

# DELANO

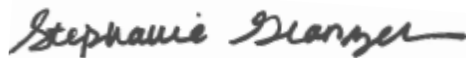
## LAS VEGAS

Welcome to Delano Las Vegas! On behalf of our entire team, we would like to take this opportunity to thank you for the partnership. 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. 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. What you will find at Delano Las Vegas is a culture of passion and sincerity that sets us apart from our competitors.

This planning guide is a direct result of our customers who have asked 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 who are here 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 and to bring you back again and again.

We will also be asking for your thoughts at the conclusion of the 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 wait your feedback.



Stephanie Glanzer, CMP  
Vice President of Sales



Martie Sparks, CMP  
Vice President of Catering, Convention Services and Banquets

## DUE DATES AT A GLANCE

### 120 DAYS PRIOR TO ARRIVAL

- ✓ Send listing of promotional items using Delano Las Vegas name or logo for approval
- ✓ Discuss affiliate information, estimated number of groups and procedures
- ✓ 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
- ✓ Review financial responsibilities for program (if the contact signer is not wholly responsible)

### 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
- ✓ Deposit Invoice will be sent from Accounting
- ✓ Complete credit application and return to accounting to apply for direct billing (if applicable)
- ✓ Submit proposed signage and public area diagrams to CSM for approval

#### 45 DAYS PRIOR TO ARRIVAL

- ✓ Review rooms block reflecting current pick up. Send updated rooming list, if applicable
- ✓ Submit a listing of all off-site activities
- ✓ Send productions/outside vendor company contacts of responsibility
- ✓ Productions schedule due
- ✓ Submit a transportation plan to CSM including 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 from block. Final rooming list is due, if applicable
- ✓ VIP/Staff room list is 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
- ✓ Confirm check-in options
- ✓ Security schedule. If using outside company, include contact information and security floor plan
- ✓ 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

#### 15 DAYS PRIOR TO ARRIVAL

- ✓ Review, approve and sign Meet and Banquet Event Orders
- ✓ Submit estimate for security services, if applicable

## 7 DAYS PRIOR TO ARRIVAL

- ✓ Food and Beverage guarantees due 72 hours prior to each event
- ✓ Shipments coming to Business Center can be shipped up to 7 days prior to the following address:

Delano Las Vegas

(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)

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

## ACCOUNTING

### 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 you group deposit on-site, however, this must be approved by the Finance Department in advance.

Hotel 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 12.0660 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.

### 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 maser account will be established.

At least 60 days prior to your program, your CSM will draft and “estimated charges” worksheet for you. Once complete, the MGM Resorts International Accounting Department 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.

Meeting rooms which contain air walls cannot be secured. You are responsible for security in areas you have contracted. The 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. Hotel 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 productions or decoration companies may incur additional labor charges.

Delano, Las Vegas 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.

All electrical, plumbing, gas and compresses air services are provided exclusively by hotel’s designated providers for all events including trade shows, general sessions, productions, etc. Outside providers of these utilities will not be permitted

to work within the property. In addition, charged will be incurred for electrical services needed over and above existing outlets in a meeting room. See your CSM for a list of current electrical pricing.

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.

Encore Productions is the exclusive provider for all rigging in public areas and meeting rooms. Pricing is determined by the size and complexity of the project. Also, should the item be a sponsorship opportunity, additional sponsorship locations will apply. Please consult our sponsorship guide or your CSM for more information.

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 hotel security. Please consult your CSM for pricing.

The hotel may require that you have an EMT present during your load-in/load-out and event dates. Please consult with your CSM to determine if an EMT will be required for your event.

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, hole-punched, permanent marker, etc.) a charge of \$25.00 per key will be charged.

Cleaning Services are required for all areas used as exhibit space. 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, designated market areas and meeting rooms. Please contact your CSM for clarification and pricing.

### **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.) Please see document link below for payment options.

[Document Library](#)

### **AMERICAN DISABILITIES ACT (ADA)**

Delano Las Vegas was designed and constructed to meet ADA standards. Its physical plant, including parking, access in/out of the building, restroom, elevator service and ramps are in accordance with ADA regulations. 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.

## AUDIO VISUAL

Encore Event Technologies is our preferred audio visual provider. Encore is located on property to help service your audio visual 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. Encore is also the exclusive provider for all labor and equipment for any breakout sessions. Please contact Encore Event Technologies for quotes and additional information.

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 contact your CSM for production guidelines and contractor vendor policies. Meeting Group is required to use Encore Event Technologies for all breakouts or utilize the Client Assurance Package that will include additional fees. See document library link below for AV 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. Both locations are open from 7:00am – 6:00pm daily.

All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center. All packages should be addressed as follows:

Delano Las Vegas (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)

Hotel 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 Meeting Group following receipt of the signed contract. 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 space will revert back to the hotel. 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 process 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 gratuity 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.

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 equal to the expected number set forth on the special function arrangement sheet or the number of actually people served, whichever is greater. We set 3% above your guarantee number.

Customized menus may be arranged directly through our Catering Department. Labor charges and set-up fees may apply. Please contact you 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 8.15% (effective April 1, 2017 the Nevada State Sales Tax rate will increase to 8.25%). Events booked within a 72 hour period prior to service will incur an additional fee, please contact your CM for more details. All guests must be 21 years of age or older before alcoholic beverages are permitted to be served.

## EMERGENCY/SECURITY

### Emergency Equipment

Delano Las Vegas 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 (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 at all times. The fire hose, cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.

### Emergency/Evacuation Procedures

Delano Las Vegas 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 they sprinkler system. Once an alarm has been initiated, member of the hotel's trained Security & Engineering staff immediately respond to the location of the alarm, determine the source, assess the situation and report back to the Fore 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 or major consequence. In addition, portable fire extinguishers have been strategically placed throughout the property to allow to 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

Hotel Security dispatch is operational 24hours 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 for 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

A permanent First Aid room is located on Level 1 on the Mandalay Bay South Convention Center, near to the Business Center. Delano Las Vegas 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. 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.

### Lost or Stolen Property

Hotel is not responsible to losses by Meeting Group, its agents, directors, shareholders, employees, member, 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

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.

### *Canine Team*

In this ever-changing world with growing threats to our safety, Mandalay Bay is providing another level of protection for our guests and conventioners. We can now provide trained and certified explosive detection canine teams to search out dangers that could arrive during show load ins and deliveries, as well as suspicious packages and materials that could be found within the show areas. These Canine Officers are “ambassadors” of Mandalay Bay. Our Canine Officers are available for your convention and can be visible to your attendees or utilized behind the scenes. Please see brochure in our document library for more details or contact your CSM. [Document Library](#)

### *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.

## FACILITY INFORMATION

### Animals

Permission for any domesticated animal (cats and dogs) to appear at an event 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 you 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 event. Personal pets are not permitted unless they are relevant to the event, or if they are an assistance animal.

A separate certificate of insurance in the amount of \$1 million is combined single limit bodily injury and broad form property damage coverage, including broad from contractual liability, naming Delano Las Vegas, 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.

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.

### Contractors

Please forward our contractor/vendor policies (see link below) to all of your outside vendors. Please ensure that your vendors have read, acknowledged and signed our contractor/vendor policies before coming to property.

See document library for contractor policies: [Document Library](#)

### 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](#)

### External Boundaries

#### *Loading Docks*

The company performing load-in, set up and the 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 assistance at all times. 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.

All convention deliveries are to be made via the loading docks. Vendors are to refrain from using our parking lot and adjacent areas to load or un-load their materials.

There can be no staging of any vehicles in the loading docks. Staging is any vehicle in the dock area for more than 10 minutes that is not in the process of loading or un-loading.

There is a limit to the number of vehicles allowed in the loading dock area at any one time.

### Halogen Lighting

This policy covers restrictions on stem mounted halogen lighting provided by display contractors and exhibitor 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	MR11/16 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 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 Delano Las Vegas, 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.

NOTE: This policy applies to your organization and to any subcontractors you may utilize to provide services during your meeting/event.

## 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.

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 \$7 for vehicles parked between 1-4 hours and \$10 for vehicles parked between 4-24 hours at Mandalay Bay. The valet parking fee is \$13 for the first 4 hours (no grace period) and \$18 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 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.

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.

## **FIRE MARSHAL REGULATIONS**

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 the assembly areas, unless pre-approved by the CCFD.

## 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 cord 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. 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.
- Hipertane 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.

## HOTEL SERVICES

### 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 at this time. Should a guest depart before their scheduled and confirmed departure date, room and tax for those additional nights will be charged to the guest. 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.

### 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
- 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 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 systems 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 wire lines available inside the 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 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.

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.

### 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 1-877-632-9001. Group Services is open 6:00am – 8:00pm daily, except on holydays when hours are reduced.

## Deposits

A deposit 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 events.

Please provide the name of the person within your organization with whom we will coordinate all housing issues.

## Passkey:

If your attendees are calling in directly to make their reservations, we suggest that you sign up for our Passkey program. Passkey is a personalized website where your attendees can create or change their hotel reservations with ease. Passkey is a user friendly system that alleviates pressure and creates convenience for all parties involved. Some beneficial features of Passkey include:

- Real Time Reports
- Ability to link registration site when reservation website via Reglink.
- Smart Alert – scheduled email alerts to notify critical milestones (i.e. block is full) Secure website to upload rooming list information.
- 24/7 access for guests or meeting planners to modify or cancel reservation
- Automatic email confirmation

For more information on this program or to sign up, please contact your CSM or Group Services.

## Pick-Up Reports

We will require regular pick up reports at 90, 60, 45 and 30 days prior to your event. This allows us to monitor your room clock and recommend adjustments, if necessary. Please provide this information to your CSM.

### Rooming Lists:

The following information included on your rooming list will help to ensure reservation's for your guests.

Microsoft Excel or comparable spreadsheet format sorted by arrival date and alphabetical within each date First & Last name (of the guest in room)

- Share-with (person sharing the room with the main guest)
- Arrival & departure dates
- Address (Street, City, State and Zip code) Email Address
- Cell Phone Number
- Accommodation type (single, double, suite, etc.) and special requests (king, nonsmoking, high floor, etc.)
- If guest is a VIP, staff, special rate, contracted complimentary, etc.
- Billing profile (i.e. Room, Tax, and Resort Fee to Master; Individual Pays Own IPO)
- Credit card type, number and expiration date along with the name as it appears on the card. Handwritten lists cannot be accepted.

### Rooming List Due Dates

- 60 days – tentative list
- 45 days – updated list
- 30 days – final list (or as per contract)

### Resort Fee

We have implemented a resort fee which is applied to each guest's room for each day of their stay. The cost is currently \$32.00 per day plus tax. The resort fee includes the following:

- In-room and campus wide Wi-Fi access
- Access to the gym at BATHHOUSE
- Local and 800 Number Calls
- Outgoing Faxes and Boarding Passes at the Hotel Business Center
- Notary Services

### Safety Deposit Boxes

Safe deposit boxes are available (based on availability to hotel guests only) at the Casino Cage at no charge. Boxes are accessible 24 hours a day. Each guest room is equipped with an in-room safe.

### SPA – BATHHOUSE

Our contemporary 16,000 square foot spa is located on the 2<sup>nd</sup> level of Delano Las Vegas 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 \$25.00 (fee is subject to change). For guest convenience only registered guests are allowed to use 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
- Key contact on-site for shuttle busses
- Telephone number
- Number of busses being utilized on Delano Las Vegas/Mandalay Bay property
- Number of routes that will be running
- Schedule of dates and hours of the shuttle service Hours of peak traffic inbound and outbound Private charter loading and unloading area
- Limo staging, loading and unloading area
- Private vehicle staging, loading, and unloading area
- Destination list – where the shuttle service originates and returns
- Any special requirements or potential challenges

## Group Arrivals/Departures

Delano Las Vegas has a single entrance located west of the main lobby. Porterage is mandatory for all group arrivals and departures. Porterage fees for group arrivals/departures are \$8.00 per person for delivery and pick up of baggage (round trip). 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.

## MEETING SPACE

### Convention Services

The Convention Services Department will be on contact with Meeting Group following the 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.

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.



## Entertainment

Meeting 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 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 Hotel'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 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.

## Guidelines

Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, fabric movable 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 removed or relocated from the hallways or meeting rooms unless prior arrangements have been made with your CS 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 turn required. There are also charges for any same day room turns.

The standard meeting room amenities include water service, Delano note pads and pencils, and candies. 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. Mandalay Bay reserves the right to maximize space usage for all function space.

The hotel reserves the right to change 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.

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.

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.

## 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.

## Internet

Delano Las Vegas can support many internet configurations with Category 6 wire or wireless connectivity. Meeting 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 Meeting 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 Meeting 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 Delano IP address. Orders should be received 30 days prior to move in. See link to document library 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 per room 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 Delano Las Vegas / Mandalay Bay 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.

## 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.

## 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.

## Public Space

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.

## 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. See document library for order form. [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 80,000 square foot design facility. They share all 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 assist you with all procedures and seasonal requirements.

***Beachside Casino:*** This facility is available for private functions from November 1<sup>st</sup> through March 31<sup>st</sup>. Please contact your CM for booking information. Due to gaming regulations, no private gaming can take place.

***Beach Bar & Grill Restaurant:*** With the rental of this facility all furniture can be used or removed as needed.

***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, powers etc.

***Signage:*** All special signage provided by the group must be previously approved by the CSM. 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, the decision may be made sooner than eight hours prior to the event. The inclement weather form will need to be signed confirming relocation.

***Food and Beverage:*** A Food and Beverage minimum will apply for all functions on the Pools, Moorea or Beach areas. Please contact your CSM 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)

Hotel 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 CSM for further details. For budgetary reasons the fee to book the stage is a minimum of \$25,000. This fee does not include eider 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.

## 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:

- Clark County Business License (for more info go to [www.accessclarkcounty.com](http://www.accessclarkcounty.com))
- State of Nevada Sales Tax Permit (for more info go to [www.nv.gov](http://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:

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

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

### 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.

***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.

- 1,675 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 the Shark Reef Aquarium
- Cocktail receptions can accommodate up to 100 guests with additional Shark Reef event space available for large groups.
- Available 7am-11pm, seven days a week.

See document library for Sales Sheet for Seascape: [Document Library](#)

### SUSTAINABLE MEETINGS

The world's most respected companies hold their events at Mandalay Bay 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 our document library for our Green Brochure: [Document Library](#)

### Charitable Organizations

One way many meetings and events are going "green" is to donate left over product to local charities or create a special event around a 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.

**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, foamcore signs, equipment, and furniture are collected from community businesses and individuals and provided at no charge to teachers to support classroom instruction. Please contact the Teacher EXCHANGE at 702-263-6004 or visit [www.thepef.org](http://www.thepef.org). See document library for specific info on Teacher's exchange. [Document Library](#)

### Local Attractions & Cultural/Ecosystem Points of Interest

**Hoover Dam** – 34 miles from Las Vegas, 726 feet high from bedrock, wonder of the modern world, tours inside and outside of dam available. Black Canyon River Raft Tours available below dam. [www.usbr.gov/lc/hooverdam](http://www.usbr.gov/lc/hooverdam)

**Grand Canyon** - About 300 miles from Las Vegas, 1 ½ hour flight by plane, tours available.

**Lake Mead National Recreation Area** – Closest point 25 miles from Las Vegas, more than 550 miles of shoreline, swimming, water skiing, camping, boating, fishing, six marinas, tours available. [www.nps.gov/lame](http://www.nps.gov/lame)

**Mt. Charleston** – 35 miles from Las Vegas, highest elevation 11,918 feet. Winter skiing, picnicking, hiking, horseback riding, tours available.

**Red Rock Canyon** – 15 west of Las Vegas, 3,000 foot escarpment produced by thrust fault, Bureau of Land Management visitors center, scenic area of rock formations and desert. [www.redrockcanyonlv.org](http://www.redrockcanyonlv.org)

**Springs Preserve** – The Springs Preserve is a 180-acre cultural institution designed to commemorate Las Vegas' dynamic history and to provide a vision for a sustainable future. The Preserve features museums, galleries, outdoor concerts and events, colorful botanical gardens and an interpretive trail system that meanders through a scenic wetland habitat.

**Valley of Fire State Park** – 55 miles from Las Vegas, scenic landscapes of hidden canyons and unique rock formations, petroglyphs and remains of ancient Indian civilization, Nevada Park Service visitor Center, tours available. [www.parks.nv.gov/vf.htm](http://www.parks.nv.gov/vf.htm)