

# Mandalay Bay Convention Center Contractor & Vendor Production Policies General Services Contractor

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Contact: [Contractor.vendoracknowledgment@mandalaybay.com](mailto:Contractor.vendoracknowledgment@mandalaybay.com)

Effective Date: August 2025

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## 1. Entrance, Badging & Loading Docks

### Vendor Approval & Access

- All contractor/vendor companies must be listed on the **Approved Vendors List** submitted to the **Convention Services Manager (CSM)** by show management **at least 14 days prior to load-in**
- Companies not on the approved list **will not be granted access** to Mandalay Bay property

### Identification Requirements / Wristbands

- All staff are required to wear wristbands approved by Mandalay Bay Convention Center (MBCC) or Show Management, indicating inclusion on the **Approved Vendor List** provided by Show Management or the **General Service Contractor (GSC)**
- All contractor/vendor staff must check in and wear **visible identification** (name tag and wristband) even if in uniform
- Staff without proper identification may be **escorted off property** by Mandalay Bay Security

### Entrance Protocol

- Contractor/vendor staff must enter through **designated check-in areas** on the tradeshow floor/docks
- **Accessing the upper west and upper south dock roll-up doors by walking up the loading dock ramp is strictly prohibited**

### Dock Management

- **Parking Lots G & H** behind Bayside F are designated for GSC use only and are **not for public parking**
- GSC must notify the CSM **one week prior to load-in** if bollards need to be moved
- **Private Owned Vehicles (POV):**
  - Cart service and dock space for POVs are at the **discretion of the GSC**, who is responsible for securing and managing these areas
  - GSC must hire **United National Maintenance** to clean these areas during and after the show

### Dumpster Access

If **Republic Services** cannot access open-top dumpsters due to obstruction by GSC/ Exhibitor Appointed Contractors (EAC) trash or equipment, a **\$500 fee per incident per dock location** will be charged

### Truck Staging

- **No truck staging** is allowed on Mandalay Bay property
- **At no time can trucks or equipment be staged on the private roadway (ring road) between Frank Sinatra Drive and the area adjacent to roll up door 1F.** This area is reserved for Republic Services open top staging
- Trucks should only be called when **dock space is available**
- Mandalay Bay **does not provide a marshalling yard**; all staging must be coordinated **off-property**

## 2. Exclusive Services

To ensure safety, operational consistency, and regulatory compliance, MBCC enforces exclusive service agreements with designated vendors. Exhibitors and EAC's are prohibited from performing or subcontracting any services listed below. Contact the CSM or Mandalay Bay Exhibitor Services for details.

### Authorized Exclusive Service Categories

The following services are exclusively provided by MBCC authorized vendors:

- Electrical
- Plumbing
- Cleaning
- Information Technology (IT)
- Dock Security
- Recycling and Waste Removal
- Business Center (shipments ≤150 lbs.)
- Rigging
- Food & Beverage
- Electrical & Plumbing Services

### Electrical Services - Edlen

Edlen Electrical is the exclusive provider of all electrical and plumbing labor and services. Work requiring electrical or plumbing labor must be performed by MGM Resorts International's (MGMRI) designated vendor. Exhibitors and EACs are not permitted to perform the following tasks:

- Installation and removal of monitors, ground-supported video walls, and LED walls (in concrete areas)
- Distribution of electrical materials
- Electrical distribution under carpet or in concealed areas
- Connection of electrical services rated 208V or higher
- Hardwiring of any electrical apparatus
- Use of condor-lifts for installation of electrical signs or rotators under 200 lbs.
- Assembly and installation of ground-supported static lighting and truss
- Overhead power distribution
- Rigging of overhead signs under 200 lbs.
- Use of forklifts for installation of electrical headers or light boxes
- Installation, removal, maintenance, and repair of portable electrical wiring and equipment
- Provision of compressed air (unless integrated into a fixed machine)
- Installation of any electrical or mechanical components requiring fastening to exhibits or display

### Cleaning Services – United National Maintenance

United National Maintenance is the exclusive provider of cleaning services throughout all trade show halls and related public areas. All cleaning must be coordinated through the designated provider.

### Audio Visual & Rigging Services – Encore

Encore is the exclusive provider of all rigging, power equipment and services in meeting rooms, trade show halls, and public areas. Services include but are not limited to:

- AV power distribution in meeting rooms
- Labor and equipment for breakout sessions and meeting spaces
- Rigging services for signs and displays weighing 200 lbs. or more (in concrete areas)
- Provision of rigging equipment including truss, chain motors, cables, span sets, and related hardware
- Rigging Restrictions:
  - No items may be suspended from air wall tracks
  - GSC's may hang non-electrical signage under 200 lbs. in concrete areas only

Encore is the exclusive provider for all meetings and breakouts (excluding General Sessions) including but not limited to: Projectors, screens, microphones, speakers, mixers lighting and any other audio-visual equipment necessary for a breakout or meeting room

### Shipping & Delivery - FedEx

FedEx is the exclusive provider for shipments weighing 150 lbs. or less per delivery. FedEx employees and Mandalay Bay Bell Desk staff are authorized to access the show floor for delivery purposes

## 3. Code of Conduct

### On-Site Leadership & Responsibility

- Each GSC/Vendor company must designate an **on-site lead** to act as the liaison for all staff concerns
- The on-site lead is responsible for ensuring all staff are familiar with and comply with the **MBCC policies**

### Worksite Conduct

- The job site is always a professional working environment
- **Friends and family** are not permitted on property unless they are working the event
- **Children under 18** are strictly prohibited on exhibit floors or docks during load-in/load-out
- All staff must behave professionally. **Inappropriate or abusive behavior** may result in removal from the property
- Staff may **not eat, lounge, or take breaks** in front-of-house public spaces (e.g. foyers)

#### Emergency Exits

- **Emergency exit doors** are for emergencies only. Improper use or propping open these doors may result in removal from the property
- The MBCC is a **non-smoking facility**, including electronic cigarettes and vaping. Smoking is permitted **only in designated outdoor areas**
- **Doors may not be propped open** under any circumstances

#### Theft

- There is zero tolerance for theft of any kind, and it will result in immediate **trespass** from the property and potential **ban from all MGM Resorts International properties**
- This includes removing items that appear to be trash, as many items may be designated for **charitable donation** by Show Management or MGM Resorts

#### Food & Beverage Policy

- Contractor/vendor laborers may **not eat or drink** in back-of-house service halls
- Taking Mandalay Bay food or beverage items is considered **theft** and will result in removal and potential ban

#### Safety Requirements

- During load-in/load-out, staff may **not wear earbuds, headphones, or open-toed footwear**
- **Drug or alcohol consumption** on the job site is strictly prohibited and will result in an immediate trespass from the property

## 4. Carpet & Floor Protection

#### Approved Floor Marking Materials

Only the following materials are permitted:

- Chalk
- Double-sided tape by ECHOTape
- Masking tape
- Gaffer tape
- Non-adhesive visqueen
- Robots with pre-approved materials
- Adhesive booth numbers (only on aisle carpet or floor with prior approval)

#### Prohibited materials include:

- Paint
- Sharpies, crayons, pens
- Duct tape
- BT 105 tape, BT 99 tape
- Heavy-duty polyester tape
- Red tape (especially in “no freight aisles” or on concrete)

#### Protective Coverings for Carpeted Areas

When loading equipment with wheels from concrete floors into carpeted areas via roll-up doors, one of the following must be used **40 feet out onto the carpet**:

- Visqueen secured with gaffer’s tape
- Overlay of carpet
- Self-adhesive visqueen (Carpet Mask, Carpet Shield, Gymguard)
- **Push carts** are permitted throughout the building
- **Wood pallets** must be placed on **visqueen, Carpet Mask, or Carpet Shield** when on carpet
- **Pallet jacks (manual or electronic)** are prohibited in public or carpeted meeting areas. Use is restricted to **exhibit halls and BOH** only in non-carpeted areas

**Motorized equipment (e.g., forklifts, scissor lifts, boom lifts, flatbed carts):**

- Must use one of the protective coverings listed above
- Equipment must have **white tires not driven outside** or be covered with **vinyl tape**
- **Booties** may be allowed on a case-by-case basis with approval from the **Sr. Operations Manager**

**Carpet Decals**

- **Not permitted** on the pool walkway or walkway to the parking lot
- Clients may apply decals **within the halls on show carpeting**
- Allowed only in **specific areas** of the Convention Center, contact the CSM for further clarification

**Construction in Carpeted Areas**

- **Cutting, building, and painting** is prohibited in carpeted areas unless protective materials are used
- Any damage or special cleaning required due to violations will be **charged to the contractor or show management**

**Carpet-on-Carpet Installations**

Must use one of the following:

- Low-tack adhesive visqueen (Carpet Protection, Carpet Mask, Carpet Shield, Gymguard) with fiber line or double-sided tape on top
- Low adhesive tape (e.g., fiber line tape) directly on Mandalay Bay carpet

**Note:** Any damage or cleaning costs will be the responsibility of the contractor or show management

## **5. Hand Carry, Parking & POVs**

**Hand Carry Policy**

- Show Management and the GSC are responsible for managing the hand carry policy and providing appropriate signage
- Exhibitors may bring materials into the exhibit space **without material handling equipment**
  - **Permitted:** Two-wheel luggage/suitcases
  - **Not permitted:** Handcarts, four-wheel carts, dollies
  - **Restricted Areas:** Loading docks and freight doors
  - **Escalators may not be used** to transport boxes or freight; use elevators only
  - **Show Management or GSC** will be **charged** for carpet cleaning if non-approved equipment is permitted

**Designated Parking Areas**

Contractor/vendor staff must park in **South Convention Center parking garage or the 2nd, 3rd, or 4th floors** of the main Mandalay Bay parking garage

**Ticket Exchange Procedure**

- One company representative must go to the **Convention Security Podium** in the **Bayside Foyer (near FedEx)** after all staff are checked in to exchange single-entry tickets for single exit tickets
- **Validated parking tickets** are valid for **10 hours**. It is recommended to validate **mid-shift**

**POV Guidelines**

- POV areas are **not contracted** and may not always be available
- **Personal vehicles are prohibited** in dock areas unless a **runner pass** is issued by the CSM
  - Runner passes are valid for **20 minutes only** and there is **no long-term parking** on docks
  - Unauthorized vehicles may be **towed at the owner's expense** without notice

## 6. Fire Marshal Compliance & Permits

### Permit Requirements

Contractor/AV/Vendor companies must have **all required Clark County Fire Department (CCFD) permits and diagrams** on-site for the walkthroughs with the on-site Fire Marshal and Sr. Operations Manager. **Approval from the CCFD does not supersede the MBCC's policies and procedures. The MBCC reserves the right to modify, restrict, or prohibit any activity, equipment, or layout - even if previously approved by the CCFD. Permits include but are not limited to:**

- Trade shows
- Meeting rooms over 300 attendees
- Catering functions
- Pyrotechnics
- Hot works
- Vehicle displays

### Food & Beverage Service Path

- The **Mandalay Bay CAD Operator** will submit diagrams for:
  - Food & beverage rooms
  - Catering back-of-house areas
  - A **15' perimeter path** to service **Shoreline and Bayside A–F** exhibit spaces

**Note:** Food & beverage service paths are **not included** in the designated back-of-house footprint. These areas are determined by the **CM**

### Back of House (BOH) Access

- A **ring road** around exhibit halls is required for BOH access
- **Food & beverage service paths** are not included in BOH footprint and must be determined by the **CM prior to submitting to the CCFD**
- BOH space must be **approved by the property prior to the Fire Marshal submittal** and final diagram design by the GSC

### Diagram Submission Process

- Contractor/vendor company sends **CAD/DWG diagram** to the **CM**
- CM forwards the diagram to **Banquets** to place boneyard areas
- Diagram is returned within **three (3) business days** for submission to **CCFD** for permitting

### Pyrotechnics & Special Effects

- Requests for indoor/outdoor pyrotechnics or smoke/hazing must be submitted to the **CSM in writing 30 days prior** to use and **Mandalay Bay fire watch is required**
- A **CCFD permit** must be obtained and witnessed by the Fire Marshal on-site
- A copy of the permit must be provided to the CSM, CM and the Director of Safety

### Vehicle Display Regulations

- All vehicles displayed within the MBCC must comply with **CCFD regulations** and possess the appropriate permits
- **Exhibitor/Show Management** is responsible for:
  - Obtaining permits and having permits on-site
  - Providing a **vehicle key contact name and phone number** to Convention Center Management or Security

### Fire Safety Compliance

- **Fire exit doors** must not be blocked, propped open, or obstructed
- **Fire exit stairwells** may not be used for storage
- **No equipment** may be stored inside or under stairwells
- **Fire extinguishers, hose cabinets, and sprinkler closets** must remain visible and accessible
  - Blocking extinguishers is only allowed with Fire Marshal approval and temporary replacements must be clearly visible
- **All booth construction materials** used must be **flame retardant** and accompanied by a **valid certificate within one year**
- Each **hard-wall booth** must be a minimum of **nine inches from the booth line** to allow access to electrical services

## 7. General Facility & Event Compliance

- On-site **trash dumpsters are for Mandalay Bay use only**
- If an outside security company accepts lost and found items, they must **turn them in daily** to the **Security Podium in the South Convention Center**, next to the FedEx Business Center
- All **signage and public area diagrams** must be sent to the CSM and approved **before Fire Marshal submission**

### Production Schedules

- Must be submitted **30 days prior to load-in**
- Production schedules must include load-in/load-out times for dock access and setup/strike times for all items provided by Mandalay Bay

### Cutting Restrictions

- **Cutting metal or wood is not permitted** in BOH areas behind ballrooms. All such work must be completed prior to arriving on-site
- If on-site adjustments are necessary, the designated work location must be reviewed and approved in advance by the **CSM or Sr. Operations Manager**

### Equipment & Tool Policy

- Mandalay Bay **does not loan or provide** the following to outside contractors:
  - Motorized forklifts
  - Genie booms
  - Lifting devices
  - Pallet jacks
  - Tools
  - Portable dock plates
  - Ladders

### Ceiling Attachments

- All materials used to secure items to ceiling/grid work **must be removed** at the end of the show
- **Nothing may be hung from ductwork** in the ceilings
- Labor costs will be charged for removal of any items left behind, including but not limited to tie lines, cables, bailing wire, and burlap

### Cling Installation

- Samples must be **tested 2 weeks prior to load-in**
- Mandalay Bay Operations Team must **review and approve** cling materials and adhesives
- Post-convention inspections will evaluate any **damage resulting from cling removal**. If damage is identified, applicable **repair costs will be assessed and charged accordingly**
- Use of unapproved products may result in **additional cleanup fees**



#### **Elevator & Escalator Use**

- Contractor/vendor laborers **may not transport** toolboxes, dollies, or ladders on escalators
- **Passenger elevators** may not be used as freight elevators. Violations may result in a **trespass from property**

#### **Equipment Roll-Over**

- Requests to roll over equipment from one show to another must be **approved in advance** by the Sr. Operations Manager
- Mandalay Bay **will not store materials or equipment** without prior written approval
- Contractors/vendors will be **charged for removal** of any items left behind without approval and the MBCC is not responsible for any storage left behind between shows

#### **Balloon Policy**

- **Mylar balloons are prohibited**
- Approved **helium balloons must be securely anchored** to exhibits
- Helium cylinders must be:
  - Secured upright on safety stands
  - Equipped with protected regulators and gauges

#### **Insurance Obligations**

- Contractors/Vendors providing services at Mandalay Bay must provide Mandalay Bay with a COI for General Liability in the amount of \$3,000,000 per occurrence on carpet and \$5,000,000 per occurrence on concrete. Any contractor or vendor bringing automobiles to the property and /or utilizing their employees to perform services at the property must also provide a COI for Auto coverage at \$1,000,000 per accident, Workers Comp at statutory limits and Employers Liability for \$1,000,000. If your company works at Mandalay Bay multiple times per year an annual COI is acceptable. It should span yearly (ex. January 2025 to January 2026) and any contractor / vendor that does not have a current COI on file with Mandalay Bay is not authorized to work on the premises.
- COI's must include naming Mandalay Bay, LLC as an additional insured

### **8. Damages**

#### **Inspection Requirements**

- **Pre- and post-show inspections** of all contracted space including exterior are required
- Contact the **Sr. Operations Manager or Convention Concierge** to schedule inspections. Your **CSM can assist** with contact information

#### **Walk-In/Walk-Out Protocol**

- If a walk-in/walk-out is **not scheduled prior to load-in**, the right to conduct one is **waived**
- If waived, **Mandalay Bay's decision regarding damages is final**
- During inspections, Mandalay Bay staff and a contractor/vendor representative will:
  - Review the **Pre and Post Inspection Form**
  - Document the condition of:
    - Interior and exterior convention space
    - Approved public signage/cling areas
    - Exterior dock space

### Damage Responsibility

- A **\$500 fee** will be charged for each damaged or cut **IT line** caused by dragged freight or carpet cutters
- Any damage occurring **after the walk-in** is the responsibility of Show Management or the vendor
- Show Management or the vendor is liable for **all repair costs** unless damage is pre-assigned to another party
- This includes damage caused by:
  - The organization
  - Associates
  - Vendors
  - Guests

### Documentation & Payment

- Damage documentation includes photos and notes on the inspection form
- Damage costs include materials, labor, investigation, administrative fees, and operational impact
- **Payment must be received by Mandalay Bay within 21 days** of the invoice date
- If payment is not received within 21 days of the invoice date, Mandalay Bay will **bill the contract signer** for damages

## 9. Safety & Security

### Safety Compliance

- Mandalay Bay enforces strict **Safety Policies** aligned with **Occupational Safety and Health Administration (OSHA)** regulations
- Any contractor/vendor performing tasks involving potential occupational hazards must:
  - Comply with Mandalay Bay Safety Policies and OSHA regulations
  - Provide **qualified safety oversight** for their own staff and any third-party vendors
- **Violations** will result in **immediate project shutdown**
- Mandalay Bay reserves the right to **notify OSHA** in cases of serious safety neglect
- For questions or assistance, contact the **Director of Safety** or **Sr. Operations Manager** at **702-632-6777**

### ADA Compliance

- Contractors/vendors must provide **ADA-compliant ramp access** to all elevated exhibit booths and non-permanent staging
- Ramps must meet guidelines for both **mobility and visually impaired individuals**, per the **ADA Act of January 26, 1992**

### Floor Load Limits

- **Bayside A–D, Shoreline Exhibition Hall, Oceanside Ballroom:** 350 lbs./sq. ft. live load
- **Bayside E–F Exhibition Halls:** 250 lbs./sq. ft. live load
- **Ballrooms & Meeting Rooms:** 150 lbs./sq. ft. live load
- Exhibits exceeding these limits require **special handling** for load distribution. Show Management must notify Mandalay Bay of any potential weight concerns

### Hazardous Materials

- Contractors/vendors must submit a **Safety Data Sheet (SDS)** for any hazardous chemical brought into the facility
- SDS documents must be sent to the **Sr. Operations Manager** in advance

### Forklift & Ramp Safety

- Forklift/yard ramps must:
  - Have **safety fork clamps installed**
  - Be **locked and secured with chains** before loading/unloading
- Forklift operators must:
  - Be **certified** and provide documentation
  - Operate only **properly maintained equipment**
  - Use equipment with **backup beepers or beacons**
  - Engage all **safety devices** (e.g., seatbelts)
  - **May not use phones, eat, smoke, or wear earbuds/headphones** while operating
  - Maintain a **maximum indoor speed of 5 MPH**

### Building Access & Equipment Restrictions

- **BOH doors** may not be propped open unless pre-approved by the **CSM** and coordinated with **Mandalay Bay Security**
- **Carts and scissor lifts must be electric**
- **Gas/diesel-powered devices or vehicles are not allowed** inside the building
- **No overnight storage** of gas cylinders is permitted
- **Forklifts/electric carts are not permitted** in **South Convention Center parking garage** or on Four Seasons Drive
- **Forklifts and electric carts** are allowed in the Convention Center parking lot **only for POV coordination**. Using forklifts and carts for personal transportation is **prohibited** and violations may result in a **trespass from property**

### Dock Security

- **Mandalay Bay Security Officers** are required in all dock areas during **load-in and load-out**
- Contact your **CSM** for rates and overtime charges

## 10. Personalized Motor Vehicles

### Policy Overview

To ensure the safety and security of all guests and staff, **personal motorized transportation devices** are **prohibited** on Mandalay Bay premises and within the Convention Center. **Prohibited devices include but are not limited to:**

- Segways
- Manual/electric scooters
- Skateboards/hoverboards
- Pedal and throttle-assist bicycles
- Other personal mobility devices
- **Note:** This policy **does not apply** to **wheelchairs or ADA-related mobility devices**

### Designated Storage Area & Charging Restrictions

- A designated area for storing these devices is located on the **sidewalk along the service roadway** between the **main parking garage** and the **Michelob Ultra Arena**, accessible from **Frank Sinatra Drive**
- **Electric charging** of personal mobility devices is **not permitted**

### Noncompliance Consequences

- **1st Violation:** Verbal warning or citation
- **2nd Violation:** Indefinite trespass from property
- Mandalay Bay enforces **Clark County Code Chapter 14.04**, effective **May 21, 2025**, regarding electric bicycles, scooters, and motorcycles

## 11. Storage Requirements

### Trailer Storage

- Contractors/vendors may have **accessible storage trailers** on the docks during show openings
- The **Trailer Accessible Storage Form** must be completed **at least 48 hours prior** to the first show day by the **Freight Manager** and submitted to the **Sr. Operations Manager** for approval

### Dock Access

- Loading dock spaces are available to all contractor/vendor companies and will be **shared equally** when multiple groups are on-site
- MBCC docks are designated exclusively for internal use only and these docks are: **1C, 1E, 1G, 1N, 2F, 2I, 2K, and #15**

### Storage Restrictions

- EAC/I&D companies** may **not store or stage equipment** inside the Convention Center, including: BOH areas and emergency stairwells inside or outside
- GSCs and EACs** must collaborate to designate an **approved boneyard area** for EAC equipment/tools
- MBCC is **not responsible** for lost, stolen, or damaged items

### Permitted Storage Items

Items such as AV cases, carpet pigs, pallets, and shipping crates may **not be stored inside** the Convention Center unless:

- An **approved accessible storage area (boneyard)** is designated by Mandalay Bay Operations and **approved by CCFD**
- The area is included in the **approved CCFD diagram**

### Combustible Materials

- No empty wood crates or combustible materials** may remain in the hall overnight **without a fire watch**
- Request approval from the **CSM at least 30 days prior** to the event

## Revision History

8/20/25		
	1. Entrance, Badging & Loading Docks	Truck staging revised
	2. Exclusive Services	Section revised
	3. Code of Conduct	Prohibiting ear buds, headphones and open toed footwear
	4. Carpet & Floor Protection	Added Cling Installation information
	5. Hand Carry Parking & POV's	Clarified when to validate parking tickets, removed single exit passes section, and added the hand carry policy
	6. Fire Marshal Compliance & Permits	Revised permitting
	7. General Facility & Event Compliance	Added nothing can be hung from the duct work & location of the Security podium for lost and found items
	8. Damages	Detailing what contracted space includes and added the 21-day payment received due date information
	10. Personalized Motor Vehicles	Added Clark County Code Ordinance
	11. Storage Requirements	Added GSC & EAC working together to designate approved areas, Food & Beverage service path information



# Acknowledgement Form

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Please complete the form on the next page and return it to the Mandalay Bay Convention Center at the following address:

Mandalay Bay Convention Center

Attn: Senior Operations Manager, Convention Center

3950 Las Vegas Blvd South

Las Vegas, NV 89119

Alternately, this form may be emailed to:

[Contractor.vendoracknowledgment@mandalaybay.com](mailto:Contractor.vendoracknowledgment@mandalaybay.com)

Contractor/Vendor Name: \_\_\_\_\_

Contractor/Vendor Representative: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email address: \_\_\_\_\_

Event Name: \_\_\_\_\_

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_