



Contractor/Vendor Working Policies

May 2018

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

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

1. Contractors/Vendors providing services at Mandalay Bay must provide Mandalay Bay with a COI for General Liability in the amount of \$3,000,000 per occurrence on carpet and \$5,000,000 per occurrence on concrete. Any Contractor or Vendor bringing Automobiles to the property and /or utilizing their Employees to perform services at the property must also provide a COI for Auto coverage at \$1,000,000 per accident, Workers Comp at statutory limits and Employers Liability for \$1,000,000. If your company works at Mandalay Bay multiple times per year an annual COI is acceptable. It should span yearly (ex. April 2016 to April 2017) and any contractor / vendor that does not have a current COI on file with Mandalay Bay is not authorized to work on the premises.
2. Contractors/Vendor companies and their on-site lead associate are responsible for ensuring all staff/representatives of said company are familiar and comply with all Mandalay Bay policies.
3. Contractors/Vendor companies will provide an on-site lead when on property. This individual will be the liaison for all staff concerns.
4. 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.
5. The job site is to remain a working environment at all times. "Friends and Family" are not allowed on property with staff unless they are working an event. Absolutely no children under the age of 18 years old are allowed on the exhibit floors or docks during load in and load out.
6. Contractor/Vendor staff is expected to conduct themselves in a professional manner. Inappropriate or abusive behavior may result in removal from the property.
7. 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.
8. Production Schedule must be received 30 days prior to load in. Production Schedule needs to include the following:
 - a. Load in and out times for Dock Access.
 - b. Drop and Strike times for all items being provided by Mandalay Bay



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9. A pre and post inspection of all space is required. Please contact the Sr. Operations Manager or Convention Concierge to schedule this. Your Convention Services Manager can assist you with their contact information. The Contractor/Vendor will be liable for all repair costs for damages identified during the post inspection unless previously determined to be another party's responsibility.
10. Contractor/Vendor Company of the program will send the CAD/DWG diagram to the Catering Manager. The Catering Manager will send the diagram to Banquets to place the Contractor/Vendor boneyard areas on the diagram. The turnaround will be two (2) business days and the diagram will be sent back to the Contractor/Vendor Company to be submitted to the CCFD for permit process. The Mandalay Bay CAD Operator will be submitting for the Food & Beverage rooms with the boneyards and catering back of house on the diagrams.
11. Contractor/Vendor Company will be allowed to have accessible storage trailers on the docks during show openings. The Trailer Accessible Storage form must be filled out at least 48 hours prior to the first day of show opening by the Freight Manager and sent to the Sr. Operations Manager for approval. Loading dock spaces are available to all contractor/vendor companies and will be equally shared when multiple groups are in-house. Mandalay Bay docks are 1C, 1E, 1G, 1N, 2I, and 2K.
12. Personal vehicles are not allowed in the dock area unless runner passes have been provided by your Convention Services Manager for specific vehicles. Vehicles can be towed if parked in unauthorized areas at the owner's expense without any pre- notification.
13. 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.
14. All vehicles displayed inside the Mandalay Bay Convention Center must follow CCFD regulations and have the proper permits. Exhibitor/Show Management is responsible to obtain all vehicle permits from the Fire Marshal and have them on-site. Exhibitor/Show Management or Contractor/Vendor will provide a vehicle key contact name and phone number to Hotel Management or Security in case of an emergency.
15. Request to use indoor/outdoor pyrotechnic displays or smoke/hazing must be submitted to the Convention Service Manager in writing thirty (30) days prior to use. Mandalay Bay fire watch is required for these displays. A CCFD permit is required for pyrotechnic displays. Smoke/hazing must be witnessed by the Fire Marshal on-site. A copy of this permit should be given to the Convention Service Manager and/or Event Manager and the Director of Safety prior to use.
16. Fire exit doors may not be blocked, propped open or obstructed in any way. Fire exit stairwells are not to be used as a storage area. No equipment may be stored inside or underneath the stairs at any time.



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17. Fire extinguishers, fire hose cabinets, fire sprinkler closets must be visible and accessible at all times. Fire extinguishers may be blocked only if approved by the Fire Marshal and temporary extinguishers are supplied in the same area and are clearly visible.
18. Fire alarm strobes must be visible at all times. When a client wants to block the strobes by covering them with a drape or the booth structure, there is a Standard Operating Procedure (SOP). The Client, Contractor/Vendor Company will need to reach out to the Catering Manager or Convention Services Managers 60 days prior to arrival. Please be advised there are additional costs associated with strobe extensions.
19. Storage/staging of equipment for items such as, but not limited to, audio visual cases, carpet pigs, pallets, shipping crates are not permitted inside the Convention Center unless an approved accessible storage area (boneyard) has been approved by Mandalay Bay Operations and the CCFD. If an accessible area has been approved on the show floor by Mandalay Bay Operations and the CCFD it should be on the approved CCFD diagram. Please note, no empty wood crates or combustible material is allowed in the hall overnight without a fire watch present. Please request the approval from the Convention Services Manager 30 days prior to your event.
20. All materials used in booth construction or decoration must be flame retardant and accompanied by an official flame retardant certificate that is within a year.
21. Contractors/Vendors are required to have a Safety Data Sheet (SDS) on any hazardous chemical they bring into the facility. This document must be sent to the Sr. Operations Manager in advance.
22. Floor load limits in Bayside A-D, Shoreline exhibition hall & Oceanside Ballroom is 350 pounds per square foot, live load. Bayside EF exhibition halls are 250 pounds per square foot, live load. All ballroom and meeting room floor load limits are 150 pounds per square foot, live load. Any exhibit exceeding this limit will require special handling to distribute the load. Show Management is responsible for notifying the facility of any potential weight concerns.
23. Contractor/Vendor is responsible to provide proper ramp access to all elevated exhibit booths and or non-permanent staging used for either exhibit or special event purposes, pursuant to the ADA Act of January 26, 1992. The ramp must meet ADA guidelines with regard to both seeing and mobility impaired persons.
24. Mandalay Bay Security Officers are required in all dock areas during load-in and load-out. See Convention Services Manager for rates and overtime charges.
25. There is NO staging of trucks on Mandalay Bay property. Trucks should not be called onto Mandalay Bay Property if there are no dock spaces to have the trucks unload.



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26. POV areas are not contracted and therefore may not always be possible to accommodate. 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 Convention Service Manager 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. This area is NOT for public parking for anyone. The GSC will hire United Maintenance to clean this area during the show and after the load out.
27. If the Contractor/Vendor Company needs to roll over equipment from one show to another show this request will need the approval from the Sr. Operations Manager in advance. This will be on a case by case basis, not on every show.
28. EAC/I & D companies may NOT store or stage any kind of equipment inside the Convention Center including all back of house areas and inside or outside emergency stairwells. Mandalay Bay is not responsible for any items lost, stolen or damaged while on property.
29. Contractor/AV/Vendor Companies are required to have all CCFD permits and diagrams on property for the walk through with the On-site Fire Marshall & Sr. Operations Manager. This includes but is not limited to Tradeshow, Meeting Rooms over 300, Catering Functions, Pyro, and Hot Works & Vehicle Permits.
30. Signage and public area diagrams must be approved by Mandalay Bay prior to confirming with the client or submitting to the Fire Marshal. Forward diagrams to the Convention Service Manager for approval.
31. No privately-owned vehicles, motorcycles, or bicycles are permitted to park in the loading dock area. Bicycles, skateboards, hover boards/footboards and razor scooters are not to be ridden inside the building or allowed inside the building at any time.
32. All oversized vehicles may park across the street in our auxiliary paved lot at Four Seasons Drive behind the Shell gas station.
33. No forklifts or carts are permitted in the Convention Center parking lot unless used strictly for the POV area. Forklifts and/or carts cannot be used for personal transportation. Violations may result in the operator being trespassed from the property. Contractor/Vendors and Foreman/Supervisors may use carts in the lot to coordinate incoming freight trucks.
34. No forklifts or any type of electrical carts are permitted in the parking garages or to drive to the light at Four Seasons Drive to walk across the street.



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35. Mandalay Bay Convention Center is a non-smoking facility. Smoking is allowed in designated areas outside of the building only. This includes electronic cigarettes. Vaping or the use of any kind of electronic smoking device is not allowed inside Mandalay Bay Convention Space.
36. The Mandalay Bay Convention Center does not loan or provide motorized forklifts, genie booms, lifting devices, pallet jacks, tools or ladders to outside contractors. Carts and lifts should be electric. Gas/diesel propelled devices or vehicles are not allowed inside the building for safety reasons.
37. No overnight storage of gas cylinders is allowed in the building.
38. All compressed air must be obtained through Mandalay Bay's exclusive provider, Edlen, unless it is a fixed part of the machine.
39. Mylar balloons are not permitted in the Mandalay Bay Convention Center or Hotel. All approved helium balloons must be securely anchored to an exhibit. Helium gas cylinders for refilling must be secured in an upright position on safety stands with regulators and gauges protected from damage.
40. Mandalay Bay Convention Center has exclusive providers for electrical, plumbing, cleaning, IT, telecommunications and food & beverage. Contact the Convention Service Manager or Mandalay Bay Exhibitor Services for details.
41. Encore is the exclusive provider for all labor and equipment for any breakout sessions and meeting rooms.
42. Encore is the exclusive provider of all rigging equipment and services in trade show halls, meeting space and public areas; and for all signs 200 lbs. or more in the concrete space. This includes: labor, truss, chain motors, cables, span sets and all other rigging related equipment. Nothing may be hung in any of the air wall tracks. General Service Contractors are allowed to hang non-electrical signage under 200 lbs. in concrete space.
43. Any product used to secure items to the ceiling/grid work such as but not limited to tie line, cable, bailing wire and burlaps are to be removed from the Mandalay Bay ceiling at end of each show. There will be a removal labor cost to any Vendor that leaves items in the ceiling.
44. Trash dumpsters on site at the Mandalay Bay Convention Center are for Mandalay Bay use only.
45. Mandalay Bay has a "no tolerance" policy for theft; if the person is caught they will be trespassed from the property for the day or for the entire show and potentially banned from working at any MGM Resorts International property. This includes removing anything from the property inside or out that may seem like trash. Many times, Show Management or MGM Resorts International has arranged for leftover trade show items to be donated to local charities so it is important all Contractors/Vendors advise their staff not to take anything from the property.



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46. Laborers for all Contractor/Vendors cannot transport toolboxes, dollies or ladders on the escalators.
47. Laborers for all Contractor/Vendors are not allowed to use the front of house passenger elevators as freight elevators. Violations may result in the operator being trespassed from the property.
48. Contractor/Vendor laborers may not eat or drink in Mandalay Bay back of house service halls. Taking Mandalay Bay food and beverage items are considered theft and will result in removal of the individual from the property and a potential ban from working at any MGM Resorts International property.
49. Contractor/Vendor staff is not permitted to eat, lounge or take breaks in any front of house public space (such as foyers) on the property. While working in the Convention Center contractor / vendor staff is not permitted to wear ear buds or headphones.
50. Consumption of drugs or alcoholic beverage on the job site is strictly prohibited and will result in trespass from the property.
51. 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.
52. Forklift operators must be certified and able to provide supporting documentation. Forklift operators must comply with all Mandalay Bay Convention Center Safety Policies and all OSHA regulations at all times. This includes operating only equipment that has been properly maintained, equipment with back-up beepers or beacons, and engaging all safety guard devices such as seatbelts. While driving the forklift driver may not be on the phone, eating, smoking, wearing ear buds or headphones. The indoor operating speed limit is 5 MPH maximum.
53. Mandalay Bay maintains strict Safety Policies that mirror Occupational Safety and Health Administration (OSHA) statutes and regulations that must be strictly adhered to. Any company/vendor that is hired to perform tasks involving any kind of potential occupational hazard must follow Mandalay Bay Safety Policies. It is the company's/vendors full responsibility to provide qualified safety oversight for each project, including qualified oversight for third party company/vendors to ensure Mandalay Bay Safety Policies and OSHA regulations are complied with. Any violations of Mandalay Bay Safety Policies or OSHA regulations will result in the immediate shut down of project. Mandalay Bay also reserves the right to make notifications to OSHA based on the level of egregiousness when safety is neglected while conducting business at Mandalay Bay. Please contact Mandalay Bay Director of Safety for further questions or needs at 702-632-6777.



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54. 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

55. 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.

56. Carpet decals are only allowed in specific areas in the Convention Center. They cannot be adhered to marble flooring or the walkway leading from Starbucks. Please see your Convention Service Managers for clarification. Clients may apply these within the halls on their show carpeting.

57. Carpet on carpet will require one of the below listed processes:
 - Low-tack adhesive visqueen called Carpet Protection, Carpet Mask, Carpet Shield or Gymguard must be placed on top of our carpet then fiber line tape or double sided tape affixed to it and the show carpet placed on top.
 - Low adhesive tape, like fiber line tape can be used and attached to our carpet for carpet on carpet install. Any costs for damage or special cleaning required will be the responsibility of the contractor or show management.

58. Cutting, building or painting is not allowed in carpeted areas without protection between the material and the carpet. Any costs for damage or special cleaning caused by violation of this will be the responsibility of the contractor or show management.

59. Cutting metal or wood is not allowed back of house behind the ballrooms. This will need to be done prior to arriving on-site. If adjustments need to be made this will need to be approved by your Convention Service Manager or Sr. Operations Manager for the approval of the location. This is against Health Code Violations.

60. Installation and removal of monitors is an exclusive service and must be completed by Edlen Electrical.



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61. There will be a \$500.00 fee for each damage or cut IT lines caused by dragged freight or carpet cutters.

Acknowledgment Form

Contractor/Vendor Name: _____

Contractor/Vendor Representative: _____

Address: _____

Phone #: _____

Email address: _____

Event Name: _____

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

Signature

Date

Please complete and return this form to the Mandalay Bay Convention Center at the following address:

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

This form may be emailed to contractor.vendoracknowledgment@mandalaybay.com