Main Valet, gratuity appreciated.

**Group Arrival/Departure:** All group arrivals are subject to a mandatory baggage handling charge (portage). 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 portage charge is \$8.00 round trip per person.

### **Departure 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.

**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:**

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 food & beverage is NOT 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. In addition, the following information must be provided:
  - A list of attendees must be submitted to Front Desk and In Suite Catering 24 hours prior to the event.
  - If the event does not have a guest list, the elevator attendant will notate the guest name via their photo identification to have a record of all attendees granted access to the guest room floor.
  - All guests will be required to provide their photo ID to be verified by the elevator attendant to be granted access.

**Extra Person Charge:** Room rates are based on single or double occupancy. There is a \$50.00 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.

**Group Voice Mails:** Group Broadcast messages through the hotel's voice mail system may be conducted with 14 days notice. Customized messages can be facilitated by providing your recorded messages in a vox.file or wav.file format. The charge for this service is \$1.50 per room as long as we receive the files 14 days in advance. Within 14 days, the charge is \$3.00 per room.

**Resort Fee:** A \$39.00 daily resort fee plus applicable Clark County room tax at the time of stay which is currently 13.35% (subject to change) is applied to each hotel room reservation and includes amenities that are sure to enhance the guests experience at Mandalay Bay/Delano. For all registered guests the resort fee includes:

- Property-wide high-speed wireless internet access (public spaces, meeting space and in-room). This service is intended for personal use and speed/bandwidth is not guaranteed. This service is not intended for high bandwidth uses such as registration, demos or training.
- Mandalay Bay: Cardio Room Access for guests 18+ (does not include spa access). Delano: Access to the gym at BATHHOUSE
- Unlimited local and toll-free calls
- Airline boarding pass printing
- Notary Services

**Room Deliveries** 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.

We hope the above listing will help you budget appropriately. For more detailed information on any of the items listed above, please reference our planning guide. For specific costs, please reach out to your CSM/CM. All prices, service charges and taxes quoted are subject to change without notice.

Sincerely,



Linda Paterson, CMP  
Executive Director Convention Services