



THEplanning guide

August 2011



TABLE OF CONTENTS:

This planning guide is an extension of the Mandalay Bay Contract and License Agreement and is designed to give planners, exhibitors, and contractors an operational guideline and a clear understanding of responsibilities.

Please note: items with a \$ indicate that these items have a cost associated with them. Please be sure to consider these items when preparing your budgets.

| | Page # |
|-----------------------------------------------|--------|
| INTRODUCTION..... | 1-5 |
| Message from Vice Presidents..... | 1 |
| Awards & Testimonials..... | 2-3 |
| Due Dates at a Glance..... | 4-5 |
| | |
| ACCOUNTING..... | 6-7 |
| Cash Advances (Paid Outs)..... | 6 |
| Chips and Tokens - \$..... | 6 |
| Credit Applications..... | 6 |
| Financial Considerations - \$..... | 6-7 |
| Master Account Review..... | 7 |
| Payment Options..... | 7 |
| Per Diem Checks..... | 7 |
| | |
| ADA..... | 8 |
| | |
| AUDIO VISUAL - \$..... | 8 |
| | |
| BUSINESS CENTER..... | 8 |
| | |
| CATERING..... | 9 |
| Catering Policies - \$..... | 9 |
| Food Court - \$..... | 9 |
| | |
| DINING AT MANDALAY BAY - \$..... | 9 |
| | |
| EMERGENCY/SECURITY..... | 9-12 |
| Emergency Equipment..... | 9 |
| Emergency/Evacuation Procedures..... | 10 |
| Emergency Staff..... | 10 |
| First Aid - \$..... | 10 |
| Lost or Stolen Property..... | 10 |
| Security - \$..... | 11 |
| - Event Security - \$..... | 11-12 |
| - Mandatory Security Locations - \$..... | 12 |
| - Security Plan Requirements - \$..... | 12 |
| | |
| FACILITY INFORMATION..... | 13-16 |
| Animals - \$..... | 13 |
| Balloons - \$..... | 13 |
| Contractors..... | 13 |
| Elevators..... | 13 |
| Employee Access..... | 14 |
| Escalators..... | 14 |
| External Boundaries..... | 14 |
| - Access Road surrounding Conference Lot..... | 14 |
| - Loading Docks..... | 14 |
| - Truck Staging/Truck Marshaling..... | 14 |
| - Freight Doors..... | 14 |
| Floor Load Limits..... | 15 |
| Fork Lifts and Carts..... | 15 |

| | |
|------------------------------------------|-------|
| Halogen Lighting..... | 15 |
| Insurance - \$..... | 15 |
| Parking..... | 16 |
| Vehicles on Premise - \$..... | 16 |
| | |
| FIRE MARSHAL REGULATIONS..... | 17-20 |
| General Facility..... | 17 |
| Cooking..... | 17-18 |
| Production/AV..... | 18 |
| Trade Show/Exhibits..... | 18-19 |
| Exhibit Floor Plans..... | 20 |
| Floor Plans - \$..... | 20 |
| Fire Safety System Disablement - \$..... | 20 |
| - Hazing - \$..... | 20 |
| - Pyrotechnics - \$..... | 20 |
| | |
| HOTEL SERVICES..... | 21-24 |
| Group Voicemail Procedures..... | 21 |
| Guest Room Deliveries - \$..... | 21 |
| High Speed Internet - \$..... | 21 |
| Hospitality Suites - \$..... | 21-22 |
| Reservations (Group Services)..... | 22 |
| - Deposits..... | 22 |
| - Items to Consider..... | 22 |
| - Passkey..... | 22 |
| - Pick up Reports..... | 22 |
| - Rooming Lists..... | 23 |
| - Rooming List Due Dates..... | 23 |
| Resort Fee..... | 23 |
| Safe Deposit Boxes..... | 23 |
| Spa Mandalay - \$..... | 23 |
| THEbathhouse - \$..... | 23 |
| Transportation..... | 24 |
| - Group Arrivals/Departures - \$..... | 24 |
| - Public Transportation..... | 24 |
| | |
| MEETING SPACE..... | 25-30 |
| Convention Services..... | 25 |
| Childcare Services..... | 25 |
| Electrical - \$..... | 25 |
| Guidelines - \$..... | 25-26 |
| Internet - \$..... | 26 |
| Keys - \$..... | 27 |
| Public Space..... | 27 |
| - Egress..... | 27 |
| - Foyer..... | 27 |
| Technical Services - \$..... | 27 |
| - Sound System..... | 27 |
| - North Convention Specifications..... | 28 |
| - South Convention Specifications..... | 28-29 |
| - THEhotel Specifications..... | 29-30 |
| Telecommunications - \$..... | 30 |
| | |
| SHOPPING AT MANDALAY BAY - \$..... | 30 |
| | |
| SIGNAGE AND MARKETING - \$..... | 31-32 |
| Exterior Signage - \$..... | 31 |
| Trademark..... | 32 |
| | |
| SPECIAL EVENTS..... | 32-33 |
| Event Center - \$..... | 32 |
| MGM Resorts Events - \$..... | 32 |

| | |
|-----------------------------------------------------------------|-------|
| Pools, Beach, Moorea - \$..... | 32-33 |
| Shark Reef Aquarium - \$..... | 33 |
| | |
| SUSTAINABLE MEETINGS..... | 33-35 |
| Food and Beverage..... | 33 |
| Hotel/Casino..... | 33-34 |
| Convention Center..... | 34 |
| Local Attractions & Cultural Ecosystem Points of Interest..... | 34-35 |
| | |
| TRADE SHOWS/EXHIBITS..... | 35-40 |
| Air Conditioning/Heating/Lighting - \$..... | 35 |
| Concrete/Asphalt Anchoring..... | 35 |
| Electrical/Plumbing/Gas/Compressed Air/Water & Drains - \$..... | 35-36 |
| Exhibitor Services..... | 36 |
| Exclusives..... | 37 |
| Exhibit Area Cleaning - \$..... | 37 |
| Food and Beverage in Trade Show Halls - \$..... | 37-39 |
| - Cooking Demos & Food Product Displays..... | 38 |
| - Food Samples..... | 38 |
| - Staging..... | 39 |
| Hazardous Materials..... | 39 |
| Heavy Equipment Procedures..... | 39 |
| Load-in/Load-out Inspection..... | 39 |
| Outdoor Exhibits..... | 39 |
| Retail..... | 40 |
| - Nevada Administrative Code..... | 40 |



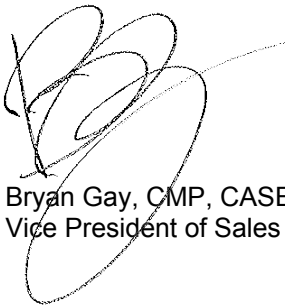
MANDALAY BAY
Resort & Casino

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

The choices to host your event are many and we realize that. 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 Mandalay Bay 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 you for your thoughts at the conclusion of the event. Your comments and suggestions are what keep us in touch with our customer's expectations. We appreciate you taking the time to let us know how your experience has been and anxiously await your feedback.



Bryan Gay, CMP, CASE
Vice President of Sales



Martie Sparks, CMP
Vice President of Catering & Convention Services

AWARDS & TESTIMONIALS

Successful Meetings' – Pinnacle Award
2000 - 2008

Incentive's – Platinum Partner Award
2000-2008

Meetings & Conventions' – Gold Key Award
2000, 2001, 2002, 2003, 2007,
2008, 2009, 2010, 2011

Meetings & Conventions' – Gold Platter Award
2002, 2003, 2005, 2006, 2007, 2008,
2009, 2010, 2011

Meetings & Conventions' – Gold Key ELITE Award
2004, 2005, 2006, 2008

Corporate Meetings & Incentives – Paragon Award
2001, 2002, 2003, 2008

Meeting News' – Planner's Choice Award
2003, 2005, 2006

Meetings West – Best of the West Award
2001, 2004, 2005, 2006, 2007, 2008

AAA Four Diamond Award – Mandalay Bay
2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008

AAA Four Diamond Award – THEhotel
2005, 2006, 2007, 2008

Smart Meetings – Platinum Award
2005, 2006

Corporate & Incentive Travel – Award of Excellence
2005, 2006, 2007, 2008

Maritz Travel – Pinnacles of Excellence
2004, 2005

Insurance & Financial Meetings Management – World Class Award
2008

I've had the opportunity of doing meetings and events at some of the highest profile venues in the world, including at the Olympic Games, and I have never seen as high a level of service experience as was delivered by the Mandalay Bay Team during WEC 2008. AND...it was done every day, 24/7 for five straight days at every touch point: from the doorman to the housekeeping staff to the servers on the tradeshow floor. Something special was envisioned and delivered by a Team that goes well beyond competency. What we experienced was the passion of a Team all committed to one thing: MPI's success.

The hospitality and service experience delivered by the entire Mandalay Bay Team at WEC 2008 has not only created towering new benchmarks in meeting and event excellence, they created a legend for those that touched it will talk about for years to come.

Thank you for allowing MPI to be part of your quest and I look forward to sharing the legend with many more.

Bruce M. MacMillan, CA
President & CEO
Meeting Professionals International

I just wanted to take a minute to say "truly magnificent job" by your entire team...I have been to a lot of these events and clearly this ranks as one of the best.

Overall, the employees from "front to back" of the hotel (and everywhere in between) were genuinely engaged and pro-active to enhance the attendee experience. And the Expo food and service was outstanding both days...what a concept!

When it comes to innovation and customer care, Mandalay Bay is always a step ahead of the Las Vegas competition...and now you have somehow taken a big convention hotel and injected "the soul of a boutique."

Tim Brown
Partner
Meeting Sites Resource

Wow, what a great few days spent at Mandalay Bay. Everything was perfect from the awesome food to the flow of the event and the closing evening was unbelievable. Please accept my apologies that I never made it to the VIP suite but, I was having such a great time on the beach that I didn't venture up there. The staff at Mandalay Bay should be VERY proud of themselves for producing such a wonderful event. I know everyone at MPI will be talking about this event for a long time. Thank you so much.

Debbie Dalton
Redken

What an awesome 4 day conference at Mandalay Bay! I've been to many of these and by far, this was the best organized, best run, and most FUN I've ever had. You and the entire team involved went WAY above and beyond and it was truly appreciated!

Cindy Zver, CMP
Future Sites, Inc.

DUE DATES AT A GLANCE

120 DAYS PRIOR TO ARRIVAL

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

90 DAYS PRIOR TO ARRIVAL

- √ Preliminary program due
- √ Review floral, décor and entertainment needs with Mandalay Bay Events
- √ Discuss Menu Selections
- √ Review preliminary room block, including staff rooms and current pick up
- √ Provide detailed information on affiliates, including contact information
- √ Provide tentative load-in schedule for trade shows and production
- √ Review financial responsibilities for program (if the contract 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 (for groups with over \$20,000.00 in estimated charges)
- √ Submit proposed signage and public area diagrams to CSM for approval
- √ Submit requested sponsorship opportunities to CSM for approval.
- √ Send updated exhibitor's list, if applicable

45 DAYS PRIOR TO ARRIVAL

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

30 DAYS PRIOR TO ARRIVAL

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

15 DAYS PRIOR TO ARRIVAL

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

WITHIN 7 DAYS PRIOR TO ARRIVAL

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

Mandalay Bay Resort & Casino
(Event Name) (Arrival Date)
Hold for Guest (Guest Name) (Guest Cell Number)
(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.

- √ Food and Beverage guarantees due 72 hours prior to each event

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 your group deposit on-site, however, this must be approved by the Finance Department.
- Please follow the link below for full procedures on Convention Cash Advances (Paid Outs).

Mandalay Bay Resort & Casino is subject to strict State and Federal currency reporting and handling laws. Cash advances require positive identification and may be reportable to the Nevada Gaming Control Board, U.S. Treasury and the IRS. Contact your CSM for further details on cash paid outs.

[Cash Paid Out Procedures](#)

Chips and Tokens

Gaming Control Board Regulation 12.060 prohibits Mandalay Bay from selling chips and tokens for purposes other than gaming. Should you wish to purchase casino chips for your group, please speak with your CSM for more details.

Credit Applications

Direct billing privileges may be established for those accounts incurring \$20,000 or more in charges and, if a credit application is submitted to the Finance department no later than 60 days prior to the first arrival date. If direct billing is approved, a master account will be established.

At least 60 days prior to your program, your CSM will draft an “estimated charges” worksheet for you. Once complete, the Mandalay Bay 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. Mandalay Bay bears no responsibility for equipment left in the meeting rooms. Security is recommended in any rooms where you may be planning to leave valuable equipment i.e. meeting rooms, or display areas in public foyer space and it is required for all trade shows. Mandalay Bay Security can be contracted to provide coverage. Please contact your CSM for current rates.
- Please review with your CSM your plans for meeting room sets and meeting room turns. Set up/labor charges may be incurred for any room sets or turns that are considered to be extraordinary. Delays caused as a result of outside production or decoration companies may incur additional labor charges.
- Mandalay Bay maintains a standard inventory of equipment such as, but not limited to, banquet chairs, tables, risers, podiums, easels, dance floor and linens. This inventory is shared by all groups in the facility and will not be dedicated to any one group. Should your equipment requirements be greater than what can be provided, rental costs may be your responsibility.
- All electrical, plumbing, gas and compressed air services are provided exclusively by Mandalay Bay's 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, charges 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, as well as anything over 200lbs in exhibit halls. Pricing is determined by the size and complexity of the project. Also, should the item be a sponsorship opportunity, additional sponsorship location costs 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 Mandalay Bay Security. Please consult your CSM for pricing.
- Mandalay Bay may require that you have an EMT present during your load-in/out and convention dates. Please consult with your CSM to determine if an EMT will be required for your meeting. You would be responsible for contracting this service directly with a licensed EMT provider. Your CSM can provide you with a listing of approved EMT providers.
- If you require meeting room keys, we will provide up to 15 keys per room, complimentary. Additional keys will be charged at \$5.00 per key. For keys lost or altered (cut, hold-punched, permanent marker, etc.) a charge of \$25.00 per key will be charged. There are fees to re-key an entire ballroom, please consult your CSM for prices.
- Mandalay Bay cleaning services are required for all areas used as exhibit space. This includes concrete halls, carpeted meeting space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc. Please contact your CSM for clarification and pricing.

Master Account Review

We recommend you review your master account billing on a daily basis in order to make your final bill review more efficient. These brief meetings held during your event will ensure that all charges are approved by you and will make the processing of your final invoice faster when you receive it after your event.

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.

[Wire Transfer Instructions](#)

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)

Per diem checks

Per diem checks must be approved by the Accounting Department. Should attendees of your meeting require per diem checks to be cashed, the following will be required:

- Your organization must supply a written guarantee of the funds, a copy of the check, a range of check amounts and the total anticipated amount of all checks that may be cashed.
- Attendees cashing checks must provide a photo ID and cash checks at the main casino cage.

AMERICAN DISABILITIES ACT (ADA)

The Mandalay Bay Convention Center was designed and constructed to meet ADA standards. Its physical plant, including parking, access in/out of the building, restrooms, 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 Mandalay Bay public areas, including, but not limited to the tradeshow halls at the Mandalay Bay Convention Center. Use of a Segway may be excluded in areas that are relatively high foot traffic venues. This includes the Casino, theaters, Event Center, restaurants and the Convention Center. In such cases of exclusion, a guest will be offered the use of a balanced wheeled mobility device such as a wheelchair or motorized scooter.

AUDIO VISUAL

Encore Productions 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 equipment and services. This includes: 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 Productions 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 click on link provided to access these documents.

[Audio Visual Production Guidelines](#)

[Contractor Vendor Policies](#)

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 THEhotel front desk and Mandalay Bay front desk. All locations are open from 7:00 am – 6:00 pm daily.

All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center.

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

All packages should be addressed as follows:

Mandalay Bay Resort & Casino

(Event Name) (Arrival Date)

Hold for Guest **(Guest Name) (Guest Cell Number)**

(Guest Company Name)

3970 Las Vegas Boulevard South

Las Vegas, NV 89119

(Meeting Room)

Mandalay Bay reserves the right to refuse to accept any package in its commercially reasonable discretion. In addition, we are not responsible for packages that are lost, stolen, damaged, or not delivered on time once they have been given to the designated carrier.

For more information on pricing and services, please click on the links below:

[Business Center Info](#)

[Shipping Instructions](#)

CATERING

Catering Policies

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. For your planning purposes, our current per person banquet prices are as follows:

| | |
|------------------------|--------------------|
| Continental Breakfast: | \$22.00 - \$29.00 |
| Lunch: | \$37.00 - \$46.00 |
| Dinner: | \$67.00 - \$120.00 |

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

Customized menus may be arranged directly through our Catering Department. Labor charges and set-up fees may apply. Please contact your CM directly for current menus or to discuss your entire food & beverage requirements. All prices, taxes, gratuity and similar charges are current and are subject to change without notice. All prices exclude the current sales tax of 8.1% and 21% gratuity.

Events booked within a 24 hour period prior to service will incur an additional fee of either \$50.00 or 5% of the total food and beverage check, whichever is greater.

All guests must be 21 years of age or over before alcoholic beverages are permitted to be served.

Food Court

The food court located on the Level 1 of the South Convention Center may be available to your attendees subject to a guaranteed daily minimum of \$2,500.00 in food & beverage revenue per outlet.

DINING AT MANDALAY BAY

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

EMERGENCY/SECURITY

Emergency Equipment

Mandalay Bay Resort is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. The Mandalay Bay Convention Center Security Office monitors all building emergency systems throughout the facility. It is imperative that all fire hose cabinets, strobes, and fire extinguishers be kept clear, accessible, and free of obstructions at all times. The fire hose cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.

Emergency/Evacuation Procedures

Mandalay Bay Resort is equipped with sophisticated electronic fire detection and alarm systems which are designed to notify our Fire Command Center the location of any incident that triggers a detector or activates the sprinkler system. Once an alarm has been initiated, members of Mandalay Bay's trained Security & Engineering staff immediately respond to the location of the alarm, determine the source, assess the situation and report back to the Fire Command Center with their evaluation. Evacuation is not automatic and is only ordered when warranted.

In the unlikely event of fire, our facilities are equipped with state-of-the-art fire suppression systems to control and extinguish fires of major consequence. In addition, portable fire extinguishers have been strategically placed throughout the property to allow for extinguishing fires in their incipient stage, before they endanger our patrons and employees.

[Emergency Evacuation Procedures](#) [Emergency Evacuation Map](#)

Emergency Staff

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

First Aid

A permanent First Aid room is located on Level 1 of the South Convention Center, near to the Business Center. Mandalay Bay Convention Center may require that you contract, at your expense, an EMT who is fully registered in the state of Nevada to dispense medicine, provide first aid care and bring the required supplies needed for first aid service. When required, this service must be provided by an approved vendor during the event move-in, show hours and move-out and you must provide your CSM with your First Aid plan for approval no later than 30 days prior to your first move-in day.

EMT Services are required for the following:

- Groups that have a License Agreement for exhibit hall space.
- Tradeshows in exhibit halls or in carpeted meeting rooms.
- Events held in the East Parking Lot.
- Concerts, special events, and large meal functions held in any of the Exhibit Halls.
- During use of Fork Lifts, Scissor Lifts, or Carts in Mandalay Bay loading dock areas.

For groups of 5,000 or more attendees that do not fall under the requirements listed above, we recommend that you hire medical services. However, it is not a requirement.

Shared Services

- Licensee/Group may share EMT services with other groups during move-in and move-out only.
- If Licensee/Group wants to share EMT services with other groups in-house, the number of medical service personnel will be determined by the total number of attendees and location of the space in use.
- Licensee/Group will be required to utilize the same medical company when sharing services.
- Your CSM needs to be advised in advance when groups share EMT services.

Lost or Stolen Property

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

Security

Mandalay Bay Security maintains 24-hour roaming coverage throughout the interior and exterior of the Convention Center. Mandalay Bay Security monitors the building and all life-safety equipment systems. All incidents of injury, vandalism, theft, etc. should be reported immediately to Mandalay Bay Security so the appropriate investigations may be initiated and reports completed. Mandalay Bay Security must receive security requirements for scheduling purposes thirty (30) days prior to the load-in. Requests for changes in security (i.e. additions or post changes) must be received 48 hours prior to the requested change. We require a minimum of 4 hours for each position and breakers/rovers will be utilized when a post exceeds 6 hours.

Event Security

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

The benefits of using Mandalay Bay Security are as follows:

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

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

Caitlyn Canavan
Account Executive
6421 Pinecastle Blvd. Suite #1
Orlando, FL 32809
Office: 407-226-1168
Fax: 407-226-7076
Email: ccanavan@centurytradeshows.com
www.centurytradeshows.com

If you decide to use another security company for your coverage inside the building, the following documents need to be submitted 30 days prior to your program dates:

- A Certificate of Insurance for \$2 million naming all of the entities of Mandalay Bay Resort & Casino, its parents, subsidiaries and affiliates as additional insured
- A copy of a current city/county business license and state security license to be kept on file with Mandalay Bay Convention Center.
- A copy of a current Certificate of Insurance for the Nevada State Industrial Insurance System.

Once the security company has provided the appropriate documentation and has been approved by Mandalay Bay Security to provide services on our property the following will apply:

- A representative of the contracted security company must check in with Mandalay Bay Security upon arrival to, and prior to departure from, the property.
- Mandalay Bay Security must be provided with a radio or Nextel, by Show Management or by the contracted security company, in order to ensure effective communication.
- Security officers must have their Sheriff's work card in their possession at all times.
- All Mandalay Bay Convention Center rules and regulations must be enforced.
- Weapons of any type (guns, nightsticks, mace, etc.) are not allowed on Mandalay Bay Convention Center property.
- Copies of all incident, injury or criminal reports made by the contracted security company regarding anything occurring on Mandalay Bay property must be provided to Mandalay Bay Security.

- The contracted security company will keep Mandalay Bay Security informed of any action against any persons or of any properties seized, recovered or found.
- Mandalay Bay Convention Center freight and pedestrian door numbers will be used by the contracted security company as reference when requesting assistance or asking for doors to be opened or secured.

Mandatory Security Locations

Although security coverage within your contracted space is generally at your discretion, Mandalay Bay reserves the right to require specific coverage, when and where it is deemed to be necessary.

The following requirements must be met by all groups:

For events with activity in the exhibit halls, the following coverage is required, with posts being staffed by either an approved security vendor or by Mandalay Bay Security:

- After Hours Access – A security guard must be posted at any door being used for access once the facility is closed.
- Overnight Security – At least one security guard must be posted in each hall for overnight security.
- Freight Doors – If at any time freight doors are open and Mandalay Bay Security is not in the dock areas, a security guard must be present. If doors are immediately adjacent, one guard can cover two (2) roll up doors. Mandalay Bay Convention Center will not open any freight doors without security present
- Parking Lot Events

For all events with loading dock or external activity requiring traffic control of any kind, the following coverage is required, with posts being staffed by Mandalay Bay Security:

- South Convention Center (all levels) – A minimum of three (3) Mandalay Bay Security Officers is required, per dock, for all move in and move out activity.
- North Convention Center – A minimum of two (2) Mandalay Bay Security Officers is required for all move in and move out activity.
- Mandalay Bay Events Center – A minimum of three (3) Mandalay Bay Security Officers is required on a 24 hour basis from load-in to load-out.
- All areas of THEhotel – A minimum to be determined based upon the type and duration of activity.
- All events held at Mandalay Beach, Pools and Moorea
- All events held in the main Hotel and Casino areas
- Traffic Control – to be determined based on the scope of use.

Security Plan Requirements

It is the responsibility of the contracted security company to submit for approval, to the CSM 30 days prior to the commencement of service, a security plan consisting of:

- A floor plan showing all posts
- A schedule showing the hours each post will be worked
- Command post location where people can be directed to file any necessary reports

FACILITY INFORMATION

Animals

Permission for any domesticated animal (cats, dogs, etc.) 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 animals will be considered on an individual basis. Call the CSM for further details. Seeing eye/assistance animals are always permitted.

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

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

Balloons

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

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 on property. [Contractor Vendor Policies](#)

Elevators

West Freight Elevators:

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

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

Capacity: 25,000 pounds each

Available to: Level 1, 2 & 3

North Freight Elevators

Location & Access: North side of South & North Convention Center (internal access only)

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

Capacity: 25,000 pounds each

Available to: All 4 levels

Passenger & Handicap Elevator:

Access to: All Convention Center Levels

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

Capacity: 3500 pounds

Available to: Handicap and non-handicap-NO FREIGHT

Employee Access

Mandalay Bay Convention Center reserves the right for our badged employees to access your exhibit area and meeting rooms for reasons including, but not limiting, housekeeping, facility tours, maintenance and security. Please discuss any concerns with your CSM.

Escalators

Our escalators are located between the main and upper lobbies servicing passenger movement between all levels. The transportation of dollies, luggage, boxes or freight on escalators is not allowed.

External Boundaries

This section addresses the outside perimeter areas surrounding the facility:

Access Road surrounding East Conference Lot

Vehicle loading and unloading is not allowed on this access road and it must remain clear of all vehicles and equipment at all times. Vehicles will be towed from this area at the owner's expense pursuant to N.R.S. 487.038.

Loading Docks

- The company performing load-in, set up and load-out will provide a dock supervisor who will be responsible for adhering to all guidelines.
- During move-in and move-out, a twenty-four (24) foot wide lane must remain unobstructed for emergency vehicle access at all times.
- All fire exits leading from the building and compactor areas must also remain clear and unobstructed.
- Only trucks which are loading or unloading will be permitted in the area. Prohibited areas are marked in red or yellow.
- The access road and loading docks must be clear upon the end of the workday. Equipment may not be left overnight and will be removed at the owner's/renter's expense. Equipment may not be staged in the dock area or on property, including items such as crates, carpet pigs, empties and pallets.
- Privately owned vehicles (POVs) are not permitted in the dock areas. Three (3) runner passes can be issued upon request. These runner passes are for personnel needing to deliver or pick-up.
- All show deliveries are to be made via the loading docks. Exhibitors are to refrain from using our parking lot and adjacent areas to load or un-load their materials.
- 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 dock area at any one time.
 - South Lower Dock: 10
 - South Upper Dock: 8
 - West Lower Dock: 8
 - West Upper Dock: 8

Truck Staging/Truck Marshaling

There is no truck staging or truck marshaling on the streets surrounding the Mandalay Bay Convention Center. It is your contractor's/vendor's responsibility to obtain a truck staging/truck marshaling area at an off-site location. The Las Vegas Metropolitan Police Department will patrol and ticket any vehicles parked on the streets surrounding the Mandalay Bay Convention Center. Trucks should be dispatched to the Mandalay Bay Convention Center when space is available at the loading ramp.

Freight Doors:

- North Convention Center: two (2) freight doors 12' wide x 14' high. They are located in South Pacific A and Islander F.
- South Convention Center – Level 1: fourteen (14) freight doors 15' wide x 24' high. Eight (8) drive-in doors and six (6) dock height doors.
- South Convention Center – Level 2: nine (9) freight doors 15' wide x 24' high. Four (4) drive-in freight doors and five (5) dock height doors.

*[Map 1](#) [Map 2](#)

Floor Load Limits

The floor load limits in the exhibition halls are 350 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.

Fork Lifts and Carts

The Mandalay Bay strictly enforces the following policies:

- Carts must have their tires wrapped with vinyl tape before accessing any carpeted surfaces.
- All forklift operators must be certified through the General Service Contractor.
- Forklifts are not allowed in any tiled areas or public spaces.
- Forklifts must be propane powered only. No gas-powered forklifts will be allowed inside the property at any time.
- Forklifts will not be allowed on any carpeted area unless visqueen or carpeting is laid forty (40) feet out from all freight entrances. The tires of the forklift must be white or wrapped with vinyl tape, no duct tape or other coverage is acceptable.
- No fork lifts or electronic carts are allowed in the convention center parking lot unless used strictly for the privately owned vehicle (POV) area.

Halogen Lighting

This policy covers restrictions on stem mounted halogen lighting provided by display contractors and exhibitors for the temporary lighting of exhibit booths. The use of any stem mounted halogen or other fixtures employing a non-shielded halogen bulb is not allowed.

In addition, conventional track lighting systems that use any of the approved types of halogen bulbs and that are securely mounted to stable exhibit structures will continue to be allowed.

| Approved Halogen Bulbs | Disapproved Halogen Bulbs |
|-------------------------------|----------------------------------|
| MR 11/16 Covered-low voltage | MR 11/16 Uncovered |
| MR 16 Covered-line voltage | Line Voltage Uncovered |
| PAR 14,16,20,30 and 48 | Low Voltage-Bi-Pin Uncovered |

Insurance

A copy of your certificate of insurance (COI) is due to Mandalay Bay Convention Center, 30 days prior to your event. The certificate must list all days of your license of the facility, and include the following coverage:

- Worker's Compensation insurance in accordance with Nevada Law covering your employees.
- Employer's Liability
- Commercial General Liability
- Comprehensive Auto Liability

Please consult your contract and license agreement (if applicable) for the amount of coverage required for each of the above.

All issuing insurance companies must have authorization to do business in the state of Nevada. This Certificate of Insurance must state Mandalay Corp., Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates are named as additional insured. The certificate is unacceptable if all of these entities are not named.

Your exhibitor contract must indicate that exhibitors and your company/association shall indemnify and hold harmless Mandalay Bay Resort & Casino from all liability (damage or accident) which might ensue from any cause resulting or connected with transportation, placing, removal or display of exhibits. See the Indemnity Agreement (Exhibit A) in your Hotel Contract and/or as outlined in the License Agreement.

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

Parking

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

We offer valet service in three areas:

- THEhotel valet located at the main entrance to THEhotel
- Mandalay Bay valet located at the main entrance to Mandalay Bay
- West Valet located on the west side of the main parking lot.

All of our parking is complimentary. See link below to a map showing all parking locations.

[Map of parking locations](#)

Our parking policies are as follows:

- Any vehicle parking in a red zone or in any zone labeled "No Parking" will be towed at the owner's expense without notice.
- Privately owned vehicles (POV) will be allowed limited time to load and unload in designated areas as long as there is someone with the vehicle at all times.
- Should you require overnight parking for any large vehicles, please consult your CSM.
- Parking of vehicles in the exhibit halls is not permissible due to fire regulations.
- Handicap parking spaces are available on site at the Mandalay Bay Convention Center within close proximity to the facility.

Vehicles On Premise

The Clark County Fire Department 2005 UNIFORM FIRE CODE states that all procedures must be in accordance with section 2505 when pertaining to general liquid-fueled and gas fueled vehicles and equipment for display, competition and/or demonstration.

Automobiles or other fuel powered vehicles of any nature must adhere to the following guidelines:

- Fuel in the tank shall not exceed 1/4 of the tank capacity
- Vehicles shall not be fueled or refueled within the building
- Batteries to be removed or disconnected
- Locking gas caps or caps sealed with tape
- Ignition keys removed
- Propane tanks to be removed
- Visqueen or other protective covering approved by the Mandalay Bay Convention Center placed underneath vehicle
- At least 30" clear access or aisles must be maintained around the vehicle

Exhibitor/Show Management is responsible for obtaining all CCFD permits. CCFD reserves the right to alter the above requirements without prior notice.

[Clark County Fire Department](#)

FIRE MARSHAL REGULATIONS

General Facility

- All fire exits and the illuminated exit sign above each must be clearly visible. Exit doors, exit signs, fire alarm, fire hose cabinets and fire extinguisher locations cannot be concealed or obstructed.
- According to the Nevada Clean Indoor Act, there is no smoking permitted in the facility with the exception of the main casino and designated guest rooms.
- Open flame devices of any kind are prohibited in all assembly areas, unless pre-approved by the Clark County Fire Department; they must meet requirements of the Uniform Fire Code and permit requirements of the Clark County Fire Department.
- A copy of the Fire Department approved plans must be posted on the premises during the event.
- The Clark County Fire Department requires special permits for the following:
 - Display or operation of any heater, barbecue, heat-producing device, open flame, candle, lamp, lantern, torch, etc.
 - Flame effects
 - Fireworks/Pyrotechnics
 - Liquid or gas-fueled vehicles or equipment
 - Hot Work Operations
 - Fire systems for covered booths exceeding 1000 square feet
 - Display or operation of any electrical, mechanical or chemical device that the fire department deems hazardous.
 - Use or storage of flammable liquids, compressed gas or dangerous chemicals.

Cooking

- Temporary exhibition and display cooking is only permitted within the limitations given below. Production cooking operations require food preparation within permanent commercial cooking facilities with permanent commercial cooking ventilation.
- Cooking operations are permitted with the following limitations:
 - All cooking appliances shall be listed or approved by a nationally recognized testing agency i.e. Underwriters Laboratories, Inc., American Gas Association, etc.
 - All cooking equipment is to be operated according to the manufacturers' recommendations and operating instructions. Equipment recommended for outdoor use shall not be used indoors.
 - All multiple-well cooking equipment using combustible oils or solids and cooking surfaces i.e. grills that exceed 288 square inches that produces grease laden vapors shall be provided with a fire extinguishing system installed according to NFPA17A and an exhaust duct system complying with the currently adopted Mechanical Code.
 - All single-well cooking equipment (deep fat fryers), operations using combustible oils or solids shall meet all of the following criteria:
 - 1) Metal lids sized to cover the horizontal cooking surface are to be provided.
 - 2) The cooking surface is limited to 288 square inches (2 square feet).
 - 3) The equipment shall be placed on a noncombustible or limited combustible surface. Examples include concrete floors and Fire Resistance Treated (FRT) plywood. The noncombustible surface must extend three (3) feet in front of the fryer.
 - 4) The fryer is to be separated from all other equipment by a distance not less than 24 inches.
 - 5) These cooking displays must be separated from all other combustibles by a distance not less than 10 feet.
 - 6) The volume of cooking oil per appliance is not to exceed 3 gallons.
 - 7) The volume of cooking oil per booth is not to exceed 6 gallons.
 - 8) Deep fat fryers shall be electrically powered and have a shut-off switch.
- Other appliances for exhibition cooking shall also be limited to 288 square inches in area. Examples are induction cook tops, ranges, electric warmer, single burner ranges, multiple burner ranges.
- A minimum of one (1) Class-K fire extinguisher shall be provided within 30-feet of each deep-fat fryer and each grill or other appliance producing grease laden vapors.
- A minimum of one (1) Class 2A-30BC fire extinguisher shall be located within each booth with additional or other display cooking such as baking, sauté, braising, stir fry, convection cooking, warming of food, and all other like applications.

- Solid fuels including charcoal and woods, i.e. hickory, mesquites are prohibited within exhibit halls.
- LP-gas used for displays and demonstrations is limited to cylinders not exceeding the nominal 5-pound size (12 lbs water capacity), maximum 2 per booth. Additional cylinders must be located 20 feet apart.

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 Uniform Fire Code and the National Electrical Code, as well as local codes.
- Any use of two wire extension cords is prohibited. Multiple outlets and electric cords must be grounded and must not exceed their listed amperage rating.
- All temporary electric wiring must be accessible and free from debris and storage materials.
- A certified fire watch is required the entire time special effects are utilized which require the Mandalay Bay Convention Center to manually control any sections of our fire safety system. Special effects would be, but are not limited to, fog machines, pyrotechnics and cooking. A schedule of the times that Mandalay Bay Convention Center is to manually control our fire safety system is required 30 days prior to the event.
- When pyrotechnic displays are in, on, or around our facility, you must obtain a permit from the CCFD. Upon receipt of the permit, a demonstration of the pyrotechnics must take place prior to the event in the presence of the CCFD, at the client's expense. When the Fire Marshal approves the display, no deviations are permissible. Please note that we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater. Please submit your pyrotechnic plans to your CSM, 30 days prior to the event.
- Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the CCFD for issuance permit.
- Exit doors, exit signs, fire alarm, fire hose cabinets, strobes, and fire extinguisher locations may not be concealed or obstructed and must be maintained in proper working condition.
- Projection booths must be ventilated at the ceiling and provided with an approved smoke detector. Storage is not allowed in these areas.
- Backstage and rear screen projection guidelines:
 - No storage boxes, musical cases, etc. may be stored in service hallways.
 - 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.

Trade Show/Exhibits

- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed. All cartons, crates, containers, packing materials etc., necessary for repackaging, must be marked with an "Empty" sticker. Your General Service Contractor must remove the "empties" from the show floor.
- All packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage.
- You are solely responsible for obtaining all necessary governmental approvals and associated costs of exhibit plans. A copy of the Fire Marshal approved floor plan must be submitted to your CSM prior to the show. You are responsible for submitting changes to the approved plan and obtaining approval by the Fire Marshal.
- All exhibit booths that contain the following are required to contain internal automatic fire sprinklers:
 - Booths with solid covers and that exceed 1,000 square feet in area.
 - Booths that are located in a building equipped with a sprinkler system.
 - Fire sprinkler systems must be installed by a Nevada state licensed fire sprinkler contractor.
- Fire sprinkler systems must be installed by a Nevada state licensed fire sprinkler contractor.

- When a multi-level enclosed exhibit is used in a show, a self-contained automatic fire extinguishing system may be required upon review by the CCFD.
- All manufactured homes must have two (2) means of egress. All multi-level booths must be stamped by a Nevada licensed structural engineer and must have two (2) means of egress from upper levels.
- All fully enclosed booths with enclosed rooms must have at least two (2) exits leading directly to the aisle. These booths must possess a smoke detector and fire extinguisher for each enclosed area. The CCFD may require additional equipment.
- If any exhibiting booths have multiple levels or room(s) with enclosures, visible notification must appear on the stairway(s) or outside the room. This notice must state the maximum occupancy permissible or total weight load allowable on the second story at one time. If the second story occupancy level allows more than ten (10) people at one time, a second stairway must be present.
- All materials used in the construction of the booth and all decorative materials (drapery, table coverings, banners, foam board, signs, set pieces, etc.) within exhibitor booths and those used for special events must be non-combustible or made flame retardant. Certificates of flame retardant treatment must be submitted to the CCFD along with samples of said materials prior to construction of booth. You must maintain copies of flame certificates on premises as the CCFD can require verification at any time. Utilizing cardboard boxes as parts of exhibits or displays is not permissible.
- Foam plastic elements greater than ¼-inch thickness shall not be permitted. Fire resistant foam board signage, not greater than ½-inch thickness, is acceptable in exhibit booths.
- Booth construction shall be substantial and fixed in position in a specified area for the duration of the show.
- Aisles and exits as designated on approved show plans shall be kept clean, clear and free of obstructions. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Exhibitors must keep their booths and displays within the designated perimeters. Any violators will be made to move their exhibits.
- Literature on display shall be limited to reasonable quantities. Reserved supplies shall be kept in closed containers and stored in a neat and compact manner.
- Show management shall assume responsibility for daily janitorial and rubbish pick up service, and shall advise exhibitors that booths shall be cleaned of combustible materials daily.
- Designated “No Freight” aisles are required. These aisles must be kept clear at all times during the move in and move out of trade shows.
- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted, but only in a secured, upright position. Helium canisters must be removed during non-show hours.
- A separate submittal for Hot Works Event Permit is required for exhibition welding, soldering, brazing and the like. Full scale oxy-acetylene welding will not be permitted. Please see the CCFD website for more information on Hot Work operations.
- Fire hose cabinets, fire extinguishers and any safety equipment may not be covered or obstructed in any way.
- Fire Strobes are located 12 feet up on each side of every column. These strobes cannot be covered or obstructed at any time.
- Non-display vehicles cannot remain on the exhibit floor. Attendees will not have access until all non-display vehicles exit the show floor.
- The painting of signs, displays or other objects are strictly prohibited inside of the facility or on Mandalay Bay Convention Center grounds.
- The CCFD may exercise the right to assign a fire detail to the premises, at your cost.

[Clark County Fire Department](#)

Exhibit Floor Plans

Your General Service Contractor is responsible for preparing your floor plan and obtaining approval from the Clark County Fire Department. These plans must also include any external displays. External displays must be approved by Mandalay Bay and the Clark County Fire Department. Any alterations must be resubmitted and re-approved by the Clark County Fire Department. Fire exits, signs and strobes must be visible and cannot be obstructed in any manner. We require 10 copies of the Fire Marshal approved floor plans 30 days prior to your first day of move-in.

Floor plans must be drawn to scale for all areas indicating the location of:

- Counters and tables
- Props
- Floor Pockets
- Food areas, with layouts
- Security/decorator space
- All structures (archways, fencing, etc)
- Registration area (s)
- Signage

Floor Plans

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

It is your responsibility to relay information regarding the Uniform Fire Code to exhibitors in your exhibit hall or display area. For information on specific regulations regarding diagrams, please contact the Clark County Fire Department.

[Clark County Fire Department](#)

Fire Safety System Disablement

Anytime pyrotechnics or hazers are used, the Fire Safety System will have to be disabled or “put into test mode”. This process will require several personnel to be dedicated to watching for potential fire or smoke in the area in which the Fire Safety System is disabled. In the case of Pyrotechnics, a permit is required from the CCFD. Please submit your pyrotechnic/hazing schedules to your CSM, 30 days prior to your event.

Hazing

During rehearsal and function time the cost is \$100.00 per hour. Not knowing what type of hazers will set off the hotel Fire Safety System, any type of hazers used (chemical, water or oil based) will require that the Fire Safety System be disabled. **Prices are subject to change on show site requests.**

Pyrotechnics

During rehearsal and actual function times is the cost is \$100.00 per hour. The company providing the pyrotechnics must submit to the Mandalay Bay Convention Center and the Fire Marshal an insurance certificate indemnifying Clark County and Mandalay Bay Convention Center, its parent companies and affiliates. Pyrotechnics will not be allowed without submission of this certificate. The Fire Marshal must be called in for a full test of the pyrotechnics prior to the actual event. **Prices are subject to change on show site requests. **

Please note: we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater.

[Permit for Pyrotechnics](#)

HOTEL SERVICES

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. These services are complimentary to our in-house groups, however, should the message be sent as a sponsorship opportunity by an exhibitor or third party, sponsorship fees will apply. Please see your CSM for a listing of current sponsorship fees for this service.

The following information is required:

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

Guest Room Deliveries

Fees for individual guest room deliveries of non-baggage items start at \$2.50 (Fees are subject to change) for up to two items per room and increase based on assembly requirements, number of items or special instructions. Deliveries will be placed inside the guest room between the hours of 9:00 am and 9:00 pm. We are not able to slide items under the doors or leave items outside the rooms.

High Speed Internet

High speed wired and wireless connectivity is available in all guest rooms and is currently part of the Resort Fee.

Hospitality Suites

The guidelines below are to ensure the enjoyment and comfort of all our guests.

- In order to promote a restful environment for all of our hotel guests, we request that you do not schedule your hospitality suite to run past 11p.m. Please ensure that any noise from music or entertainment is kept to a level that cannot be heard outside of your guest room/suite.
- Clark County Fire Department regulations do not permit easels and signage in guestroom hallways.
- Should you require easels for display of signs *inside* your guest room, please contact our Banquet Set up department for rental.
- Maximum allowable seating will be determined by Banquet Set Up or a Housekeeping Supervisor.
- Hospitality events require at least 2 hours notification prior to scheduled start time.
- If your event is scheduled to start prior to 3:00pm., the suite must be reserved the day prior to allow for setup and availability. Appropriate charges will be applied.
- Any event scheduled to extend past the standard 11a.m. checkout time will be charged for an additional day.
- The taping, tacking or otherwise affixing of any materials to walls, floors or ceilings is not permitted.
- Please be advised that all liquor, beer, wine and food for hospitality suites must be purchased through our Hospitality Department. The terms of our liquor license preclude us from providing setup service for bars not purchased through the Mandalay Bay Hospitality Department. Please contact our Hospitality Manager for menus and pricing.
- We are unable to remove or dismantle furniture in guestrooms.

- Room or suite numbers are available on the day of check in. You may contact a PBX Supervisor to give permission for the room number of your hospitality event to be distributed to inquiring guests. The room will be reserved under the group name or the name of the individual reserving the suite. Suite numbers cannot be issued in advance.
- Each standard guestroom is equipped with two 20 - amp outlets. Due to safety regulations, additional electrical service cannot be provided in guest rooms or suites.
- Suites are designed for networking and entertainment purposes. Exhibiting in suites is not allowed.
- You may register your suite as a hospitality suite with a representative from the front desk. If you would like the hospitality event displayed on a special television channel that can be accessed in all guest rooms, please contact the Hospitality Manager.

Reservations (Group Services)

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

Deposits:

A deposit 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 \$35.00 will be added for each guest over double occupancy with a maximum of four (4) guests per room.
- Confirmations are not automatically sent out to your attendees. Group services must be advised prior to entering the rooming list if confirmations will be required.
- Changes to reservations after the cut-off date will only be made based on availability. All change requests must be in writing.
- Standard no-show billing is one night's room and tax.
- Please ensure to advise how many rooms will be required for staff and VIPs. Group services will create a sub-block in order to protect these rooms until your cut-off date. At this time, you will need to submit a rooming list to your group services team.
- Please advise if you will approve the release of sub-blocks from your main group block for affiliated or exhibiting companies attending your convention.
- Please provide the name of the person within your organization with whom we will coordinate all housing 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 with reservation website
- 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 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 block 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 accurate reservations 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 the room)
- Share-with (person sharing the room with the main guest)
- Arrival & departure dates
- Address (Street, City, State and Zip code)
- Email Address
- Accommodation type (single, double, suite, etc) and special requests (king, nonsmoking, high floor, etc.)
- Billing profile (i.e. Room & Tax 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

[Sample rooming list](#)

Rooming List Due Dates:

60 days – tentative list

45 days – updated list

30 days – final list (or as per contract)

Resort Fee

Mandalay Bay has implemented a resort fee which is applied to each guest's room for each day of their stay. The cost is currently \$20.00 per day plus tax. The resort fee includes the following:

- In-room Wired & Wireless Internet
- Cardio Room Access - located on the Beach Level in Mandalay Bay
- Daily Newspaper – a complimentary copy of USA Today is available in Ragoon News, THE Store and The Lobby Store.
- Local and 800 Number Calls
- Outgoing Faxes and Boarding Passes

Safe 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 Mandalay

Our 30,000 square foot spa is located on the Beach level and is open from 6:00 a.m. to 8:00 p.m. daily. Treatments are available from 9:00am-8:00pm. Amenities include a fitness center, 22 treatment rooms for massage, reflexology, aromatherapy, facials, manicures, pedicures and other services. Guests can also enjoy oversized steam rooms, saunas, whirlpools, cold plunges, and showers. The daily spa access fee is currently \$30.00 daily (fee is subject to change). For guest convenience only registered hotel guests are allowed to utilize the spa.

THEbathhouse

Our contemporary 16,000 square foot spa is located on the 2nd level of THEhotel and is open from 6:30 a.m. to 8:30 p.m. daily. Treatments are available from 9:00am-8:00pm. Amenities include a fitness center, 12 treatment rooms for massage, reflexology, aromatherapy, facials, manicures, pedicures and other services. Our guests can also enjoy oversized steam rooms, saunas, whirlpools, cold plunges, and showers. The daily spa access fee is currently \$30.00 (fee is subject to change). For guest convenience only registered hotel guests are allowed to utilize the spa.

Transportation

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

- Name of Company
- Key contact on-site for shuttle busses
- Telephone number
- Number of busses being utilized on Mandalay Bay Convention Center 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
- Any potential challenges

Group Arrivals/Departures

The Shark Reef Shuttle Bus Lot and Tour & Travel Lobby are the two locations for groups arriving & departing by organized transportation at Mandalay Bay. THEhotel has a single entrance located west of the main lobby. Porterage is mandatory for all group arrivals and departures. Porterage fees for group arrival/departures are \$7.00 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.

Public Transportation

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

- Deuce Line
- ACE Gold Line
- Route 119

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

www.rtcsonthernnevada.com

MEETING SPACE

Convention Services

The Convention Services Department will be in contact with Meeting Group following receipt of the signed agreement. The Convention Services Manager becomes the main contact for all details involving function arrangements, reservation and billing procedures, as well as providing recommendations for outside services, if necessary. We require a tentative schedule of function room requirements to the Convention Services Manager at least 90 days in advance of the meeting. Any additional requests for function rooms will be on a space available basis. A firm and detailed schedule must be furnished to the CSM no later than 30 days prior to the program.

Childcare Services

The Clark County Code and Clark County Child Care Regulations prohibit Mandalay Bay, its convention, meeting and trade show customers and any other groups using the Mandalay Bay convention and meeting facilities from offering childcare services on the property. Fines may be assessed if adherence to this law is not enforced.

Electrical

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

Guidelines

- The Mandalay Bay Convention Center has meeting rooms on each level of the building. Each meeting room complex has moveable walls with many configurations possible for a variety of room capacities. All movable walls must be opened and closed by Mandalay Bay Convention Center staff.
- Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, fabric moveable walls, or decorative walls will only be allowed under certain circumstances, and must be approved by Convention Services. Only approved adhesive products can be used. No nails or tape will be allowed on any surface.
- Carpet protection (Visqueen) must be in place prior to the delivery of freight, prior to construction of any display, and prior to the use of any motorized devices.
- No plants or furniture may be moved or relocated from the hallways or meeting rooms unless prior arrangements have been made with your CM or CSM. A removal fee will be assessed for all relocations.
- Changes to meeting room set ups may be subject to an additional labor charge should the changes be made less than 48 hours prior to a function or if there is an extensive meeting room setup or turn required.
- The standard meeting room amenities include water service, Mandalay Bay note pads and pens, and mints. Additional amenities are available on request at a reasonable charge. For set ups of 300ppl or more, we are unable to place water, pens and pads on the tables. However, we will be happy to place water stations either inside the room or just outside the room.
- Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. Mandalay Bay reserves the right to maximize space usage for all function space.
- Mandalay Bay reserves the right to charge a rental fee for meeting, function, or exhibit space utilized by suppliers, allied or affiliated groups who are conducting meetings or holding functions in conjunction with your group.
- Meeting rooms may be used only for purposes directly related to the event. Meeting rooms may not be sublet to others without prior consent from your CSM.
- Mandalay Bay cleaning services are required for all areas used as exhibit space. This includes concrete halls, carpeted meeting space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc. Please contact your CSM for clarification and pricing.

THEhotel Meeting Rooms

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

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

Internet

Mandalay Bay Convention Center can support many internet configurations with Category 6 wire or wireless connectivity. We can build a virtual network to your standards, and if you need more bandwidth we can reconfigure your Internet connection to allow for this "on the fly" with no disruption of service. There are free wireless hotspots at the Food Court and by the elevators on the second and third floor.

Any special orders for data communications must be ordered through our Information Technology Department. Each connection must have a Mandalay Bay IP address. Orders should be received 30 days prior to move in. [Internet Order Form](#)

Internet Regulations

By use of these internet services you expressly agree that use of the services is at your sole risk. The sites, the services and any content contained therein or downloadable there from are provided on an "as is" and "as available" basis. Mandalay Bay Resort and Casino expressly disclaims all warranties of any kind, express or implied, including, without limitation, any warranty of merchantability, quiet enjoyment, and fitness for a particular purpose or non-infringement. No advice or information, whether oral or written, obtained by you from Mandalay Bay Resort and Casino or through the sites or the services shall create any warranty not expressly made herein.

Mandalay Bay Resort and Casino makes no warranty that the services or any content provided via the services or any content downloaded there from will meet your requirements, be accurate, complete, or timely, or that the sites or the services will be uninterrupted, timely, secure, or error free.

You understand and agree that any material and/or data downloaded or otherwise obtained through the use of the services or any content obtained or downloaded there from is at your own discretion and you will be solely responsible for any damage to your computer system or loss of data that results from the download of such material and/or data.

Mandalay Bay Resort and Casino shall not be responsible for any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information or ideas contained, suggested or referenced, through the services, or any use of same by you.

Mandalay Bay Resort and Casino and its employees shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use or the inability to use these services or; any content or information obtained through the services; for the cost of procurement of substitute services; resulting from unauthorized access to or alteration of your transmissions or data; including, but not limited to, damages for loss of profits, use, data or other intangibles even if foreseeable or if Mandalay Bay Resort and Casino has been advised of the possibility of such damages. You agree that Mandalay Bay Resort and Casino's total liability hereunder for damages, regardless of the form of action, shall not exceed the actual total amount received by Mandalay Bay Resort and Casino from you to access the services.

Keys

If you require meeting room keys, please submit your request 30 days prior to your event to your CSM or CM. The first 15 keys per room 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 PDA (Professional Detail Associate). You will be responsible for all damage or claims relating to the use of rooms accessed by these keys. All keys lost or altered (cut, hole punched, permanent marker etc.) a replacement charge of \$25.00 per key will be charged.

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

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

South Pacific, Islander, Mandalay Bay, South Seas \$500.00 per ballroom

Lagoon, Breakers, Jasmine \$300.00 per ballroom

*[Airwall Diagram 1](#) [Airwall Diagram 2](#) [Airwall Diagram 3](#) [Airwall Diagram 4](#) [Airwall Diagram 5](#)
[Airwall Diagram 6](#) [Airwall Diagram 7](#) [Airwall Diagram 8](#) [Airwall Diagram 9](#)

Public Space

Egress

Please note that the CCFD has mandated specific areas in our public space for egress. No structures of any kind will be allowed in the egress areas. Please see link below for a diagram of the egress areas for the South Convention Center. In the North Convention Center, structure placement is limited. Please contact your CSM for details.

[Egress Diagram 1](#) [Egress Diagram 2](#)

Foyer

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

Technical Services

All use of the broadcast, cabling and sound systems must be pre-approved in writing by Mandalay Bay Convention Center. Specific equipment is subject to change by Mandalay Bay without prior notice.

Sound System

Mandalay Bay Convention Center features a state-of-the-art sound system in all meeting rooms that can be used to record your conference. A patch per day fee will be charged for outside audio visual companies requiring use of the house sound system.

The facility is equipped with an extensive sound system covering all exhibit areas, ballrooms, meeting rooms and pre-function areas.

The facility boasts an extensive Media Matrix audio control system to manage audio for over 100 of the center's rooms from multiple control locations. Audio for the facility is distributed over fiber-optic Ethernet network to ensure, by today's standards, the highest quality signals.

The ballrooms are equipped with 12" coaxial speaker systems mounted in large back boxes for improved bass response. All other meeting rooms and pre-function areas are equipped with 8" wide range speakers. Both of these systems are well suited to speech reinforcement and light music playback. It is recommended that auxiliary sound systems should be utilized for other purposes. All speaker systems have been "tuned" utilizing 5-band parametric equalization to maximize sound quality and gain before feedback. The exhibit areas have a paging system utilizing compression driver & horn type components.

North Convention Center Specifications

- ***Broadcast Cable System***

The two large ballrooms in the North Convention Center, Islander and South Pacific, have two broadcast panels each. These panels contain six video connections, one DT12 audio twelve-pair connection, and four triaxial connections to our central control and patch room. One panel in each large ballroom has six multi-mode fiber optic pathways and six single-mode fiber optic pathways to our central control and patch room. The smaller meeting rooms have a limited fiber optic infrastructure.

- ***CATV System***

The North Convention Center is equipped with a very limited patchable CATV system. A cable television signal can be patched to an individual room or group of rooms (total of 16) on a first-come, first-served basis. This signal uses our video infrastructure for pathway.

- ***Central Control***

All audio and video systems are centrally located in our AV patch room. The patch room houses an FSR room combining system for audio and a patch bay with multiple distribution amplifiers for video. The audio system is an analog mixer based system using Ashly Audio mixers and QSC power amplifiers.

- ***Lighting Control***

Lighting control is achieved by a unison architectural light system. An LCD touch screen is located in every meeting room for light control. A lighting console can be used in a limited capacity to control an entire ballroom (Islander and South Pacific) using DMX protocol.

South Convention Center Specifications

- ***Broadcast Cabling System***

The South Convention Center is equipped with an extensive system of TV broadcast panels enabling connection of TV broadcast trucks and satellite trucks to multiple locations within the facility. Each one of thirty-six facility connection panels contains four triaxial connections that can be cross-patched in the central patch room to any one of seven parking locations for TV & satellite trucks.

Each broadcast panel also contains fiber-optic connections (six multi-mode and six single-mode) that can be cross-patched to any other broadcast panel or TV & satellite truck panel in the facility. There is a portable inventory of fiber conversion equipment that can be positioned at these panel locations to make high-quality, long-distance connections for broadcast-level video, audio and intercom by utilizing the fiber "light-pipes." Fiber-optic and triaxial connections can also be made to the Mandalay Bay Event Center. From the Event Center patch room, fiber-optic and triaxial connections may be made to all other parts of the Mandalay Bay Resort property.

- ***CATV - MBTV System***

The South Convention Center is equipped with a dual CATV – MATV distribution system.

The CATV system is designed to distribute 108 channels of cable TV (COX Cable) throughout the facility to wall plates and floor pockets in the ballrooms, meeting rooms, public and lobby areas, and to the exhibit halls.

The internally-generated MATV (Mandalay Bay TV) system is designed to distribute 40 channels of special programming throughout the facility and to our hotel guest rooms. Internal sources, such as DVD, VHS, DSS Satellite and CATV channels, may be programmed into the MATV system for special use. In addition, guests can also develop their own TV programming, specific to their event or convention, for broadcast via MATV. All programming and content provided by you or your exhibitors must be pre-approved by Mandalay Bay, at our sole discretion.

The facility is also equipped with an extensive system of empty conduits to enable client-provided satellite receivers to be mounted either on the Convention Center roof or in the adjacent parking lot and be easily cabled into the facility to the desired location.

- **Central Control**

All of these systems are monitored and configured from a central control and patch room. All of the systems described above were designed to provide the Convention Center user with state of the art signal connections making it easy to get "wired" at the Mandalay Bay Convention Center. Four DMX music sources are available via an AMX keypad located in each meeting room. Additional technical systems details are available on request.

- **Production Cabling Systems**

Throughout the South Convention Center ballrooms and meeting rooms are a series of "production panels" in wall plates and floor pockets. These panels contain audio and video connections that can be "linked" to provide audio and video trunk connections that are inner-room (from one end of a room to the other) or inter-room (from room to room).

The production panels also contain multi-mode fiber-optic connections that are patchable at centralized locations to enable the same inner-room and inter-room fiber-optic "light-pipe" connections to be made. There is a portable inventory of fiber optic "audio snake" equipment including a fiber-optic, fold-back, split system, enabling all FOH and stage fold-back audio snake connections (including intercom) to be routed via these fiber-optic connections.

A four-channel production intercom system is also accessible at each production panel location. These intercom channels may be linked between floors or to broadcast locations to provide production communications for facility events.

The in-house intercom system is Clear Com type; however, conversion equipment is available to interface this system with RTS type intercom systems as well.

Each production panel also contains four DMX, five-pin, dual-universe receptacles. Like other wiring types in the production panels, these DMX connections can be cross-patched inner-room or inter-room for lighting control of large events utilizing multiple rooms.

The production panels also contain CAT-6 cabling connections that are cross-patchable. These are intended for use with SVGA over UTP converters and provide a convenient method of transporting computer-projection signals throughout the facility, without extensive RGSB cabling.

- **Lighting Control**

Lighting control is achieved by a unison architectural light system. An LCD touch screen is located in every meeting room for light control. A lighting console can be used to control multiple rooms using DMX protocol as described above.

THEhotel Specifications

All meeting rooms have connections for audio, video, fiber optic, ethernet, phone, commercial cable TV and in-house cable TV. In addition, all of the boardrooms are equipped with a motorized projection screen, 32" TV, VCR and DVD player.

Sound systems are located in the ceiling and have two local inputs per room. These are located at the front of the room on an A/V panel. One input is for a microphone such as a podium. The second input is for a higher-level line input that might come from a playback device such as a VCR or wireless microphone source.

There is also a line output connection available on this panel which can be used for a recording feed or a feed for a portable assistive listening (ADA) system should such a system be required.

There are multiple music sources available in each meeting room. A total of three satellite music channels (DMX-Direct Music Express) music sources can be selected by scrolling through the three selections via the sound control panel located on the entry wall. The sound control panel can independently control the levels of the microphone input, line level input, music input and one additional input (aux in) that is a patched feed from an external source such as another meeting room or a satellite feed. The sound control panel functions as a four input mixer located locally in each meeting room.

Also located on the sound control panel are four switches that:

- Combine two adjacent meeting rooms for unified use when their common air-wall is opened
- Separate the two rooms when they are used independently
- Advance the music selection through the eight available background music channels
- Mute the sound system (pressing again will release the mute)

Located in each meeting room are A/V and fiber connection plates. Through these plates each meeting room can become the source, destination or link to other meeting rooms for a variety of A/V & fiber optic signals.

Each Meeting room A/V panel contains:

- Microphone input – (described above)
- Line input – (described above)
- Line output – (described above)
- 1 x Video tie-lines
- 2 x Audio tie-lines
- 4 x RJ-45 / Cat-6 tie-lines
- 1 x CATV - feed connection (Cox Cable System)
- 1 x MATV - feed connection (internal hotel TV system)

In addition there are two fiber-optic connection plates in each meeting room:

One plate contains 6 x (ST connector) single-mode fiber optic (SMOF) tie lines

One plate contains 6 x (ST connector) multi-mode fiber optic (MMOF) tie lines

All tie lines (audio, video, Cat-6 and fiber optic) connect back to a central AV control room located on the second floor, where any line may be cross-connected to any other line, linking the meeting rooms. In addition external sources and destinations may be linked to these meeting rooms via the central control room via fiber, audio, video and CAT-6.

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. Below is a link to our order form with current pricing.

Services we can provide are as follows:

- Single lines
- Multiple lines
- Phone drops with class of service
- Voicemail
- Polycoms

*[Phone order form](#)

SHOPPING AT MANDALAY BAY

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

SIGNAGE AND MARKETING

The Sponsorship Opportunity Guide can be obtained from your CSM or on-line at www.mandalaybay.com/sponsorshipguide.

This guide details all possible locations, as well as the associated price for each opportunity. Prior to the sale of these opportunities to your exhibitors or vendors, you must forward your plan for approval of usable locations to your CSM. We will need to approve all locations for signage prior to installation. Final sponsorship plan needs to be submitted to your CSM 60 days prior to your event.

Please see the link below for our signage guidelines which were developed to create clear, concise, and fair standards for signage and use of approved pre-function areas in the convention facilities and public spaces at Mandalay Bay.

Please note: Signs must be removed within 24 hours of the close of any program. If you wish to have your signage returned, you must make arrangements with the installer. Mandalay Bay cannot be responsible for storage or return of client signage.

*[Signage Zone Diagrams](#) [Signage Zone Policies](#)

Exterior Signage

Mandalay Bay has created a number of opportunities for show managers to generate revenue through the use of advertising display locations on the exterior of the Mandalay Bay Convention Center. There are a total of 17 permanent advertising locations. These large advertising locations are designed to display flexible vinyl only and are lighted from the front for visibility at night. The specifications for each are detailed below.

East Face (Las Vegas Strip):

The east exterior elevation features 15 advertising locations. These are primarily targeted to convention and meeting attendees as they arrive at the main exterior entrance to the South Convention Center. They directly face the surface parking lot and the shuttle and taxi drop-off areas. Although not a primary target, these locations are also viewable from vehicles traveling north and south on Las Vegas Blvd. (The Strip).

Each of the 15 locations is exactly the same size making production easy and consistent regardless of the location within the 15 available locations.

The size of each location is:

Actual Opening (trim size for your vinyl material): 20' wide by 26' high

Visual Opening (live area, do not exceed for copy or graphics) 19'7" wide by 25'7" high

South Elevation (Facing Russell Road and I-15):

There are two locations at the far west end of the South side of the convention center high on the building. The primary view is from vehicles exiting Russell Road from Interstate 15 north bound and Interstate 15 north bound.

Each of these locations are identical in specifications to the east side (LV Strip) detailed above.

Production and Installation

There are several companies that can print large-scale flex face vinyl. Your decorator can help you identify these sources. Mandalay Bay does not have an exclusive for printing or installation. Below are two companies, which currently provide installation for these types of signs at Mandalay Bay:

Vision Signs
(702) 895-7474

Mikhon Lighting and Sign
(702) 739-6789

Trademark

Neither party is authorized to use any trademark, trade name, or service mark owned or registered by the other party, its parent, subsidiaries or affiliates. Neither party may, without prior written approval of the other party, copy, reproduce, distribute or use any trade name, trademark, copyrighted material, or service mark of the other party, its parent, subsidiaries, or affiliates.

SPECIAL EVENTS

Event Center

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

[Event Center Technical Rider](#)

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 of the same internal systems with Mandalay Bay for diagrams, BEO's and billing, which translates into superior customer service for our clients.

Pools, Beach, Moorea

We encourage events in our one of a kind beach facility. Your Catering Manager will assist you with all procedures and seasonal requirements.

Beachside Casino

This facility is available for private functions from November 1st through March 31st. 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, power, etc.

Signage

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

Back-Up Space

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

Food and Beverage

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

Music & Entertainment

The following Noise Abatement Policy will be enforced at all pool functions as follows:
Sunday through Thursday – 11:00 pm (for live or recorded music). Mandalay Bay reserves the right to control music decibel levels.

Mandalay Bay Wave Pool & Lagoon Concert Stage

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

Labor, Lighting, Security & Lifeguard Charges

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

[Map of pool area](#)

Maximum Number of People

| | |
|-------------------------------------------------|------------------------------------|
| Moorea | 350 |
| West Lagoon Pool & Cabanas & Lazy River | 500 |
| East Lagoon Pool | 350 |
| South Lagoon Pool | 600 |
| Beach Area | 2000 |
| Entire Beach & Pool Area | 5000 |
| Entire Beach & Pool Area with South Lagoon Pool | 5700 |
| Private Bungalows & Pool | 100 |
| Beach Bar & Grill | 250 |
| (4) Sun Villa’s & (1) Villa Rotui | (4) Villa’s 10, (1) Villa Rotui 30 |

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.

SUSTAINABLE MEETINGS

Mandalay Bay Resort and Casino is committed to providing our customers with innovative opportunities to protect our environment while conducting their meeting. Using recycled material, recycling materials used, reusing items and reducing materials used can significantly lessen the environmental impact from an event.

The following is a listing of practices we have adopted in order to reduce 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.

Food and Beverage

- Food uneaten from meal functions is either sent to a local farm for the animals or composted.
- Sample menus of which all food items contain 100% sustainable ingredients are available.
- We offer sustainable wines, champagne and biodynamic wines all of which are produced organically.
- Water is not pre-set at breakfast and lunch. Banquet servers will offer water to guests.
- Condiments are served in bulk when appropriate.
- Mandalay Bay Convention Center serves Boyd’s Coffee, a sustainable and organic coffee certified by the Rainforest Alliance.
- All indoor meal functions use china and glassware. Plastic is not used unless requested by the customer.

Hotel and Casino

- Mandalay Bay and THEhotel have adopted “Linen Reuse” programs.
- Mandalay Bay and THEhotel guest room thermostats have all been converted to electronic energy savings thermostats.
- Motion-sensitive, water-saving faucets have been installed in all of the public restrooms.
- All restrooms on the property use non-aerosol air fresheners.
- Compact fluorescent bulbs have replaced more than 90,000 incandescent bulbs throughout the property.

- All plants, shrubs, and trees on property are recycled and reused on property.
- Phone books are available upon request only.
- All Table Games have touch-screen computers, allowing us to manage table bankroll without paper.
- Mandalay Bay recycles at the dock for all waste generated by the casino, both hotel towers, wedding chapel, restaurants, retail outlets, food court, and pool areas.
- The Shark Reef at Mandalay Bay has over 1.6 million gallons of water and 90% of that water is reused and recycled, resulting in over 2.1 million gallons of reclaimed water per year.

Convention Center

- All internal paperwork is shredded and used as “filler” for shipping items out of the Business Center.
- Mandalay Bay Convention Center conserves electricity by deactivating the HVAC in all unoccupied meeting rooms.
- All back of the house flooring has been replaced with a sustainable surface made of natural rubber and/or virgin synthetic rubber. The natural rubber is harvested from the Hevea tree and according to sustainable developmental principles – the Hevea tree is not harmed, and continues to grow and reproduce.
- Mandalay Bay Convention Center has an on-site recycling center. On average, 90% of convention waste is recycled.
- Electricity is conserved by limiting the activation of HVAC to 12 hours prior to the start of an event.
- All exhibit halls, when not in use, are limited to emergency lighting only. During load in and load out the lighting level is set to 50%. One minute after the close of the event in the exhibit halls, the lighting is decreased from 100% to 50%.
- All toner cartridges utilized in the Business Center are recycled.
- All fax machines and copiers are set in an energy saving mode when not in use.
- E-Billing is utilized, reducing the use of paper, shipping costs and labor.

[Green Brochure](#)

Local Attractions & Cultural/Ecosystem Points of Interest

Bonnie Springs Old Nevada - An old western town in Red Rock Canyon 16 miles west of Las Vegas with a motel, shops, activities and western shootouts.

Hoover Dam - 34 miles from Las Vegas, 726 feet high from bedrock, wonder of the modern world, tours of inside and outside of dam available; in July 1994, the 30 millionth visitor toured the dam since it opened. Visitors touring the dam totaled 279,205 in the first five months of 1995 and 712,130 in 1994. Black Canyon River Raft Tours available below dam. usbr.gov/lc/hooverdam

Death Valley- 135 miles from Las Vegas, 40 minutes by plane, lowest elevation on North American Continent at 280 feet below sea level. Zabiske Point, 20 Mule Canyon, Scotty's Castle, tours available.

Grand Canyon - About 300 miles from Las Vegas, 1 1/2 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. Visitors totaled 3.8 million for the first five months of 1995 and 9,913,705 in 1994. 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 miles 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. Visitors totaled approximately 585,600 during the first five months of 1995 and approximately 900,000 in all of 1994. 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 visitors center, tours available. Visitors totaled 66,702 in the first five months of 1995 and 244,052 in 1994. There is a \$3 entrance fee. parks.nv.gov/vf.htm

TRADE SHOWS/EXHIBITS

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

Air Conditioning/Heating/Lighting

Heating or air conditioning is provided in the exhibit halls during show hours only. Lighting is set at 50% for load-in and out. Full house lighting will be provided for show hours only, not to exceed 12 hours. Should you require heating or air conditioning or full house lighting outside of show hours, please contact your CSM for current rates. Please note that we will not provide air heating or cooling if freight door(s) will be open during times requested.

Concrete/Asphalt Anchoring

Drilling and anchoring in concrete is not allowed. Drilling in any other surface inside or outside must be approved in advance by your CSM.

Electrical/Plumbing/Gas/Compressed Air/Water/Drains

Mandalay Bay Convention Center is equipped with power located in all floor boxes, columns, and wall outlets. Floor boxes in the North Convention Center contain a 60 amp and 2-20 amp services every 30 feet. The floor boxes in the South Convention Center contain 100 amp every 30 feet plus all columns contain 100 amp and 1-20 amp services. There is a limited amount of 200 and 400 amp services available in the ballrooms and in strategic locations in the ceiling of the exhibition halls. Selected meeting rooms have 60-amp service available. Power location diagrams are available for your contracted space; contact your CSM for more information.

All electrical, plumbing, and compressed air services are provided exclusively by Mandalay Bay's outside contractor for all events including trade shows, general sessions, productions, etc. Outside electrical plumbing, gas and compressed air providers will not be permitted to work within the property.

Mandalay Bay Convention Center has jurisdiction over the installation, operations; maintenance, and repair of all portable electrical wiring and electrical equipment at trade shows, conventions and events.

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

- All electrical power supply and outlets at displaying booths and in any other area requiring power.
- Distribution of power to outlet locations; concealed cords under or over carpeting cords overhead to equipment or lighting operation of man-lifts; scissor lifts; forklifts; and other locations where power is needed.
- Electrical power source distribution and connections to dimmer boards, related switches, sound equipment and projection equipment
- All electrical equipment, lighting fixtures, power track and electrical apparatus that requires electrical and mechanical fastening to the exhibit or display
- Installation and removal of:
 - Overhead hanging electrical signs, trusses, etc.
 - Free-standing electrical signs requiring assembly, rotating, sequencing or hoist motors or other methods of installation/removal to/from the exhibit
- Electrical connections and hookup of all equipment or displays except for 120V-20A maximum-grounded plug-ins
- All special lighting for displays, booths or areas, live models, sale demonstrations and presentations with the exception of theatrical, musical or other live entertainment
- Mechanical or electrical installation of signs separate from the display
- Maintenance and responsibility of all temporary electrical installations regarding trade shows, conventions or events on-site

- Temporary generator (motor generator sets), transformer installation and hook-up
- Temporary or portable cabling into the main switch gears or sub-panels and all electrical apparatus attached to the Mandalay Bay Convention Center
- All prices listed on the Compressed Air/Water/Drain Form are for Exhibitors; Show Management pricing should be discussed with your CSM

This operation is designated to assist exhibitors with electrical needs, compressed air, gas, water, drainage, and other utility needs. The service order forms list the terms and conditions governing electrical and plumbing, compressed air and gas.

Please pay special attention to the location of floor drains within the facility. Your Service Contractor and exhibitors need to be made aware that these are the only locations available to them for their drainage needs. Your CSM can provide you with a diagram denoting exact drain locations.

Exhibitor Services

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

- Booth Cleaning
- Electrical
- Food and Beverage
- Rigging Equipment & Services: includes labor, trussing, chain motors, cables, span sets, and all other rigging related equipment
- Telecommunications
- Information Technology

Mandalay Bay provides these additional services for your exhibitors:

- Audio Visual
- Plant & Floral
- Security
- Booth Massage Services
- Specialty Decor

Our qualified staff is always available to your exhibitors to answer their questions and inquiries prior to and during the entire event.

We require an initial exhibitor list and exhibitor manual (120) days prior to your first move-in day, and then updates every 30 days. Please ensure to indicate any changes in subsequent updates. The list must include the exhibiting company names in alphabetical order, and a contact name, telephone number, fax number, address, email address, booth location and size for each company in an excel spreadsheet. By providing this fax number and/or e-mail address, exhibitors give permission to Mandalay Bay to fax an exhibitor at this fax number or e-mail an exhibitor at this e-mail address.

Please contact your CSM up to six (6) months prior to your show to request our exhibitor services flyer to be included in your exhibitor manuals. Please provide a link to our website

<https://www.mandalaybayexhibitorservices.com> for online ordering and access to order forms on your website.

The Mandalay Bay Convention Center must receive a completed order form with accompanying full payment from exhibitors before we render service. We offer advance discount rates to exhibitors if orders are received 21 days prior to the first event day. We accept company checks, cash, all major credit cards, and wire transfers as payment for services. Some restrictions may apply.

[Exhibit Services Online ordering](#)

Exclusives

Mandalay Bay Convention Center or its designated service provider is the exclusive provider of the following services:

- Cleaning
- Business Center – all shipments from trade show floor that are 150lbs or less
- Electrical/Plumbing/Compressed Air/Gas
- Food & Beverage
- Rigging Equipment & Services: includes labor, trussing, chain motors, cables, span sets and all other rigging related equipment)
- Telecommunications
- Meeting Presentation Power
- Information Technology
- Outside security: Traffic control, Dock Security and overall parking lot management

Exhibit Area Cleaning

Mandalay Bay Convention Center or its designated service provider is the exclusive cleaning contractor in the facility including aisle carpet, registration areas and booth cleaning. We offer full cleaning services with a professionally trained staff to ensure quality cleaning.

Mandalay Bay cleaning services are required for all areas used as exhibit space. This includes concrete halls, carpeted meeting space, public foyers and the parking lot. If carpet is applied to any of our flooring, cleaning services will also be required. Cleaning services are required for any areas requiring excessive cleaning such as registration areas, events in our parking lot, stores etc. Please contact your CSM for clarification and pricing.

The types of cleaning services we offer are:

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

Use of confetti, balloons, glitter or other similar materials will incur an additional clean up charge per event. Please contact our Exhibitor Services Department or your CSM for pricing.

Our Exhibitor Services Department will provide an estimate of cleaning costs for your event upon receipt of your Fire Marshal approved floor plan and schedule of events. Please send both items to your CSM. Show Management/Licensee is responsible for all costs, associated dumpster or compactor pulls or any other associated waste removal during move-in, show days, and move-out of the event.

Exhibit space/meeting space will be provided in a clean condition and must be left in the same condition at the conclusion of the show. Charges will be assessed for any cleaning, damage, or repairs that Mandalay Bay Convention Center must provide to return areas back to their original condition.

Food & Beverage in the Trade Show Halls

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

All designated food seating areas in the Exhibit Hall must be approved by the Clark County Fire Marshal and copies of the floor plan must be on file with Mandalay Bay Convention Center 10 days prior to move in. Outside contractors and suppliers must be informed that they are not allowed to consume food and/or beverages from the back of the house or from group functions other than your own. The following is general information regarding catering functions.

Show Management must allow at least 20 feet of open space extending from the front of each concession stand when assigning exhibit space. This space allows adequate area for accessing the concessions, auxiliary food service stations. In addition, all auxiliary food service concession and seating areas must be incorporated on the floor plan and approved by the Clark County Fire Marshal. A back of house space must be allotted for catering, should any meal functions be held inside the exhibit hall.

Cooking Demos and Food Product Displays

****Please note the following information and codes could change by the Clark County Fire Department without prior notice. All information is subject to the Mandalay Bay Convention Center approval as well as the CCFD prior to production or installation on property.**** Please see page 17 for full details of current CCFD regulations regarding cooking in exhibit halls. For further clarification, please contact your CM.

Exhibitors are responsible for complying with all Southern Nevada Health Department regulations. Following are the regulation numbers that pertain to exhibition cooking: 96.01.0045 and 96.01.0039 and 96.02.0000 and 96.09.0000 and 96.09.0100 and 96.09.0200. For more detailed information please refer to the Southern Nevada Health Department web site – www.southernnevadahealthdistrict.org or contact them at 702-759-1000.

Food Samples

For shows (open to the public); Show Management is responsible to obtain an Event Coordinator Permit.

Private shows (not open to the public) are not obligated to obtain permits, but must still comply with applicable Southern Nevada Health District regulations, which include, but are not limited to:

- Hand washing must be available with 110 degree water.
- Exhibitors handling food must wash their hands for 20 seconds upon entering their work station.
- Sanitizer must be provided at each booth, and the exhibitor should have knowledge of what sanitizer they are using. Suggested sanitizer is Quat (150-400ppm) or Chlorine (50-100ppm). Test strips should be available to check the levels of the sanitizer.
- All foods must be maintained at proper temperatures: 41 degrees F. or colder or 135 degrees F. or hotter. Stem thermometers must be available to monitor food temperature.
- Suitable utensils or individual portions must be provided.
- Single-service gloves or suitable utensils must be provided for handling of all ready to eat food.
- No smoking or eating is permitted in any booth preparing or serving food. All beverages must have a lid.
- A fire extinguisher must be provided in any area using canned heat, gas or fire.
- Adequate extension cords must be available and stored to prevent electrical shock or a tripping hazard.

Please address further questions to:

SOUTHERN NEVADA HEALTH DISTRICT
Environmental Health Division
625 Shadow Lane Las
Vegas, NV 89127
(702) 759-0588

Website: <http://www.southernnevadahealthdistrict.org/index.html>
Email: environmentalhealth@snhdmil.org

Mandalay Bay Convention Center guidelines for the service of prepared food are as follows:

- Samples are limited to manufactured, processed or distributed products only.
 - Food samples are limited to one (1) ounce.
 - Beverage samples are limited to two (2) ounces.
- Items used as traffic promoters must be purchased through Mandalay Bay.
- Exhibitor Services department must approve all samples.
- Each exhibitor intending to serve samples must advise Exhibitor Services for approval and instructions.
- Corkage and gratuity fees may apply.

Staging

Depending on the location and CCFD approval, show management must supply perimeter drape and/or storage drape for food and beverage stations. We request a set-up time prior to show opening and dismantling time. Please discuss with your CM when set-up should begin to allow appropriate time.

Hazardous Materials

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. You will indemnify us for any possession, storage, transportation and use of such hazardous material for any reason whatsoever.

All outside contractors/vendors are required to have a material safety data sheet (MSDS) on any hazardous chemical that they bring into the facility, so that appropriate action can be taken to inform and protect our employees.

Heavy Equipment Procedures

Mandalay Bay Convention Center requires a list of all equipment weighing over 250,000 lbs. A site plan is required showing locations of each piece of heavy equipment. Meetings must take place between Mandalay Bay Convention Center and your decorator to determine routes and method of movement.

Load-In/Out Inspection

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

Outdoor Exhibits

Please note the following:

- When parking lots are used for outdoor exhibits or events a charge will be assessed depending on the specifics for each event. Outdoor exhibits must have an approved floor plan and these plans must show the location of any enclosed structure.
- A permit is required from the Clark County Fire Department in order to erect or operate an air supported temporary membrane structure, a tent having an area in excess of 200 square feet or a canopy in excess of 400 square feet. A canopy is defined as a temporary structure of fabric or pliable material supported by any means except air or the contents it protects and is open without sidewalls on 75% or more of its perimeter. You are responsible for obtaining any permits. The current permit fee is based on total square footage used, payable to Clark County Fire Department.
- Temporary structures must meet County and State codes as they apply to temporary structures.
- Tents, pavilions, trailers or sprung structure in parking lots must be set on a minimum 20-foot wide aisle.
- Security is required on a 24-hour basis during load-in, show dates and load out. Mandalay Bay Security can provide this service for you. Please contact your CSM for details.
- You are required to use Mandalay Bay Security for traffic control and overall lot management.

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)
- State of Nevada Sales Tax Permit (for more info go to www.nv.gov)

Nevada Administrative Code

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

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

- 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.