



On behalf of the entire team here at Mandalay Bay, I would like to welcome you to our stunning facility! We are a full convention center within a beautiful resort hotel giving your attendees access to all our amenities under one roof. It is our goal to ensure that all our clients enjoy working in and with our property. With that in mind, we want to ensure transparency with all costs for your event. Below is a listing of our exclusive services as well as other services or policies that may impact your overall budget. Your Convention Services Manager or Catering Manager would be happy to provide clarification or quotes for these services based on your needs. Further detail and information can also be found in the planning guide & document library on our website. [Convention Planning Guide](#) [Document Library](#)

EXCLUSIVES

At Mandalay Bay we are lucky to have partnered with some amazing vendors that supply exclusive services for all our events. Below is a listing of those services and what they entail.

AUDIO VISUAL, RIGGING EQUIPMENT & SERVICES: Encore Event Technologies is our preferred audio-visual provider located on property to help service audio-visual and production needs. Encore is the exclusive provider of all rigging and power equipment and services. This includes but is not limited to: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. Group is also required to use Encore Event Technologies 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. 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 note: Free-Climbing is no longer permissible at Mandalay Bay Convention Center. For those ballrooms with enclosed ceilings, client must work with existing rig points. See document link below for production guidelines and contractor vendor policies

BAGGAGE HANDLING:

Groups booked through MGMRI who utilize organized transportation of 25PAX, or more are subject to a mandatory baggage handling charge (portage) based off total arrivals from the peak night of the room block. Group must utilize Mandalay Bay/W Bell Desk to coordinate any auxiliary luggage storage areas. Group cannot manage/arrange their own luggage storage area or hire an outside company. This must be a bell desk function. Costs and detailed information located in the Convention Planning Guide.

BUSINESS CENTER:

All shipments to and from the tradeshow floor that are 150lbs or less is exclusive to the FedEx Business Center.

CLEANING: Group is required to hire Mandalay Bay cleaning services at an additional cost for all areas used as exhibit space or areas requiring excessive cleaning, including all trash removal. This includes concrete halls, carpeted meeting space, public foyers, registration areas, stores, and the parking lot. In addition, hand sanitizers are required inside Exhibit Halls as part of our GBAC certification. These can be provided by Mandalay Bay at a cost, or the group can choose to provide and maintain. Minimum requirements listed in Convention Planning Guide.

ELECTRICAL/PLUMBING/COMPRESSED AIR/GAS: All electrical, plumbing, gas and compressed air services are considered exclusive services and will be provided by our exclusive vendor for all events. Mandalay Bay has jurisdiction over the installation, operations, maintenance, and repair of all portable electrical wiring and electrical equipment. This includes the installation and removal of overhead electrical signs, trusses, monitors, lights, and free-standing electrical signs. Please see document library for standard price sheet.

FOOD & BEVERAGE/CATERING: Mandalay Bay is the exclusive provider for all food and beverage needs in meeting space & exhibit halls. All prices exclude the current sales tax and service charge. Catered food and beverage prices are subject to a 19% service charge which is nontaxable and a 6% administrative fee, which is taxable at the prevailing sales tax rate, currently 8.375%. Tax-exempt organizations must provide a Certificate of State Exemption to the Catering Office at least three (3) weeks prior to the event. Service charges, administrative fees and sales tax are subject to change without notice. Please see Convention Planning Guide for more detailed Catering Policies.

INTERNET: Mandalay Bay is the exclusive provider of all internet connections including wireless (if attendees may use personal devices to connect to the Internet on unlicensed frequencies and third-party networks not controlled by Mandalay Bay or the Group or its affiliates). Please see Document Library for price sheet.

RECYCLING/WASTE: At Mandalay Bay we have adopted a recycling program as part of our CSR effort. We recycle all trash from exhibit halls and meeting space. Our current diversion rate from exhibit halls is 88%. Show Management/Licensee is responsible for all costs, recycling, or any other associated waste removal during move-in, show days, and move-out of all areas being used for exhibit space. This includes all trash left behind by any exhibitor or EAC (including complete booths). Should an exhibitor leave significant trash that cannot be removed by our cleaning staff, Show Management will need to arrange for their GSC to remove the trash and absorb those additional costs.

SECURITY: Mandalay Bay requires that our in-house security be used in specific locations only. Mandatory locations for Mandalay Bay Security are as follows: all docks, all events held at MB beach, pools and Moorea, all events held in the Michelob Ultra Arena, all areas of W, all events held in main Hotel & Casino, Canine Officers. Rates for officers are \$55.00 per hour with a 4-hour minimum. Please note rates increase to \$85.00 per hour if ordered within 13 days of event. If ordered within 48 hours, rates increase to \$115.00/hr. Outside security companies can be used for certain posts, however, all outside security companies must have property approval before being permitted to do business at Mandalay Bay. If Mandalay Bay approves outside security, Mandalay Bay security management will establish a set fee for Mandalay Bay security and group security partnership. Approved outside security vendors must provide and be licensed to operate in the State of Nevada. Mandalay Bay is the sole provider of canine officers. Further details regarding requirements can be found in the planning guide.

CONVENTION CENTER FINANCIAL CONSIDERATIONS

The below is a listing of services, policies, and procedures for the convention space that may have additional fees associated.

Additional Equipment Rental: 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.

Balloons: There are specific requirements on the size of balloons allowed and types used. A cleaning fee may apply should the balloons be left on property after the event. See our planning guide for more details on our procedures.

Diagrams:

Should you require Mandalay Bay to draw diagrams for your event, charges will apply for this service. See link for diagram charges both for drawing and submitting to the Fire Marshal (if needed).

EMT Services: Mandalay Bay does not have an EMT on premise. We 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.

Exhibits:

Mandalay Bay Resort & Casino will provide up to 15 table-top displays (6- or 8-foot tables) including standard linen and table skirting, one chair and one wastebasket at no charge during Group's program. A charge of \$150 per display will be charged for 16 - 25 displays. Tabletop displays more than these numbers must be furnished by an outside decorator/exhibit company. Mandalay Bay Resort & Casino can provide phone lines, signage, AV equipment, etc. at a charge.

Fire Marshal Regulations/Floorplans: 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. 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. Charges will apply for fire watch during rehearsals and show. In the case of Pyrotechnics/Flame Effects, a permit is required from the CCFD.

Furniture/Plant Movements: Your CSM can provide a diagram showing all locations of furniture groupings and plants. Should you wish to relocate any; charges will apply per furniture grouping and per plant moved.

Live Entertainment Tax (LET): Live Entertainment Tax must be applied to any events where public admissions are being charged and the event is defined as Entertainment per the Nevada Revised Statutes under the oversight of the Nevada Gaming Board. Mandalay Bay must collect Live Entertainment Tax as we are required to collect and remit all taxes for entertainment events occurring on premise. Mandalay Bay Compliance Team must review all events to determine applicability of LET. The current LET tax rate is 9%. Below are some examples of live entertainment events that would be subject to LET tax (please note: this is NOT an all-inclusive list).

- Events with DJs, Bands, or any live entertainment
- Sporting Events
- E-Gaming Events
- Dance/Sporting Competitions
- Pageants

Meeting Room Keys: If you require meeting room keys, we will provide the first 30 keys complimentary. Any additional keys required will be charged at \$25.00 per key. 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 \$50.00 per key will be charged. If an entire ballroom is required to be re-keyed, additional charges will apply.

Meeting Room Turn Fees: 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 extraordinary. Delays caused because of outside production or decoration companies may incur additional labor charges.

Outdoor Exhibits: When parking lots are used for outdoor exhibits or events a charge will be assessed depending on the specifics for each event. You are responsible for obtaining any permits and the costs associated. In addition, Security is required on a 24-hour basis during load-in, show dates and load-out. Details regarding use of the parking lot are detailed in our planning guide on page 47.

Parking:

Please see link below for current parking rates:

<https://www.mgmresorts.com/en/things-to-do/parking.html>

Sponsorship/Branding: The sponsorship opportunity guide can be obtained from your CSM. This guide details all locations, as well as the associated price for each opportunity. Please note: Signs must be removed within 24 hours of the close of any program. If it is not or you wish us to remove it, additional costs will apply.

Space Rental: If you require additional meeting space outside of what is stated in your contract, additional rental fees will apply. Fees can also apply should you require space early or later than originally contracted.

Telecommunications: There are no permanent house phones located in meeting rooms. Should you require phone lines and services, they can be ordered with your CSM. Our telecommunications department can provide a variety of equipment and numbers can be provided in advance.

Traffic Management of Parking Lot: Group will be responsible for traffic management in our parking lot in the following situations:

- If group is closing part or all our parking lot or diverting traffic flow in the parking lot.
- If more than 50% of group attendees are not staying at Mandalay Bay/W. This is to control taxi; ride share and drive-up traffic in convention lot.
- If group is having arrivals/departures via bus or shuttles from the South Convention Parking Lot.

HOTEL FINANCIAL CONSIDERATIONS

The below is a listing of services, policies, and procedures for the hotel that may have additional fees associated.

Baggage Handling:

Individual Arrival/Departure:

- Arrival: Guests arriving individually are greeted at the front door by a bell person and will be given a claim check for their luggage. The guest may then call from their room to prompt delivery.
- Departure: After 11am checkout, guests who wish to store luggage can do so at the Bell Desk located off the Front Desk, gratuity appreciated.

Group Arrival/Departure:

Groups booked through MGMRI who utilize organized transportation of 25 PAX, or more are subject to a mandatory baggage handling charge(porterage) based off total arrivals from the peak night of the room block. This is for arrival and/or departure but does not necessarily mean porterage will be charged both ways. Current porterage charge is \$5.25 inbound and \$5.25 outbound, per person and subject to change.

- Example: If a group of 100 people has 25 people arrive in a bus arranged by the group, they will be charged the porterage fee for all members of the room block. If this group does not have transportation on the way out, they will not pay porterage for departure.
- In the event group requires baggage delivery in an auxiliary area aside from the designated hotel bag drop area, an additional fee will apply.

Convention Satellite Storage/Bag & Coat Check:

An optional auxiliary luggage holding area/bag & coat check can be facilitated by the Bell Desk team. CSM can determine an appropriate location. There are two payment options:

- **Client Paid** - A \$5.00 per claim check fee will be charged to the Group. Group will be charged for actual use with a minimum of 30% of in-house room block required.
 - Example: 1000 rooms peak, so a **minimum** of 300 x \$5.00 would be charged to the master account, up to the actual number of people using the service
- **Guest Pay Own** - guests have the option to pay on own with a credit card, no minimum required. Cost is \$10.00 per claim check.
 - In this instance, the Bell Desk team would coordinate the cashier.

Group cannot arrange/manage their own luggage storage room or hire an outside company to arrange/manage a luggage storage room. This must be a bell desk function.

Early Departure Fees: Departure dates will be confirmed upon check-in. Guests have the option to change their departure date currently. Should a guest depart before their scheduled and confirmed departure date, room/tax for one additional night will be charged. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

Elevator Access:

Our elevators are restricted to registered guest access only. Guest room keys only grant access to the floor of that specific guest room. Guests not staying at Mandalay Bay or W do not have access to any guest room floors. Therefore, if you decide to have a hospitality event in your guest room/suite, you will need to arrange elevator access for your guests attending your event. Below are your options.

- If food & beverage is NOT ordered through Group Dining: The host of the event must come to lobby and escort their guests up to their suite.
- If food & beverage IS ordered through Group Dining: Group Dining can arrange for an elevator attendant for the event to give their guests access. There is a cost for this service. In addition, the following information must be provided:
 - A list of attendees must be submitted to Front Desk and Group Dining 24 hours prior to the event.
 - If the event does not have a guest list, the elevator attendant will notate the guest's name via their photo identification to have a record of all attendees granted access to the guest room floor.
 - All guests will be required to provide their photo ID to be verified by the elevator attendant to be granted access.

Extra Person Charge: Room rates are based on single or double occupancy. There is a \$50.00 per person, per night charge for each third or fourth person sharing the same room/suite, regardless of age, with a maximum of four (4) guests per room/suite.

Resort Fee:

A \$50.00 daily resort fee plus applicable Clark County room tax at the time of stay which is currently 13.38% (subject to change) is applied to each hotel room reservation and includes amenities that are sure to enhance the guests experience at Mandalay Bay/W. For all registered guests, the resort fee includes:

- In-Room Wireless Internet Access
- Mandalay Bay: Cardio Room Access for guests 18+ (does not include spa access).
- W: Access to the gym at BATHHOUSE
- Unlimited local and toll-free calls
- Airline boarding pass printing.
- Domestic Long Distance Calls
- Digital Newspaper and Magazine Access

Room Deliveries: Mandalay Bay Resort & Casino Front Services Department will be happy to arrange for guestroom deliveries. Items will be placed inside the room after the guest has checked in. Items may not be left outside on the floor or slipped under the door of the guestrooms. Fees for individual guest room deliveries of non-baggage items start at \$5.00 (Fees are subject to change) for up to two items per room and increase based on assembly requirements, number of items or special instructions. If there are over 100 deliveries, the price is \$3.00 per delivery. Deliveries will be placed inside the guest room between the hours of 9:00 am and 9:00 pm.

We hope the above listing will help you budget appropriately. For more detailed information on any of the items listed above, please reference our planning guide. For specific costs, please reach out to your CSM/CM. All prices, service charges and taxes quoted are subject to change without notice.

Sincerely,



Linda Paterson, CMP
Executive Director Convention Services