

MANDALAY BAY CONVENTION RESORT



CONVENTION PLANNING GUIDE



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This planning guide is an extension of the Mandalay Bay Contract and License Agreement and is designed to give planners, exhibitors, and contractors an operational guideline and a clear understanding of responsibilities. **Please note:** items with a \$ indicate that these items have a cost associated with them. Please be sure to consider these items when preparing your budgets.

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Welcome to Mandalay Bay! On behalf of our entire team, we would like to thank you for the opportunity to work with you. We are excited to bring the vision of your event to reality and will strive for perfection at every turn.

The choices to host your event are many, and we realize that. 2020 has certainly changed the landscape for gathering and understanding your needs in detail will ensure we are prepared for your program. As a destination, the city of Las Vegas offers an unforgettable experience that simply can't be replicated anywhere in the world. Mandalay Bay has a culture of passion and sincerity that sets us apart from our competitors, and we look forward to creating great experiences for you.

This planning guide is a direct result of our customers asking us to provide as much detail as possible in advance. We hope and trust this information will aid in your planning process. We have an amazing team of professionals to guide you through the experience from start to finish with a single goal in mind: to make your event a success in every measurable way with your health and safety top of mind.

We will also be asking you for your thoughts and feedback throughout your event, from the beginning of our planning process to the conclusion of your event. Your comments and suggestions are what keep us in touch with our customers' expectations. We appreciate you taking the time to let us know how your experience has been and anxiously await your feedback.



Ernest A. Stovall
Vice President of Sales, Catering and Convention Services



Kathy Springstead
General Manager, Convention Center Operations

DUE DATES AT A GLANCE**120 DAYS PRIOR TO ARRIVAL**

- ✓ Send listing of promotional items using Mandalay Bay name or logo for approval
- ✓ Discuss affiliate information, estimated number of groups and procedures
- ✓ Send Exhibitor list to the assigned Exhibitor Services Supervisor, if applicable
- ✓ Review financial considerations of the program for budgetary purposes

90 DAYS PRIOR TO ARRIVAL

- ✓ Preliminary program due
- ✓ Review floral, décor and entertainment needs with MGM Resorts Events.
- ✓ Discuss Menu Selections
- ✓ Review preliminary room block, including staff rooms and current pick up
- ✓ Provide detailed information on affiliates, including contact information
- ✓ Provide tentative load-in schedule for trade shows and production
- ✓ Review financial responsibilities for program

60 DAYS PRIOR TO ARRIVAL

- ✓ Review room block reflecting current pick up. Send initial rooming list, if applicable
- ✓ Estimated group charges will be sent from CSM
- ✓ Complete Credit application and return to Accounting to apply for direct billing (for groups with over \$10,000 in estimated charges).
- ✓ Submit proposed signage and public area diagrams to CSM for approval
- ✓ Submit requested sponsorship opportunities to CSM for approval.
- ✓ Send updated exhibitor's list, if applicable

45 DAYS PRIOR TO ARRIVAL

- ✓ Deposit Invoice will be sent from Accounting
- ✓ Review room block reflecting current pick up. Send updated rooming list, if applicable
- ✓ Submit a listing of all off-site activities
- ✓ Send production/outside vendor company contacts and scope of responsibility
- ✓ Production schedule due
- ✓ Submit a transportation plan to CSM including shuttle bus schedules and group arrivals/departures
- ✓ Final program due
- ✓ Program specifications due including:
 - Start and end time for each event, including coffee breaks
 - Number of people for each event
 - "Post" As title for each event, listed per meeting room (for our electronic reader boards)
 - Set up details for each event (seating type, staging, etc.)
 - Final menu selections, including staff meals

30 DAYS PRIOR TO ARRIVAL

- ✓ Cutoff date for room block. Final rooming list due, if applicable
- ✓ VIP/Staff room list due - include titles of VIPs, estimated time of arrival and billing.
- ✓ Flight information for any limo arrangements, amenity requests due
- ✓ Deposit/full pre-payment due
- ✓ Floor plans for any functions over 300 attendees must be submitted to Fire Marshal for approval
- ✓ Confirm check-in options
- ✓ Load-in/out schedules for trade shows and production
- ✓ Security schedule. If using outside company, include contact information and security floor plan.
- ✓ List of all vendors that will be working on property during your event must be submitted to your CSM.
- ✓ Certificate of Insurance due for program and outside vendors
- ✓ Signed copies of Contractor Working Policies for outside vendors due
- ✓ Telecom, internet and key orders due
- ✓ Cleaning services requirements due (if applicable)
- ✓ First Aid plan due
- ✓ Pyrotechnic/Hazing requests to be submitted to CSM
- ✓ Provide 10 copies of Fire Marshal approved diagrams for exhibit halls, if applicable.

15 DAYS PRIOR TO ARRIVAL

- ✓ Review, approve and sign Meeting and Banquet Event Orders
- ✓ Submit estimated amount of freight to be delivered to Business Center with carrier name and date of delivery.
- ✓ Signed estimate for cleaning services due, if applicable
- ✓ Signed estimate for security services due, if applicable
- ✓ Provide copies of approved CCFD floor plans to your CSM.

WITHIN 7 DAYS PRIOR TO ARRIVAL

- ✓ Shipments coming to Business Center can be shipped up to 7 days prior to the following address:

Mandalay Bay Resort & Casino
(Event Name) (Arrival Date)
Hold for Guest (Guest Name) (Guest Cell Number)
(Company Name)
3970 Las Vegas Boulevard South
Las Vegas, NV 89119
(Meeting Room)

Please be sure to note all tracking numbers in case they are needed onsite.

- ✓ Food and Beverage guarantees due as follows:
 - 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.



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ACCOUNTING

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 on your group's deposit on-site, however, this must be approved by the Finance Department.

Mandalay Bay Resort & Casino 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. Contact your CSM for further details on cash paid outs.

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.

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, the 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.

You will need to provide your CSM with a written authorization for any contracted vendors that will be allowed to charge services or goods to your master account, including an outline of the types of charges allowed. It is very important to advise your CSM early if all charges will not go to one master account.

Financial Considerations

In an effort to help you plan your budget, we have listed below some potential costs to keep in mind during planning. Prior to confirming your budget we encourage you to contact your CSM and CM to determine additional financial considerations. Please see document library for all full listing of all financial considerations. [Document Library](#)

- Meeting rooms which contain air walls cannot be secured. You are responsible for security in areas you have contracted. Mandalay Bay bears no responsibility for equipment left in the meeting rooms. Security is recommended in any rooms where you may be planning to leave valuable equipment i.e. meeting rooms or display areas in public foyer space and it is required for all trade shows. Mandalay Bay Security can be contracted to provide coverage. Please contact your CSM for current rates.
- 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.
- 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.



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- 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. Please consult your CSM for pricing.
- Please check with your CSM before leaving audio-visual set ups in meeting rooms overnight. Twenty- four hour set up holds must be pre-arranged, and, in some instances, AV set ups may have to be torn down and re-set for subsequent meetings or functions. Security is recommended.
- We offer an advanced rate on cleaning, electrical, and telecommunication services when services are arranged at least twenty-one (21) days in advance. Add-ons or charges received within twenty-one (21) days or less prior to first move-in day or on-site, will be charged at the retail rate.
- Security is required for all load-in and load-out for all of our dock locations. This coverage must be provided by Mandalay Bay Security. Mandalay Bay also 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 areas of Delano, all events held in main Hotel & Casino, Canine Officers. Please consult your CSM for pricing.
- Mandalay Bay may require that you have an EMT present during your load-in/out and convention dates. Please consult with your CSM to determine if an EMT will be required for your meeting.
- If you require meeting room keys, we will provide up to 50 keys, complimentary. Additional keys will be charged at \$5.00 per key. For keys lost or altered (cut, hold-punched, permanent marker, etc.) a charge of \$25.00 per key will be charged. There are fees to re-key an entire ballroom, please consult your CSM for prices.
- 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.
- Group is required to use Encore Event Technologies for all meeting and breakouts (excluding General Sessions) as well as for all rigging related equipment & services. See details under Audio Visual in this document.
- 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. Please contact your CSM for clarification and pricing.
- 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.
 - Please note that groups must leave the meeting space/exhibit halls cleaned/disinfected by their contracted end time. So allow time in your load-out to encompass disinfection of the meeting space/exhibit hall.
 - 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.

- All electrical, plumbing, gas and compressed air services are considered exclusive services and will be provided by our exclusive vendor for all events. MBCC 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. See your CSM for a list of current electrical pricing.
- 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. 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.
- 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 Meeting Group or its affiliates).

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. The Accounting Department 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). See document library link below for information on payment options. [Document Library](#)

AMERICAN DISABILITIES ACT (ADA)

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 1988 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. 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.

AUDIO VISUAL

Encore Event Technologies is our preferred audio-visual provider located on property to help service audio-visual and production needs. 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. [Document Library](#)

BUSINESS CENTER

Mandalay Bay features a full-service FedEx Office Business Center located on Level 1 of the South Convention Center, as well as at Mandalay Bay front desk. All locations are open from 7:00 am – 6:00 pm daily. All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center.

All packages should be addressed as follows:

Mandalay Bay Resort & Casino **(Event Name) (Arrival Date)**
Hold for Guest **(Guest Name) (Guest Cell Number)**
(Guest Company Name)
3970 Las Vegas Boulevard South
Las Vegas, NV 89119
(Meeting Room)

Shipments to and from a trade show floor:

Shipments 150lbs or less: All shipments from the trade show floor that are 150lbs or less must be shipped and received via the FedEx Office Business Center.

Shipments over 150lbs: Shipments that are over 150lbs must be shipped to the General Service Contractor handling freight for the show. If trade show shipments over 150lbs are shipped to the hotel, FedEx cannot deliver them to the show floor. Therefore, the exhibitor will be charged handling fees from FedEx and delivery fees from the General Service Contractor.

Mandalay Bay reserves the right to refuse to accept any package in its commercially reasonable discretion. In addition, we are not responsible for packages that are lost, stolen, damaged, or not delivered on time once they have been given to the designated carrier. See document link for more information on pricing/services. [Document Library](#)

CATERING

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 back 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. 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 Hospitality 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 actually 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. 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

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.

Catering in Exhibit Halls

- All designated food seating areas in the Exhibit Hall must be clearly shown on the floorplans. Those floor plans must be approved by the CCFD 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.
- 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 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.

CONVENE WITH CONFIDENCE

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 this Health and Safety Protocols guide. This helpful resource contains specific, actionable and practical information that puts safety at the heart of our operations. Due to the potential risk of COVID-19, we have added additional cleaning standards beyond our general cleaning practices. From increasing cleaning schedules of common areas in both public areas and back of the house to paying special attention to high-contact areas such as doorknobs and food contact surfaces, we've taken every step necessary to help ensure the health and safety of all guests and employees.

Our Convene with Confidence plan outlines the health and safety procedures that are universal throughout MGM Resorts properties. Our Health and Safety Commitment is a layered approach to safety. You can find that plan at the back of the Convene with Confidence guide. We have carefully planned out various options that will help keep your attendees safe, while giving you the flexibility and creativity you are accustomed to. As always, our convention teams will work with you on the various options available for your event. Please see our Convene with Confidence document and our Health and Safety Commitment in our [Document Library](#)

GBAC STAR™ Facility Accreditation



We are pleased to announce that we have achieved the GBAC STAR™ Facility Accreditation for the Mandalay Bay Convention Center. The Global Biorisk Advisory Council (GBAC) is a division of ISSA, the worldwide cleaning industry association. In response to the COVID outbreak, GBAC has created the GBAC STAR™ Facility Accreditation. This program is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities.

GBAC STAR™ is the gold standard of prepared facilities. This accreditation means that a facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly informed cleaning professionals who are trained for outbreak and infectious disease preparation and response.

At Mandalay Bay Convention Center, our focus has been on the health and safety of our employees, communities, and guests. As we prepare for the future, our priority is operating in a manner that puts health and safety at the center of our operations. Please see a link below to the Global Biorisk Advisory Council website for more information on this program and a listing of facilities. <https://gbac.issa.com/>

DINING AT MANDALAY BAY

Mandalay Bay has become the Las Vegas destination for restaurant connoisseurs throughout the world. We've chosen the most respected chefs, innovative restaurateurs and daring architects to create dining experiences that scintillate the senses as well as please the palate. We offer a wide variety of one-of-a-kind restaurants, from fine dining to late night options with reviews that speak for themselves. At Mandalay Bay, we offer special group dining options for parties of twelve or more to make sure your group has the perfect dining experience. For more information, please visit www.mandalaybay.com/dining/



MANDALAY BAY CONVENTION RESORT

EMERGENCY/SECURITY

Emergency Equipment

Mandalay Bay Resort is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. The Mandalay Bay Convention Center 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.

Emergency/Evacuation Procedures

Mandalay Bay Resort is equipped with sophisticated electronic fire detection and alarm systems which are designed to notify our Fire Command Center the location of any incident that triggers a detector or activates the sprinkler system. Once an alarm has been initiated, members of Mandalay Bay's trained Security & Engineering staff immediately respond to the location of the alarm, determine the source, assess the situation and report back to the Fire Command Center with their evaluation. Evacuation is not automatic and is only ordered when warranted. In the unlikely event of fire, our facilities are equipped with state-of-the-art fire suppression systems to control and extinguish fires of major consequence. In addition, portable fire extinguishers have been strategically placed throughout the property to allow for extinguishing fires in their incipient stage, before they endanger our patrons and employees. Please see document library link for procedures and map. [Document Library](#)

Emergency Staff

Mandalay Bay Security Dispatch is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. Your CSM is responsible for keeping Show Management and service contractors informed of decisions relating to emergency events in progress. The 24-hour security hotline number from any in-house telephone is 77911. If calling from an outside line the emergency number is (702) 632-7911. Please call only this number during an emergency and our staff will alert the necessary emergency personnel.

First Aid

Mandalay Bay Convention Center 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 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 Parking Lot.
- Concerts, special events, and large meal functions held in any of the Exhibit Halls or Event Center.
- During use of Forklifts, Scissor Lifts, or Carts in meeting space or dock areas.
- Groups of 5,000 people or more.

Shared Services

- Group may share EMT services with other groups during move-in and move-out only.
- If 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.
- 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.

Lost or Stolen Property

Mandalay Bay is not 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 is specifically acknowledged that such equipment and property is not under care, custody or control of the Hotel.

Security

Mandalay Bay Security maintains 24-hour roaming coverage throughout the interior and exterior of the Convention Center. Mandalay Bay Security monitors the building and all life-safety equipment systems. All incidents of injury, vandalism, theft, etc. should be reported immediately to Mandalay Bay Security so the appropriate investigations may be initiated, and reports completed. Mandalay Bay Security must receive security requirements for scheduling purposes 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.

Event Security

Mandalay Bay Security is dedicated to the safety of all guests and employees. We have a highly trained and professional staff and can easily facilitate security coverage for your entire program.

The benefits of using Mandalay Bay Security are as follows:

- Professional staff with intimate knowledge of the hotel and convention center
- All contacts within Mandalay Bay, a one-stop shopping experience
- Security charges will be applied to master account. No need to set up separate contract and billing.
- Seamless coordination between departments.

Should you decide to use an outside vendor for your coverage inside the building, below is our preferred vendor. Added benefits of using our preferred vendor are as follows: no additional certifications are required; they can bill directly to a group's master account; they are familiar with our property and have a strong working relationship with Mandalay Bay Security. Their contact information is listed below.

United Security Services excels at working in partnership with Mandalay Bay, its sister properties and their clients because we recognize that every show is unique. In understanding your specific needs we will develop a tailor-made security plan that is within your budget. We are a cost-effective security partner that integrates hospitality focused training and has a leadership team with an expert skill set. Our management team brings more than 200 years of combined experience in both law enforcement and convention and trade show security making us one of the most knowledgeable event security support providers in the industry. Not only are your domestic and international trade show attendees in the safest hands with United, they will be treated as our personal guest. From our top-notch group of veteran executives to our skilled and certified field employees, United's carefully selected staff of experts will meet and exceed your every security need. To learn more about United, please visit www.unitedhq.com, or email us at eventsecurity@unitedhq.com to get a quote for your event.

Bob Christano
Corporate Director of Hotel Security
United Security Services, Inc.
1550 S. Indiana Avenue, Suite 300, Chicago IL 60605
Cell: 858-735-3511
Email: bchristano@unitedhq.com

Should you want to use another security company, please contact your CSM to check that the company you wish to use is on our approved vendor list. Only **approved** security companies will be allowed to work within Mandalay Bay. In addition, the following documents need to be submitted 30 days prior to your program dates:

- A Certificate of Insurance for \$3 million naming all of the entities of Mandalay Bay Resort & Casino, its parents, subsidiaries and affiliates as additional insured.
- A copy of a current city/county business license and state security license to be kept on file with Mandalay Bay Convention Center.
- A copy of a current Certificate of Insurance for the Nevada State Industrial Insurance System.
- Signed acknowledgement of our security policies & procedures (see document library for form)

[Document Library](#)

Mandatory Security Locations

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 in order 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.



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- 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) MB 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 upon 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 team.

Security Plan Requirements

Should you decide to use an outside security company, it is their responsibility to submit a security plan at least 30 days prior to the commencement of service. This plan will consist of the following:

- A floor plan showing all posts
- A schedule showing the hours each post will be worked
- Command post location where people can be directed to file any necessary reports
- Contact numbers and names for On-Site Supervisors
- All outside security companies must contact Mandalay Bay Convention Security prior to arrival on property and arrange a meeting with Mandalay Bay Convention Security prior to initiating any posts.

FACILITY INFORMATION

Access and Right to Enter

Representatives of Mandalay Bay 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.

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.

The following criteria must be met before the animal is allowed on property:

- The animal must be relevant to the convention or booth. Personal pets are not permitted unless they are relevant to the convention or booth, or if they are an assistance animal.
- A separate certificate of insurance in the amount of \$1 million combined single limit bodily injury and broad form property damage coverage, including broad form contractual liability, naming Mandalay Corp., Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates as additional insured
- Animals may not remain in the building overnight.
- A trainer must accompany animals at all times.
- Animals cannot be allowed to roam freely. They must be contained within the booth or enclosure.

See document library for details on exotic animal requirements: [Document Library](#)

Balloons: Please advise your CSM should you be using balloons.

- The use of helium balloons smaller than 36 inches in diameter is not allowed.
- Smaller air-filled balloons may be used for decoration and/or handouts.
- Large helium-filled balloons, such as advertising balloons, may be used only if they are securely anchored to the exhibit. No helium balloons or blimps may be flown inside the building.
- Mylar balloons are not allowed anywhere on property.
- Helium gas cylinders for refilling must be secured in an upright position on safety stands with the regulators and 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 will apply should the balloons be left on property after the event.

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. Please contact your CSM for details.

Contractors

See below link for a full listing of all Contractor/Vendor policies. 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. Below are some key bullets regarding contractors/vendors.

- 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 of the 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.
- Contractor/Vendor staff will be required to pass through health and safety screening including thermal scanning temperature checks and will be required to wear masks inside the building. General Service Contractors may conduct screening of their employees with prior approval and only after submitting company health and safety protocols.
- All Contractor/Vendor staff are required to wear a wristband indicating they have followed the screening process and have been included on the approved vendor list provided by show management.

[Document Library](#)

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. The Gaming Control Board has acknowledged the legality of this product as a result of the Farm Bill passed last year. Hemp is no longer included as a Schedule I drug. MGM Resorts is only authorizing hemp-based CBD. "HEMP — The term 'hemp' means the plant Cannabis sativa L. and any part of that plant, including the seeds thereof and all derivatives, extracts, cannabinoids, isomers, acids, salts, and salts of isomers, whether growing or not, with a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent on a dry weight basis."



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Based upon the foregoing definition of “Hemp”, exhibitors may: (a) take future orders from customers for Hemp-based CBD products; (b) provide Hemp-based product samples to attendees; and (c) sell Hemp-based CBD products to attendees. Please note that it is incumbent upon exhibitors to research, and comply with, Clark County and State of Nevada rules, regulations and laws regarding doing business and selling products in Clark County, Nevada, if applicable.

For clarification, it is prohibited by Nevada law and Nevada’s gaming authorities from, among other things, doing business with individuals or companies that engage in activities that facilitate the possession or consumption of marijuana. As such, Groups including its attendees, vendors and exhibitors, are prohibited from possessing, consuming, using, selling, displaying, or exhibiting any marijuana or cannabis products or paraphernalia anywhere on Mandalay Bay’s premises at any time.

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. See document library for our specific policy on drones.

[Document Library](#)

Elevators

West Freight Elevators:

Location & Access: West side of South Convention Center - Level 1 or Level 2 Loading Docks

Size: (2) 10' W x 19'.6" D x 12' H

Capacity: 25,000 pounds each Available
to: Level 1, 2 & 3

North Freight Elevators

Location & Access: North side of South & North Convention Center (internal access only) Size: (2)
10' W x 19'.6" D x 12' H

Capacity: 25,000 pounds each
Available to: All 4 levels

Passenger & Handicap Elevator: Access to: All

Convention Center Levels Size: 6'8 W x 5'6 D x 12' H

Capacity: 3500 pounds

Available to: Handicap and non-handicap-NO FREIGHT

Bayside E Elevators: Access to: All

Location & Access: East Parking Garage, Bayside E pre-function space

Size: 6'8 W x 5'6 D x 12' H

Capacity: 3500 pounds

Available to: Handicap and non-handicap – NO FREIGHT

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.

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 un-loading.
- 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

[Document Library](#)



MANDALAY BAY CONVENTION RESORT

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.

Freight Doors:

- North Convention Center: two (2) freight doors 12' wide x 14' high. They are located in South Pacific A & Islander F.
- South Convention Center – freight doors with dock access:
 - Bayside ABCD: eleven (11) freight doors 15' wide x 24' high. Five (5) drive-in doors and six (6) dock height doors.
 - Bayside EF: four (3) dock height freight doors 11'11" wide x 11'11" high. One (1) drive in door 23' 11" wide x 15' 11" high.
 - Level 2 – Oceanside Ballroom/Shorelines B: (4) drive in freight doors 15' wide x 24" high.
 - Level 2 – Upper West dock: (5) dock height freight doors 15' wide x 24' high
- Additional roll doors are located inside the building. These roll doors do not have access to the docks.
 - Bayside B – Roll door (across from Food Court): 20' 3 & 5/8" wide x 11' 10" high
 - Bayside B – Roll door (closest to Bayside C): 20' 1 & 1/8" wide x 11' 10" high
 - Bayside C – Roll door (leading from pre-function) 13' 11 ½ "wide x 12' ¼" high
 - Bayside D – Roll door (leading from pre-function): 23'11" wide x 15'11" high
 - Bayside E – Roll door (leading from pre-function): 23'11"wide x 15'11"high
 - Bayside E – (2) roll doors (access from receiving area): 11'11" wide x 11'11" high
 - Bayside F – (1) roll door (access from receiving area): 11'11" wide x 11'11" high
 - Oceanside Ballroom – (2) roll doors leading to back of house: 15' wide x 24' high, (1) roll door leading to back of house: 20' wide x 10' high, (1) roll door leading to back of house: 20' wide x 11' 6" high.

Please note inside roll door height measurements may vary by 1 – 1 ½ inches due to the carpet.

See document library for maps of loading docks. [Document Library](#)

Floor Load Limits

The floor load limits in Bayside ABCD 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

The Mandalay Bay strictly enforces the following policies:

- 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.



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- 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.

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.

Approved Halogen Bulbs	Disapproved Halogen Bulbs
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

Insurance

A copy of your certificate of insurance (COI) is due to Mandalay Bay Convention Center, 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

Please consult your contract and license agreement (if applicable) for the amount of 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 Corp., Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates are named as additional insured. The certificate is unacceptable if all of 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 Indemnity Agreement (Exhibit A) 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.



MANDALAY BAY CONVENTION RESORT

Parking

Our main self-parking structure is located on the west side of the building and can be accessed via Hacienda or Frank Sinatra Way. Our Convention Center parking garage is located on the south end of the building and can be accessed via Las Vegas Boulevard or Russell Road.

We offer valet service in two areas:

- Delano valet located at the main entrance to Delano
- Mandalay Bay valet located at the main entrance to Mandalay Bay

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. 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.

Our parking policies are as follows:

- Any vehicle parking in a red zone or in any zone labeled “No Parking” will be towed at the owner’s expense without notice.
- Oversized vehicles cannot park on property. Should you require parking for any large vehicles, please consult your CSM for nearby options.
- Parking of vehicles in the exhibit halls is not permissible due to fire regulations.
- Handicap parking spaces are available on site at the Mandalay Bay Convention Center within close proximity to the facility.

Traffic Management in Parking Lot

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. Please contact your CSM for more information.

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 see the document library.

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 Convention Center 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 exhibit hours as allowed by the permit conditions established during the plan review.

Exhibitor/Show Management is responsible for obtaining all CCFD permits. CCFD reserves the right to alter the above requirements without prior notice. [Document Library](#)

FIRE MARSHAL REGULATIONS

The following regulations listed below are listed for your reference, however, the Clark County Fire Department retains the right to make adjustments to codes as they see fit. For the most current regulations, please refer to the CCFD website.

General Facility

- All fire exits and the illuminated exit sign above each must be clearly visible. Exit doors, exit signs, fire alarm, fire hose cabinets and fire extinguisher locations cannot be concealed or obstructed.
- According to the Nevada Clean Indoor Act, there is no smoking or vaping (e-cigarettes), permitted in the facility with the exception of the main casino and designated guest rooms.
- Open flame devices of any kind are prohibited in all assembly areas, unless pre-approved by the CCFD.
- All Fire Department paper work, plans and permits must be on-site prior to the commencement of your program. The Fire Marshal will not have copies on your permits.

The Clark County Fire Department requires special permits for the following:

- Display/operation of any heater, barbecue, heat-producing device, open flame, candle, lamp, lantern, torch, etc.
- Flame effects
- Fireworks/Pyrotechnics
- Liquid or gas-fueled vehicles or equipment
- Hot Work Operations
- Fire systems for covered booths exceeding 1000 square feet that will be erected for more than (7) days or contain vehicles, open flame or hot works.
- Display or operation of any electrical, mechanical or chemical devise that the fire department deems hazardous.
- Use or storage of flammable liquids, compressed gas or hazardous materials.
- Generators with fuel capacity of more than 60 gallons.
- Tents over 200 square feet and canopies over 400 square feet.

Cooking

- Temporary exhibition/display cooking is only permitted within the limitations given below. Production cooking operations require food preparation within permanent commercial cooking facilities with permanent commercial cooking ventilation.
- Temporary cooking operations are permitted with the following limitations
 - All cooking appliances shall be listed or approved by a nationally recognized testing agency.
 - All cooking equipment is to be operated according to the manufacturers' recommendations and operating instructions. Only devices approved for indoor use (UL Listing) will be permitted.
 - All multiple-well cooking equipment using combustible oils or solids and cooking surfaces i.e. grills that exceed 288 square inches that produces grease laden vapors will be required to provide a fire extinguishing system installed according to NFPA17A and an exhaust duct system complying with the currently adopted Mechanical Code.
 - All single-well cooking equipment (deep fat fryers), operations using combustible oils or solids shall meet all of the following criteria:
 - Metal lids sized to cover the horizontal cooking surface are to be provided.
 - The cooking surface is limited to 288 square inches (2 square feet).
 - The equipment shall be placed on a noncombustible or limited combustible surface.
 - Examples include concrete floors and Fire Resistance Treated (FRT) plywood. The noncombustible surface must extend three (3) feet in front of the fryer.
 - The fryer is to be separated from all other equipment by a distance not less than 24 inches.
 - Cooking displays must be separated from all other combustibles by a distance not less than 10 feet.
 - The volume of cooking oil per appliance is not to exceed 3 gallons.
 - The volume of cooking oil per booth is not to exceed 6 gallons.
 - Deep fat fryers shall be electrically powered and have a shut-off switch.
- Other appliances for exhibition cooking shall also be limited to 288 square inches in area. Examples are induction cook tops, ranges, electric warmer, single burner ranges, multiple burner ranges.
- A minimum of one (1) Class-K fire extinguisher will be required within 30-feet of each deep-fat fryer and each grill or other appliance producing grease laden vapors.
- A minimum of one (1) Class 2A-30BC fire extinguisher will be required to be located within each booth with additional or other display cooking such as baking, sauté, braising, stir fry, convection cooking, warming of food, and other like applications.
- Solid fuels including charcoal and woods, i.e. hickory, mesquites are prohibited within exhibit halls.
- LP- gas used for displays and demonstrations is limited to cylinders not exceeding the nominal 5-pound size (12 lbs. water capacity), maximum 2 per booth. Additional cylinders must be located 20 feet apart. You will require a permit for using any amount of LP-gas or butane inside the building.

Production/AV

- Electrical panels must have thirty (30") inch clearances in front. All other electrical equipment (cords, plugs, etc.) must be in accordance with the International Fire Code and the National Electrical Code, as well as local codes.
- Any use of two wire extension cords is prohibited. Multiple outlets and electric cords must be grounded and must not exceed their listed amperage rating.
- All temporary electric wiring must be accessible and free from debris and storage materials.
- Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the CCFD for issuance permit.
- Exit doors, exit signs, fire alarm, fire hose cabinets, strobes, and fire extinguisher locations may not be concealed or obstructed and must be maintained in proper working condition.
- Projection booths must be ventilated at the ceiling and provided with an approved smoke detector. Storage is not allowed in these areas.

- Backstage and rear screen projection guidelines:
 - No storage boxes, musical cases, etc. may be stored in service hallways.
 - Hipertthane cable protectors must be used to ramp all cable 1" in diameter or greater.
 - Ramp all cable leaving a function room to an outside area.
 - All wires less than 1" in diameter must be taped down with gaffer's tape.
 - If exiting is covered by stage masking, there must be a clear path from masking to exit and illuminated exit sign located on masking.
 - Any fire extinguishers or fire hose cabinets located backstage must be clear and easily accessible

TradeShow/Exhibits

- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed. All cartons, crates, containers, packing materials etc., necessary for repackaging, must be marked with an "Empty" sticker. Your General Service Contractor must remove the "empties" from the show floor.
- All packing containers, wrapping materials & display materials must be removed from behind booths & placed in storage.
- You are solely responsible for obtaining all necessary governmental approvals and associated costs of exhibit plans. A copy of the Fire Marshal approved floor plan must be submitted to your CSM prior to the show. You are responsible for submitting changes to the approved plan and obtaining approval by the Fire Marshal.
- Covered booths exceeding 1,000 square feet that will be erected for more than (7) days or contain vehicles, open flame or hot works will require an interior automatic sprinkler system and a separate permit is required for the sprinkler system.
- Fire sprinkler systems must be installed by a Nevada state licensed fire sprinkler contractor.
- All manufactured homes must have two (2) means of egress.
- All multi-level booths must have two (2) remote means of egress if the upper level is greater than 300 square feet.
- All fully enclosed booths with enclosed rooms must have at least two (2) exits leading directly to the aisle. These booths must possess a smoke detector and fire extinguisher for each enclosed area. Doors must be unlocked during occupancy of the booth. The CCFD may require additional equipment.
- If any exhibiting booths have multiple levels or room(s) with enclosures, visible notification must appear on the stairway(s) or outside the room. This notice must state the maximum occupancy permissible or total weight load allowable on the second story at one time. If the second story occupancy level allows more than ten (10) people at one time, a second stairway must be present.
- All materials used in the construction of the booth and all decorative materials (drapery, table coverings, banners, foam board, signs, set pieces, etc.) within exhibitor booths and those used for special events must be non-combustible or made flame retardant. Certificates of flame-retardant treatment must be submitted to the CCFD along with samples of said materials prior to construction of booth. You must maintain copies of flame certificates on premises as the CCFD can require verification at any time. Utilizing cardboard boxes as parts of exhibits or displays is not permissible.
- Foam plastic elements greater than ¼-inch thickness shall not be permitted. Fire resistant foam board signage, not greater than ½-inch thickness, is acceptable in exhibit booths.
- Booth construction shall be substantial and fixed in position in a specified area for the duration of the show.
- Aisles and exits as designated on approved show plans shall be kept clean, clear and free of obstructions. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Exhibitors must keep their booths and displays within the designated perimeters. Any violators will be made to move their exhibits.
- Literature on display shall be limited to reasonable quantities.
- Show management shall assume responsibility for daily janitorial and rubbish pick up service and shall advise exhibitors that booths shall be cleaned of combustible materials daily.
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MANDALAY BAY CONVENTION RESORT

- Designated “No Freight” aisles are required. These aisles must be kept clear at all times during the move in and move out of trade shows.
- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal.
- Approved cylinders must be stored in an upright position. Helium canisters are permitted, but only in a secured, upright position. Helium canisters must be removed during non-show hours.
- A separate submittal for Hot Works Event Permit is required for exhibition welding, soldering, brazing and the like.
- Full scale oxy-acetylene welding will not be permitted. Please see the CCFD website for more information on Hot Work operations.
- Fire hose cabinets, fire extinguishers, strobes & any safety equipment may not be covered or obstructed in any way.
- Fire Strobes are located approximately 11’ 6” up on each side of every column in Bayside ABCD and suspended from ceiling at 26’ in Bayside EF.
- Non-display vehicles cannot remain on the exhibit floor. Attendees will not have access until all non- display vehicles exit the show floor.
- The painting of signs, displays or other objects are strictly prohibited inside of the facility or on the grounds.

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

Floor Plans

In accordance with the Clark County Uniform Fire Code, all functions with attendance equal to or greater than 300 people require a Fire Marshal approved diagram on the premises for and during each event. Mandalay Bay is equipped with an AUTOCAD system for creating diagrams. We will be happy to work with you in creating and submitting diagrams for all meeting and food functions. We will require your information at least 30 days prior to your load-in. There is a minimum of a 5-day turnaround time for this service. For rooms of 300 people or more, we can also submit the diagram to the Fire Marshal on your behalf. A nominal charge will be assessed to the master account for drawing and/or submitting as well as the Clark County Fire Department fees. See your CSM/CM for a price structure. [Document Library](#)

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.

Fire Safety System Disablement

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. 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.

Hazing

During rehearsal and function time the cost is \$30.00 per hour. Not knowing what type of hazers will set off the hotel Fire Safety System, any type of hazers used (chemical, water or oil based) will require that the Fire Safety System be disabled. ****Prices are subject to change on show site requests.****

Pyrotechnics/Flame Effects

During rehearsal and actual function times is the cost is \$30.00 per hour. The company providing the pyrotechnics must submit to the Mandalay Bay Convention Center and the Fire Marshal an insurance certificate indemnifying Clark County and Mandalay Bay Convention Center, its parent companies and affiliates. Pyrotechnics will not be allowed without submission of this certificate. The Fire Marshal must be called in for a full test of the pyrotechnics prior to the actual event. ****Prices are subject to change on show site requests.**** **Please note: we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater.**

[Document Library](#)

Fire Strobes:

Fire Strobes are located 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](#)

HOTEL SERVICES

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(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.



MANDALAY BAY CONVENTION RESORT

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.

Check in / Check Out:

Check-in time is 3pm and check-out 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 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. 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 3 nights). Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

Please note that a charge of \$40.00 will be added for each guest over double occupancy with a maximum of four (4) guests per room.

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.

Group Voice Mail Procedures

Group Broadcast messages through the hotel's voice mail system may be conducted with 14 days advance 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.

The following information is required:

- Rooming list of recipients
- Text of the message
- All messages require a sample script be submitted to your CSM, 14 days in advance, to review and approve content of the message.
- Messages should have a direct correlation to the specific group and shall not contain content that may be construed as a solicitation of services or business, and/or contain inappropriate verbiage or content.
- Custom recorded messages must be submitted in a WAV or VOX file format only. All other formats are not compatible with our system and unable to be used.
- Time frame for delivery (keeping in mind that larger groups can take considerably longer to process)
- Please note, that voice mails cannot be initiated until the guests have checked into their rooms.

Guest 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. Deliveries will be placed inside the guest room between the hours of 9:00 am and 9:00 pm. We are not able to slide items under the doors or leave items outside the rooms.

High Speed Internet

High-speed Wireless connectivity is available in all guest rooms and is currently part of the Resort Fee. There are no hard lines available inside guest rooms.

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 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.

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.

Reservations (Group Services):

- Our Group Services team will coordinate all of your housing needs. A team will be assigned to your group to provide access 7 days a week. Should you need to contact Group Services, please call 702-632-9000 or 1877-632-9001. Group Services is open 6:00am – 8:00pm daily, except on holidays when hours are reduced.

Deposits:

- A deposit or guarantee to the master account is required to hold all reservations. See your Hotel Contract for specific details. A deposit already given on a reservation is not transferable to another reservation. All credit cards are charged immediately as the reservation is entered into our reservation system. Deposits for unclaimed guaranteed rooms are forfeited nightly at 2AM.

Items to Consider:

- A charge of \$40.00 will be added for each guest over double occupancy with a maximum of four (4) guests per room.
- Confirmations are not automatically sent out to your attendees. Group services must be advised prior to entering the rooming list if confirmations will be required.
- Changes to reservations after the cut-off date will only be made based on availability. All change requests must be in writing.
- Standard no-show billing is one night's room and tax.
- Please ensure to advise how many rooms will be required for staff and VIPs. Group services will create a sub-block in order to protect these rooms until your cut-off date. At this time, you will need to submit a rooming list to your group services team.
- Please advise if you will approve the release of sub-blocks from your main group block for affiliated or exhibiting companies attending your convention.
- Please provide the name of the person within your organization with whom we will coordinate all housing.

Passkey:

Passkey is the reservation method used by the Hotel. Passkey is made available by Hotel on a complimentary basis and provides electronic reservations interface that is customized for the Event. With approval by Group, Hotel has the capability to send communications to Group attendees including special offers or requests by Hotel in order to better service the Group. Pending the type of reservation process used by Group, you have the option to:

- a) Hotel will require guest pick-up reports ninety (90), sixty (60) days and forty-five (45) days prior to the peak arrival date. Group will submit a rooming list **or** upload directly to Passkey no later than the reservations due date in the format provided by Hotel for automatic upload into Passkey. Group will be given access to make, modify, or cancel reservations after the first list is uploaded and/or Hotel will publish a website for attendees to access to manage modifications to their reservations. OR
- b) Group or designated agency may enter reservations, modify or cancel reservations as the information is received utilizing the web-based reservation form accessible online. All reservations and any changes must be made before the reservations due date. OR
- c) Attendees may enter, modify, and cancel their own reservations on-line at a URL to be established and published to potential attendees through the planner's meeting website or via e-mail. All reservations and any changes must be made before the reservations due date.

Hotel will supply a username and password if needed to provide Group with online access to reports and reservation management.

Resort Fee

A \$39.00 daily resort fee plus applicable Clark County room tax at the time of stay which is currently 13.38% (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

Spa Mandalay

Our 30,000 square foot spa is located on the Beach level and is open from 6:00 a.m. to 7:00 p.m. daily. Treatments are available from 8:00am-7:00pm. Amenities include a fitness center, 23 treatment rooms for signature massage treatments, facials, manicures, pedicures and other services. Guests can also enjoy oversized steam rooms, saunas, whirlpools, cold plunges, and showers. The daily spa access fee is currently \$30.00 daily (fee is subject to change). For guest convenience only registered hotel guests can utilize the spa.

Bathhouse

Our contemporary 16,000 square foot spa is located on the 2nd floor of Delano and is open from 6:00 a.m. to 8:30 p.m. daily. Treatments are available from 8:00am-8:00pm. Amenities include a fitness center, 12 treatment rooms for signature massage treatments, facials, manicures, pedicures and other services. Our guests can also enjoy oversized steam rooms, saunas, whirlpools, cold plunges, and showers. The daily spa access fee is currently \$30.00 (fee is subject to change). For guest convenience only registered hotel guests can utilize the spa.

Transportation

All group arrivals and departures are subject to current mandatory hotel porterage fees. Transportation plans are due to your CSM 45 days prior with the following information in order to schedule and reserve locations:

- Name of Company, Contact information, Key contact on-site for shuttle busses
- Number of busses and routes being utilized on Mandalay Bay Convention Center property
- Schedule of dates and hours of the shuttle service
- Hours of peak traffic inbound/outbound
- Private charter , Limo staging, Private vehicle staging, loading and unloading areas
- Destination list-where the shuttle service originates and returns

Group Arrivals/Departures

The Shark Reef Shuttle Bus Lot and Beach level are the two locations for groups arriving & departing by organized transportation at Mandalay Bay. Delano has a single entrance located west of the main lobby.

All group arrivals are subject to a mandatory baggage handling charge of \$8.00 per person. This charge covers the handling of baggage both arriving 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.

- \$8.00 per person for full room block charged to the master account
- \$4.00 per person for arrival or departure only porterage

Fee is subject to change without notice. An arrival and departure manifest is to be submitted to your CSM fifteen (15) days prior in order to ensure we have appropriate labor. Upon departure, group can either instruct hotel to have all bags removed from rooms by the bell staff at a specific time (a baggage pull) or have guests bring their luggage directly to the departure site. In either case, a departure notice needs to be delivered to the rooms the night before instructing the guests on the procedure. The hotel will create and distribute this letter at no charge in order to expedite the departure procedure. Should the group wish to create their own departure notice, it must be approved by the hotel prior to delivery to ensure all procedures are correct, and a room delivery fee of \$2.50 will be charged to deliver the notice.

Public Transportation

Mandalay Bay is accessible via bus and tram. The following bus route stops are located at the main entrance to Mandalay Bay:

- Deuce Line
- ACE Gold Line
- Route 119

Mandalay Bay is also connected to the Luxor and Excalibur via Tram. The tram station is located next to the House of Blues. For the most up to date bus route information and schedules, please visit www.rtcsonthernnevada.com

Traffic Management in Parking Lot

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. Please contact your CSM for more information.

MEETING SPACE

Convention Services

The Convention Services Department will be in contact with Group following receipt of the signed contract/license agreement. The Convention Services Manager (CSM) becomes the main contact for all planning and on-site details involving non-catering function arrangements, reservation, billing procedures and can assist with recommendations for outside services, if necessary. **PLEASE NOTE:** A tentative program schedule of function room requirements is due to the CSM at least 90 days in advance of the main arrival date. A final detailed program is due to the CSM 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 back to Mandalay Bay. Any additional requests for function rooms will be based on a space available basis.

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 in order to initiate the approval process.

Electrical

Mandalay Bay Convention Center is equipped with power located in all floor boxes, columns, and wall outlets. Floor boxes in the North Convention Center contain a 100-amp, 60 amp and 2-20-amp services every 30 feet. The floor boxes in the South Convention Center contain 100 amp and 60-amp service every 30 feet. There is a limited amount of 200- and 400-amp services available in the ballrooms. Selected meeting rooms have 60-amp service available. Power location diagrams are available for your contracted space; contact your CSM for more information.

Entertainment

Group acknowledges that MGM Resorts 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 Hotel'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 Hotel's normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, MGM Resorts, its directors, officer or employees or those of any affiliate of MGM Resorts shall be made. Please note that your event may be subject to Nevada Live Entertainment Tax (LET).

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

 **MANDALAY BAY CONVENTION RESORT*****Ticketing for events subject to LET:***

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 in order 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.

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 300ppl 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.
- 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.

Delano meeting rooms

Delano meeting rooms are located on guest room floors; therefore the following additional guidelines are in place:

- Live Entertainment must be approved by your CSM prior to the event.
- Load out of equipment or furniture must be done before 5:00pm each day.
- Live Entertainment load-in and load out must be done by 10:00 p.m.
- Clark County Fire Department regulations do not permit easels or signage in guest room hallways.

Internet

Mandalay Bay Convention Center can support many internet configurations with Category 6 wire or wireless connectivity. Group may not attach any hardware or software to any networking and Internet access services provided by Hotel, or allow its attendees to do so, other than hardware and software approved by 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 Hotel to attach a router or other wireless networking equipment to 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 Hotel, or other name to which Hotel reasonably objects. Hotel may require Group or its attendees to remove any hardware or software from Hotel's network or otherwise prevent hardware or software from connecting to Hotel's network without notice and without refund.

Any special orders for data communications must be ordered through our Information Technology Department. Each connection must have a Mandalay Bay IP address. Orders should be received 30 days prior to move in. See document link for order form. [Document Library](#)

Keys

If you require meeting room keys, please submit your request 30 days prior to your event to your CSM or CM. We will then change the locks to those meeting rooms and only your key will access these meeting rooms. You are solely responsible to ensure the rooms are opened each morning and locked each night. No employee keys will work for any rooms we have re-keyed. You will also need to arrange to have the rooms un-locked in order for the hotel to refresh the rooms and deliver any food & beverage orders.

The first 50 keys are complimentary. Any additional keys required will be charged \$5.00 per key. All keys should be returned to your CSM or a CONVENTION CONCIERGE. 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.

Please note that the Mandalay Bay Convention center assumes no responsibility for any items left in the meeting rooms regardless if locks have been changed or if keys have issued. You may consider contracting your security company to ensure the security of these rooms, especially air wall rooms which cannot be locked.

Should you wish for an entire ballroom to be re-keyed, additional charges as follows will apply:

South Pacific, Islander, Mandalay Bay, South Seas	\$500.00 per ballroom
Lagoon, Breakers, Jasmine	\$300.00 per ballroom

For floorplans of above rooms with air wall locations, please see our document library. [Document Library](#)

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 the meeting and convention spaces. 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.



MANDALAY BAY CONVENTION RESORT

Public Space

Egress

Please note that the CCFD has mandated specific areas in our public space for egress. No structures of any kind will be allowed in the egress areas. Please see link to document library for diagrams of the egress areas for the Convention Center. [Document Library](#)

Foyer

Please note that public space (i.e. foyer space) is shared by all of our clients. Therefore, it is important that you submit any and all planned activities, items, structures, equipment, etc. in the foyer and other common areas. The areas you wish to use must be reflected on your floor plan for approval by the Clark County Fire Marshal and your CSM or CM.

Stay Well Meetings



Mandalay Bay and Delano are excited to have partnered with Delos to create Stay Well Meetings in the Tradewinds corridor inside our North Convention Center and all of our Delano Space. In addition, we offer Stay Well Guest Rooms in both of our towers to complement the experience.

Stay Well Meetings creates an innovative experience focused on the comprehensive health and wellness of attendees. Designed to increase productivity, mental acuity and alertness while reducing stress and fatigue, the end result is a meeting space filled with features and programs that enhance the wellness of attendees and promote more productive meetings.

For a listing of all Features and Benefits of this dynamic program, please click on the link to our Document Library below. [Document Library](#)

Table-Top 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 can provide phone lines, signage, AV equipment, Electrical, IT, etc. at a charge.

Technical Services

All use of the broadcast, cabling and sound systems must be pre-approved in writing by Mandalay Bay Convention Center. Specific equipment is subject to change by Mandalay Bay without prior notice. Please see link to document library for specific information on our Sound Systems, Lighting Controls, and Cabling Systems. [Document Library](#)

Telecommunications

All phone lines and services required can be arranged through our Telecommunications department and telephone numbers can be provided in advance as needed. Please submit your telephone requirements to your CSM 30 days prior to your function. Please see link to document library for our order form with current pricing. [Document Library](#)

SHOPPING AT MANDALAY BAY

Mandalay Bay offers a select group of shops for your browsing pleasure. From postcards, souvenirs t-shirts and resort wear, to aquatic treasures from the Shark Reef, you'll find something that will always remind you of your stay at Mandalay. www.mandalaybay.com/thingstodo/mbshops.aspx

SIGNAGE AND MARKETING

The Sponsorship Opportunity Guide can be obtained from your CSM or via the document library [Document Library](#). This guide details all possible locations, as well as the associated price for each opportunity. Prior to the sale of these opportunities to your exhibitors or vendors, you must forward your plan for approval of usable locations to your CSM. We will need to approve all locations for signage prior to installation. Final sponsorship plan needs to be submitted to your CSM 60 days prior to your event. Please see the link below for our signage guidelines which were developed to create clear, concise, and fair standards for signage and use of approved pre-function areas in the convention facilities and public spaces at Mandalay Bay. Please note: Signs must be removed within 24 hours of the close of any program. If you wish to have your signage returned, you must make arrangements with the installer, or arrange with Mandalay Bay's cleaning company to remove them at a cost. Mandalay Bay cannot be responsible for storage or return of client signage. Should signage not be removed within 24 hours, we will have our cleaning company dispose of signage and charge the client for this service. See document library for listing of signage zones. [Document Library](#)

Trademark

Neither party is authorized to use any trademark, trade name, or 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.

SPECIAL EVENTS

Michelob Ultra Arena

The Michelob Ultra Arena is a state-of-the-art indoor arena, with an acoustically engineered ceiling that allows for a high-quality audio experience. Padded seats and unobstructed sightlines provide a comfortable and functional event space. Seating capacities with a traditional arena set up are 6,000 (half house), 9,000 (3/4 house) and 12,000 (in the round). The floor of the MUA provides 30,218 square feet of open event surface (bleachers are retracted) and is ideal for general sessions up to 2500 people or as exhibit space. The concourse surrounding the arena offers 33,800 square feet of space that can be used for breaks. Please feel free to call your CSM if you should have any questions regarding the event center. See document library link for the MUA Technical Rider. [Document Library](#)

MGM Resorts Events

MGM Resorts Events is a full-service onsite event décor and entertainment company. They can produce stage sets and general session openers; create events with particular themes; provide specialty floral arrangements; design custom ceiling treatments; provide perimeter props; or even facilitate your ground transportation needs. Unlike an outside company, a DMC or third-party re-seller, MGM Resorts Events produces events out of the company's 100,000 square foot design facility. They share all of the same internal systems with Mandalay Bay for diagrams, BEO's and billing, which translates into superior customer service for our clients.

Pools, Beach, Moorea

We encourage events in our one of a kind beach facility. Your Catering Manager will provide all pricing, procedures and seasonal requirements.

Beachside Ballroom

This facility is available for private functions. Please contact your CM for booking information.

Beach Bar & Grill Restaurant

With the rental of this facility all furniture can be used or removed as needed.



MANDALAY BAY CONVENTION RESORT

Set-Up Times

The standard set-up time for all pool & beach events will be 1-2 hours (depending on the size of the event), for the proper removal of pool chairs, clean-up, set-up of food stations, lighting, power, etc.

Signage

All special signage provided by the group must be previously approved by the CM. Hotel will accommodate standard signage to advise customers of pool closing time.

Back-Up Space

All outside events must have a back-up space blocked in case of bad weather conditions. In the case of inclement weather, the CM and client will mutually determine eight hours prior to the event if there is a need to move the event inside. In some cases, due to the extent of set-up and entertainment, this decision may be made sooner than eight hours prior to the event. The inclement weather form will need to be signed confirming the relocation.

Food and Beverage

A Food and Beverage minimum will apply for all functions in the Pools, Moorea or Beach areas. Please contact your CM for details. Please note that no glass or chinaware can be used in any of these areas.

Music & Entertainment

The following Noise Abatement Policy will be enforced at all pool functions as follows:

Sunday through Thursday – 11:00 pm (for live or recorded music). Mandalay Bay reserves the right to control music decibel levels.

Mandalay Bay Wave Pool & Lagoon Concert Stage

The Mandalay Bay Entertainment department will need to be fully involved with this portion of the facility and will have a separate addendum to your contract. Please contact your CM for further details. For budgetary reasons the fee to book the stage is a minimum of \$25,000. This fee does not include rider specific costs based on artist's needs.

Labor, Lighting, Security & Lifeguard Charges

A flat fee for each area of the pool and beach will apply for these services. Please contact your CM for pricing.

Shark Reef Aquarium

The Shark Reef Aquarium is not a typical aquarium. It is a total sensory experience designed to transport visitors to an undersea ocean of fantastic sights, sounds and encounters. We are able to offer this unique venue for receptions and buffet dinners. Please contact your Catering Manager for more details. See document library for Seascape Sales Sheet.

Seascape at Shark Reef Aquarium

Capture the imagination of your guests with a meeting or event featuring the awe-inspiring views in the Seascape Ballroom.

- 1675 square feet of space including a 175 square foot outdoor patio and lounge.
- Four large floor to ceiling picture windows frame a living seascape
- Full access to Shark Reef Aquarium
- Cocktail receptions can accommodate up to 100 guests with additional Shark Reef event space available for large groups.
- Seated and buffet style breakfast, lunch and dinner – up to 80 guests
- Available 7am-11pm, seven days a week. [Document Library](#)

SUSTAINABLE MEETINGS

The world's most respected companies hold their events at Mandalay Bay Convention Resort. And it's not just because we're the largest meeting facility on the Las Vegas Strip, or because we have in-house event planners that are there to help with every facet of your event. It's also because our parent company, MGM Resorts International, has blazed a trail with its Earth-conscious conservation practices. And the two towers that comprise our resort, Mandalay Bay and Delano, are both strongly committed to being socially responsible and lessening our impact on the planet.

We are proud of our efforts but are continually looking for new ways to further reduce waste, conserve energy and sustain our environment. Because when we look after our planet, everyone wins. See document library for our Green Brochure. [Document Library](#)

Charitable Organizations

One way many conventions are going "green" is to donate left over product to local charities or create a special event around a local charity as part of their overall program. Our Corporate Philanthropy and Community Affairs department for MGM Resorts International is a great resource to source local charities and help you coordinate an event or donation. Please see the links below for information on local charities. If you are interested in more information, please contact your CSM.



Teacher's EXCHANGE: The Teacher EXCHANGE is a reuse resource for all Southern Nevada public school teachers. Donations of new and reusable materials, office supplies, surplus materials, computers, foam core signs, equipment, and furniture are collected from community businesses and individuals and provided at no charge to teachers to support classroom instruction.

For more information or to coordinate a donation, please contact the Teacher EXCHANGE at 702-263-6007 or visit www.thepef.org. See document library for specific info on Teacher's exchange. [Document Library](#)

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). Our teams can help you facilitate these regulations and guide you to acceptable methods of incorporating charitable events into your program.

TRADESHOWS/EXHIBITS

The Mandalay Bay Convention Center features floor-to-ceiling movable walls to divide exhibit space and provide maximum flexibility. All movable walls must be opened and closed by Mandalay Bay staff. Ceiling heights in the exhibit space are 30' high. The ceiling height along the movable airwalls is 26' high.

Air Conditioning/Heating/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.

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 Trade Show Floor

Children are allowed on the tradeshow floor during show hours, as long as 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'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 Convention Center has jurisdiction over the installation, operations; maintenance, and repair of all portable electrical wiring and electrical equipment at trade shows, conventions and events.

Electrical, plumbing, gas and compressed air services include the following:

- All electrical power supply and outlets at displaying booths and in any other area requiring power.
- Distribution of power to outlet locations; concealed cords under or over carpeting; cords overhead to equipment or lighting operation of man-lifts; scissor lifts; forklifts; and other locations where power is needed.
- Electrical power source distribution & connections to dimmer boards, related switches, sound/projection equipment.
- All electrical equipment, lighting fixtures, power track and electrical apparatus that requires electrical and mechanical fastening to the exhibit or display
- Installation and removal of:
 - Overhead hanging electrical signs, trusses, etc.
 - Free-standing electrical signs requiring assembly, rotating, sequencing or hoist motors or other methods of installation/removal to/from the exhibit.
- Electrical connections and hookup of all equipment or displays except for 120V-20A maximum- grounded plug-ins
- All special lighting for displays, booths or areas, live models, sale demonstrations and presentations with the exception of theatrical, musical or other live entertainment
- Mechanical or electrical installation of signs separate from the display
- Maintenance and responsibility of all temporary electrical installations regarding trade shows, conventions or events on-site.
- Temporary generator (motor generator sets), transformer installation and hook-up
- Temporary or portable cabling into the main switch gears or sub-panels and all electrical apparatus attached to the Mandalay Bay Convention Center
- All prices listed on the Compressed Air/Water/Drain Form are for Exhibitors; Show Management pricing should be discussed with your CSM.



MANDALAY BAY CONVENTION RESORT

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.

Exhibitor Services

This department will assist all of your exhibitors in ordering all of their exclusive services from the Mandalay Bay Convention Center. These services include:

- Booth Cleaning
- Electrical
- Food and Beverage
- Rigging Equipment & Services: includes labor, trussing, chain motors, cables, span sets, and all other rigging related equipment
- Broadband Internet Connections (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)

Mandalay Bay provides these additional services for your exhibitors:

- Audio Visual
- Plant & Floral
- Security
- Specialty Décor

Our qualified staff is always available to your exhibitors to answer their questions and inquiries prior to and during the entire event. 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. [Document Library](#)

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.

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.

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. MBCC 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.

Food and Beverage: Mandalay Bay is the exclusive provider for all food and beverage needs in meeting space & exhibit halls.

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).

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. 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.

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.



MANDALAY BAY CONVENTION RESORT

Exhibit Area/Tradeshow Cleaning

Mandalay Bay Convention Center or its designated service provider is the exclusive cleaning contractor in the facility including aisle carpet, registration areas and booth cleaning. We offer full cleaning services with a professionally trained staff to ensure quality cleaning. 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. In addition, Mandalay Bay cleaning services must be used for all disinfection services as well as for providing and maintaining hand sanitizers every 200ft inside the exhibit halls. Please contact your CSM for clarification and pricing. [Document Library](#)

The types of cleaning services we offer are:

- Carpet vacuuming
- Carpet shampooing
- Damp mopping and waxing
- Machine scrubbing and waxing
- Trash removal
- Porter service
- Disinfection Services

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 or compactor pulls 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 Convention Center must provide to return areas back to their original condition.

Food & Beverage in the Tradeshow Halls

Our Exhibitor Services staff is eager to assist you in planning all of your food and beverage functions for you and your exhibitors. As the exclusive provider for all food and beverage needs our services range from meeting room coffee services and booth service for receptions, cocktail parties and banquets. Together we will outline and achieve everything necessary for your successful food and beverage activities.

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 Convention Center 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. The following is general information regarding catering functions. 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. In addition, a 10ft perimeter must be maintained throughout the space to allow for service teams to access and service the 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. Show Management is to provide pipe and drape to conceal these areas as well as any back of house thruways from the general public. Please contact your CM for more details.

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 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 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.
- 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.

Mandalay Bay Convention Center 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.

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 Convention Center and your decorator to determine routes and method of movement.

Load-In/Out Inspection

A Convention Concierge Manager 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.

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 CCFD in order to erect or operate an air supported temporary membrane structure, a tent having an area in excess of 200 square feet or a canopy in excess of 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 the CCFD.
- 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 minimum 20-foot wide aisle.
- Security is required on a 24-hour basis during load-in, show dates and load out as well as to manage traffic flow. Mandalay Bay Security can provide this service for you. Please contact your CSM for details.

Retail

All retail services are provided exclusively by Mandalay Bay, including, but not limited to, Mandalay Bay logo merchandise, publications, gifts, sundries, souvenirs, tobacco and alcohol. See your CSM should you wish to utilize the Mandalay Bay logo for any resale items.

If your product or merchandise is approved for sale within the property you must provide the following:

1. Clark County Business License (for more info go to www.accessclarkcounty.com)
2. State of Nevada Sales Tax Permit (for more info go to www.nv.gov)

Nevada Administrative Code

The Nevada Administrative 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 Show Management or exhibitors are tax-exempt, the State of Nevada requires a copy of the following on file with the Mandalay Bay Convention Center:

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

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