

CONVENTION SERVICES POLICIES & PROCEDURES

GENERAL MEETING POLICIES & PROCEDURES

Delano Las Vegas Convention Services Department is honored that you have chosen us to host your event. Your Convention Services Manager becomes the main contact for all details involving function arrangements, reservations and billing procedures, as well as, providing recommendations for outside services if necessary. These Policies and Procedures are being provided to help ensure that all guests of Delano Las Vegas receive excellence in service. Please review them carefully.

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

ACCESS AND RIGHT TO ENTER

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

ADDITIONAL LABOR CHARGES

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

AMERICANS WITH DISABILITIES ACT

Hotel shall, with respect to its performance required under your contracted agreement, to the best of its knowledge, comply with all laws including The Americans with Disabilities Act and the Hearing Capacity Act of 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 operations 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 public areas, including, but not limited to meeting rooms. 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 meeting space. In such cases of exclusion, a guest will be offered the use of a balanced wheeled mobility device such as a wheelchair or motorized scooter.

ANIMALS

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

AUDIO VISUAL

Encore Event Technologies is our preferred audio-visual provider. Encore is located on property to help service your audio-visual production needs. Group is required to use Encore Event Technologies for all meeting and breakouts (excluding General Sessions) or utilize the Client Assurance Package that will incur additional fees. An outside AV/Production company may work within Mandalay Bay Resort & Casino if they follow our production guidelines and contractor vendor policies (see link to document library for access to these documents). 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. Please note: Free-Climbing is no longer permissible in the Convention Center. For those ballrooms with enclosed ceilings, client must work with existing rig points.

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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 check-out, guests who wish to store their luggage can do so at the Bell Desk located at Delano Front Drive, gratuity appreciated.

Group Arrival/Departure:

All group arrivals are subject to a mandatory baggage handling charge (portage) 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 master account
- \$4.00 per person for arrival OR departure only.

Departure Auxiliary Luggage Holding Area:

An optional auxiliary luggage storage 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 the 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 manage/arrange their own luggage storage room or hire an outside company to arrange/manage a luggage storage room. This must be a bell desk function.

BALLOONS

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

BROADCASTING/TAPING/RECORDING

Meeting 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 Delano Las Vegas Resort & Casino. Please contact your CSM for details.

CATERING POLICIES

The Catering Department will be in contact with the Meeting Group following receipt of the signed contract/license agreement. The Catering Manager (CM) becomes the main contact for all planning and on-site details involving Catering function arrangements and can assist with recommendations for outside services, if necessary. **PLEASE NOTE:** A tentative program schedule of function room requirements is due to the CM at least 90 days in advance of the main arrival date. A final detailed program is due to the CM no later than 45 days prior to the main arrival date. At the 45-day deadline or upon receipt of the final detailed program, any un-assigned meeting/function/exhibit space will revert to Delano Las Vegas. 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.

All prices are plus tax and service charge and are subject to change. Food and Beverage for hospitality suites are handled through our Hospitality department. Please see information under Hotel Services/Hospitality Suites for all details.

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Guarantees for all functions must be given to your CM seventy-two (72) business hours prior to a function. If notice would fall on a holiday, then guarantees must be received by the first working day prior to the holiday. If your guarantee is not received, you will be charged with a guarantee equal to the expected number set forth on the Banquet Event Order or the number of people served, whichever is greater. We set 3% above your guaranteed number. Please note: if your event is over 2500 attendees, guarantee schedule will differ from the above, see your CM for guarantee schedule for these events.

Customized menus may be arranged directly through our Catering Department. Labor charges and set-up fees may apply. Please contact your CM directly for current menus or to discuss your entire food & beverage requirements. Catered food & beverage prices are subject to a 19% gratuity which is nontaxable and a 4% service charge, which is taxable at the prevailing sales tax rate, currently 8.25%. 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.

CASH ADVANCES (paid outs)

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

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

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

CHARITABLE EVENTS:

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.

CHECK-IN/CHECK-OUT

Check-in time is 3pm and checkout is 11am. If rooms are requested prior to check-in time they will be accommodated based on availability at no additional charge. Any guest wishing to guarantee early check-in will have the option to pay an early check-in fee at the time of booking based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, room/tax for those additional nights will be charged. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

CHILDCARE SERVICES

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

CHIPS AND TOKENS

Gaming Control Board Regulation 12.0660 prohibits the hotel 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.

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CREDIT APPLICATIONS

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

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

DAMAGE TO PROPERTY

Meeting Group shall be liable for any damage, normal wear and tear excluded, to the Function Space, or to any other real or personal property of Delano Las Vegas Resort & Casino, caused by the act or omission of Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, or performers. Meeting Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, or other items into any part of the Function Space, hotel equipment or property. Meeting Group shall return the Function Space to Delano Las Vegas Resort & Casino in as good of condition and repair as the same shall have been found when licensed for Meeting Group's use.

Nothing is to be placed against or leaned against any wall in the ballrooms. All crates, exhibit panels and pallets must always be kept a minimum of 5 feet away from the walls. Nothing is to be attached to the moveable wall tracks at any time. Meeting Group will be charged by hotel for any damages incurred by their exhibitors or exposition company.

Meeting Group shall, always, conduct its activities in a safe and careful manner, with full regard to public safety, and will observe and abide by all applicable laws (including the Americans with Disabilities Act), ordinances, rules, regulations and requests by duly authorized governmental agencies having jurisdiction, as well as those of the Board of Fire Underwriters or any similar body and Delano Las Vegas.

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 Delano Las Vegas 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.

ELEVATOR ACCESS (Guest Room Floors):

Our elevators are restricted to registered guest access only. Guest room keys only grant access to the floor of that specific guest room. Guests not staying at 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. See your CSM/CM for options.

EMERGENCY EQUIPMENT

Delano Las Vegas Resort & Casino is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. Delano Las Vegas 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 always. The fire hose cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.

EXCLUSIVE PROVIDERS

Delano Las Vegas is the exclusive provider for the following services:

Audio Visual, Rigging Equipment & Services: Group is required to use Encore Event Technologies for all meeting and breakouts (excluding General Sessions) or utilize the Client Assurance Package that will incur additional fees. An outside AV/Production company may work within Mandalay Bay Resort & Casino if they follow our production guidelines and contractor vendor policies (see link to document library for access to these documents). 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. Please note: Free-Climbing is no longer permissible in the Convention Center. For those ballrooms with enclosed ceilings, client must work with existing rig points.

Baggage Check: Groups 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.

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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 Hotel 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.

Electrical/Plumbing/Compressed Air/Gas: All electrical, plumbing, gas and compressed air services are considered exclusive services and will be provide by our exclusive vendors for all events. Hotel 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: Hotel is the exclusive provider for all food and beverage needs in meeting space, exhibit halls and hospitality suites.

Internet: Hotel 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 Hotel or the Group or its affiliates).

Recycling/Waste: 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: Hotel requires that our in-house security is used in specific locations only. Mandatory locations for in-house Security are as follows: All docks; all events held at the Beach, Pools, Moorea; all events held in the Event Center; all areas of Delano; all events held in the main Hotel & Casino; Canine Officers.

EXHIBITS

Delano Las Vegas 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 Meeting 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. Delano Las Vegas can provide phone lines, signage, AV equipment, etc. at a charge.

EXTRA PERSON CHARGE

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

FIRE MARSHAL REGULATIONS/FLOORPLANS:

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 except for the main casino and designated guest rooms. Open flame devices of any kind are prohibited in all the assembly areas, unless pre-approved by the CCFD. Easels are not permitted in the hallways in the Delano meeting space. We would be happy to provide floorplans of your meetings. Please note that there are fees for drawing diagrams. Your CSM can provide you with a price structure.

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GROUP ENTERTAINMENT

Group acknowledges that Delano Las Vegas 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 Meeting Group's functions. Consequently, prior to contracting with any entertainer or production company to provide entertainment at its function(s), Meeting Group shall obtain Delano Las Vegas's written consent for the entertainment, which consent shall not unreasonably be withheld. In contracting for entertainment, Meeting Group agrees that any such entertainment will comply with Delano Las Vegas's normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, Delano Las Vegas, its directors, officer or employees or those of any affiliate of Delano Las Vegas shall be made.

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

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.

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 our hotel guests, we request that you do not schedule your hospitality suite to run past 11:00p.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 schedule 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 to an additional day.
- The taping, tracking or otherwise affixing of any materials to walls, floors or ceilings is not permitted.
- We are unable to remove or dismantle furniture in guestrooms.
- 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 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 gratuity will be charged. Please contact our In-Suite Catering department for menus and pricing.
- 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 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 designated for networking and entertainment purposes. Exhibiting in suites is not allowed.

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- 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.

INSURANCE

A copy of your certificate of insurance (COI) is due to Delano Las Vegas, 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 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 Delano Las Vegas, its parent company, subsidiaries and affiliates are named as additional insured. The certificate is unacceptable if all these entities are not named.

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

LIVE ENTERTAINMENT TAX (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 Delano as we are required to collect and remit all taxes for entertainment events occurring on premise. All events must be reviewed by Delano 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 (please note this is NOT an all-inclusive list).

- Events with DJs, Bands or any live entertainment
- Sporting Events
- E-Gaming Events
- Dance/Sporting Competitions
- Pageants
- The Nevada Gaming Board requires that all ticketing systems to be approved by the Gaming Control Board. Therefore, all events subject to LET must use the Mandalay Bay Ticketing system to be compliant with the Nevada Gaming Board regulations. Please contact your CSM for more details and to put you in touch with our ticketing department to set up your ticket sales.

LOAD-IN/OUT INSPECTION

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

LOST OR STOLEN PROPERTY

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

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MEETING ROOM GUIDELINES

- 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 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, note pads and pencils. Additional amenities are available on request at a reasonable charge.
- Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. Delano Las Vegas reserves the right to maximize space usage for all function space.
- Meeting rooms which contain air walls cannot be secured. You are responsible for security in areas you have contracted. Hotel 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. Security can be contracted to provide coverage. Please contact your CSM for current rates.
- Hotel 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.
- 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.
- Hotel 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.

NETWORK AND INTERNET CONNECTIONS

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

NEVADA CLEAN INDOOR AIR ACT

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in 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.

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PARKING NOTICE

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

The valet parking fee is \$16 for the first 2 hours (no grace period), \$18.00 for 2-4 hours and \$24 for between 4-24 hours. All parking fees repeat every 24 hours. Parking fees may be higher during special events. Self-parking is complimentary for M life members level Pearl and higher and valet parking is complimentary for M life members level Gold and higher. All complimentary parking is subject to availability.

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 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.

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Any vehicle parking in a red zone or in any zone labeled "No Parking" will be towed at the owner's expense without notice. Should you require overnight parking for any large vehicles, please consult your CSM.

PAYMENT OPTIONS

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

PRINTED MATERIALS

Please be advised that any advertising utilizing the hotel name, logo or any request to use hotel stationery, must be approved prior to distribution, in writing, by Delano Las Vegas Resort & Casino.

RETAIL SALES TAX

The Nevada Administration Code (NAC) 372.180 states that the promoter or organizer of an event allowing any retail sales on the show floor has the responsibility to collect and remit the taxes for their respective event. This means you are responsible for these taxes.

If Meeting Group is tax exempt the State of Nevada requires a copy of the following on file with Delano Las Vegas:

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

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

ROOM DELIVERIES (non room service)

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

SALE OF MERCHANDISE

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

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SECURITY

Hotel security maintains a 24-hour roaming coverage throughout the hotel and casino. Security monitors the building and all life-safety equipment systems. All incidents of injury, vandalism, theft, etc. should be reported immediately to the hotel security so the appropriate investigations may be initiated, and reports completed.

Your CSM must receive security requirements for scheduling purposes thirty (30) days prior to 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.

Mandatory Security Locations

Although security coverage within your contracted space is generally at your discretion, Delano Las Vegas reserves the right to require specific coverage, when and where it is deemed to be necessary. We are the exclusive provider of security at Delano Las Vegas. Outside providers are not permitted.

Anytime the loading dock is used for the expressed purpose of loading in/out freight for a group event, dock security must be scheduled at your expense. Please consult your CSM about Dock usage and general load in/out requirements of your events.

SIGNAGE AND DISPLAY ADVERTISING

Delano Las Vegas retains exclusive rights to all display advertising within the function space and all other space on the hotel property. Meeting Group may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on hotel property and may not place any signage or banners in the function space or on hotel property without prior written consent of Delano Las Vegas. In the event Delano Las Vegas grants its consent for Meeting Group to advertise within the function space or on hotel property, it shall be a nonexclusive right to advertise, however signage is typically restricted to meeting area and should be prearranged with the CSM. Any signage or banners approved by the hotel may only be hung or posted by the Delano Las Vegas Audio Visual department.

Additional cost and advertising opportunities are available in The Sponsorship Opportunity Guide which can be obtained from your CSM. For more details on signage guidelines, please contact your CSM for a copy of our signage documents.

TRADEMARK

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