



**MGM GRAND®**  
LAS VEGAS

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

YOU HAVE TO BE HERE



MGM RESORTS

# HERE, MEETINGS ARE INSPIRING AND ENERGIZING.

The MGM Grand Convention Services Department is honored that you have chosen us to host your event. Your Convention Services Manager becomes the main contact for all details involving function arrangements, reservations, and billing procedures, as well as, providing recommendations for outside services if necessary.

These Policies and Procedures are being provided to help ensure that all guests of MGM Grand receive uniform excellence in service. Please review them carefully.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## ACCESS AND RIGHT TO ENTER

Representatives of MGM Grand may enter upon and have access to the Function Space at any time. Additionally, officers and authorized employees of governmental agencies may enter the Function Space at reasonable times, when necessary, in the performance of their official duties.

## ADDITIONAL LABOR CHARGES

Additional labor charges will be incurred if a group requests changes to the room setup within 72 hours of the event start time, after the room has been set, or if the group requests a quick turn, which is any room under 40,000 square feet that needs to turn in under two hours and any room over 40,000 square feet that needs to turn in under three hours. MGM Grand will do their best to accommodate room turns and changes; however, it will be based on business levels and availability of our convention staff. At the time the turn or room change is requested, your CSM will advise whether or not it can be accommodated, the approximate time it will take to complete, and any additional labor charges, if applicable.

## ADVERTISING AND PROMOTIONS

Advertising or promotions utilizing the MGM Grand name or logo must have prior written approval by your Convention Services Manager (CSM).

## AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) forbids discrimination against individuals with disabilities. In compliance with the ADA, MGM Grand provides reasonable accommodations to allow physically challenged individuals to participate in all MGM Grand activities. Accessible sleeping rooms, wheelchairs, TDD kits, and Braille menus are available. Specific MGM facility questions may be directed to your Convention Services Manager (CSM).

Pursuant to the ADA Act of January 26, 1992, Meeting Group agrees to provide proper ramp access to all elevated exhibit booths and/or nonpermanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines regarding both seeing and mobility impaired persons.

Segway scooters (at walking speed only) are permitted in public areas of the hotel only when the operator represents that the equipment is a mobility assistance device for a disability condition. Other operators without reported disability should be advised that the equipment is not accepted for use in public areas, including, but not limited to 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.

## ANIMALS

Permission for any domesticated animal (cats and dogs) 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/exotic animals will be considered on an individual basis. Consult your CSM regarding any non-domesticated/exotic animal requests. Seeing eye/assistance animals are always permitted.

## AUDIO VISUAL

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 meeting 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 Audio-Visual Production company may work within MGM Grand Hotel and Casino if they follow our production guidelines and contractor vendor policies. Please contact your CSM for production guidelines and contractor vendor policies.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## 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 11:00 a.m. checkout, guests who wish to store luggage can do so at the Bell Desk, gratuity appreciated.

### Group Arrival/Departure

All group arrivals and departures are subject to a mandatory baggage handling charge. This charge covers the handling of baggage both arrive to and departing from the hotel. In the event group requires baggage delivery in an auxiliary area aside from the designated hotel bag drop area, an additional fee may also apply. Current portage charge is \$10.50 round trip per person (subject to change).

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.

## BALLOONS

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

## BROADCASTING/TAPING/RECORDING

Meeting Group may not broadcast (either live or on a delayed basis), tape or record on hotel property for any purpose or by any means without receiving written permission from MGM Grand. Please contact your CSM for details.

## 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. For more detailed information regarding cash advances, please see your CSM.

MGM Resorts International 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.

Cash advances may require a Federal Tax ID.

## EVENT

MGM Grand takes great pride in its catered functions. We have established a reputation of having a superior catering event staff excelling in creating, planning, and managing one-of-a-kind events for all groups, large and small. Our Executive Chef has made a strong and lasting commitment to use only the highest-quality food products available, all of which are prepared with the greatest of care and presented in the most creative ways.

Our experienced catering event staff and culinary expertise far exceed the limitations of our printed menus; therefore, we can custom tailor a gourmet dinner or theme party for your special events. The only limitation for themed events is your imagination (See MGM Resorts Event Productions). Tablecloths and napkins are available in colors that will complement the décor of our function space. Specialty linens are available at an additional charge through MGM Resorts Event Productions. Please note: It is the policy of the hotel to provide all food and beverages for our guests; therefore, MGM Grand does not permit food and/or beverages to be brought into the hotel for any catered functions.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## EVENT POLICIES

MGM Grand is the sole provider of all food and beverages served in the banquet facilities. MGM Grand is the only authorized party able to sell and serve liquor, beer, and wine on premises. The Event Department will be in contact with the Meeting Group following receipt of the signed contract/license agreement. The Event Manager (EM) becomes the main contact for all planning and on-site details involving Event function arrangements and can assist with recommendations for outside services, if necessary. PLEASE NOTE: A tentative program schedule of function room requirements is due to the EM at least 90 days in advance of the main arrival date. A final detailed program is due to the EM no later than 45 days prior to the main arrival date. At the 45-day deadline or upon receipt of the final detailed program, any unassigned meeting/function/exhibit space will revert back to MGM Grand. Any additional requests for function rooms will be based on a space available basis. All Banquet Event Orders are to be completed, signed and returned to your EM fifteen (15) business days prior to the first day of your program.

Event Manager 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 three (3) months prior to your program. Please note there is a three-course minimum for all plated lunches and dinners. For your planning purposes, our current per person banquet prices are as follows:

Continental Breakfast: \$40.00 – \$52.00

Lunch: \$64.00 – \$83.00

Dinner: \$110 – \$170

All prices are plus tax and service charge and are subject to change. Food and Beverage for hospitality suites are handled through our Room Service department. Please see information under Hotel Services/Hospitality Suites for all details. Guarantees for all functions must be given to your EM seventy-two (72) business hours prior to a function by 9 a.m. PST. 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 Banquet Event Order or the number of people actually served, whichever is greater. We set 3% above your guaranteed number, to a maximum of 50 guests.

Customized menus may be arranged directly through our Event Department. Labor charges and set-up fees may apply. Please contact your EM directly for current menus or to discuss your entire food & beverage requirements. Catered food & 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%.

Events booked within a 72-hour period prior to service will incur an additional fee, please contact your EM for more details. All guests must be 21 years of age or over before alcoholic beverages are permitted to be served.

## CHARITABLE EVENTS

Should Group wish to conduct a charitable event as part of their program, please ensure you reach out to your CSM/EM before confirming any details. Due to Nevada Revised Statutes under the oversight of the Nevada Gaming Control Board, there are strict policies determining how these types of events are defined and must be conducted. Prior to developing events, please ensure you advise your CSM/EM as we may need to get approvals from our compliance team before proceeding. Some types of charitable events that would require approvals would be silent auctions, raffles, bingo, gaming tournaments (this is not an all-inclusive list).

Tax exempt organizations must furnish a Certificate of Exemption to the Event Office at least two (2) weeks prior to the event.

To ensure compliance with Clark County Health Department food handling regulations, food will be consumed on the hotel premises at the contracted time. Food and beverage pricing is subject to change without notice.



# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## CORKAGE AND GRATUITY FEES MAY APPLY

### SERVICE CHARGES:

Bartenders: \$350.00 (1 per 100 guests)

Attendant/Chef/Carver: \$350.00

Cashier: \$350.00 (1 per 150 guests)

Cash Bar: \$750.00 minimum revenue required per bar

Outside/Poolside Events: Due to the architectural nature of the pool area additional lighting charges and labor fees will be assessed for outdoor and poolside events. There is a nominal rental fee for all pool events to cover the costs of labor and lighting. Disposable products will be used. Glassware and china are not permitted for outdoor events.

## CHECK-IN/CHECKOUT

Check-in time is 3:00 p.m. and checkout is 11:00 a.m. If rooms are requested prior to check-in time they will be accommodated based on availability at no additional charge. Any guest wishing to guarantee an early check-in will have the option to pay an early check-in fee at the time of booking based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, we will charge for one (1) additional night's room and tax. For example, if a guest checks out three (3) days early from their confirmed departure date, they will be charged for one (1) additional night (not all three nights). After 11:00 a.m. checkout, guests who wish to store luggage can do so at the Bell Desk located off the Front Desk, with gratuity being appreciated.

## CHILDCARE SERVICES

The State of Nevada does allow childcare services on property when strictly regulated. There are many regulations and stipulations that must be followed before this can be approved by the State. If you are considering having childcare services on property, please contact your CSM at least six months in advance in order to initiate the approval process.

## CLEANUP FEES

If confetti or balloons are utilized in a ballroom, a cleaning fee will apply, see Exclusive Cleaning. Loading docks are to be clean and clear upon move out. If trash or debris is left on the loading dock, a cleaning fee will apply. Please contact your CSM for details.

## CREDIT APPLICATIONS

Direct billing privileges may be established for those accounts incurring \$10,000 or more in charges and, if a credit application is submitted to the Finance department no later than 60 days prior to the first arrival date. If direct billing is approved, a 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, accounting 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.

## DAMAGE TO PROPERTY

Meeting Group shall be liable for any damage, normal wear and tear excluded, to the Function Space, or to any other real or personal property of MGM Grand, caused by the act or omission of Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, or performers. Meeting Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, or other items into any part of the Function Space, hotel equipment or property. Meeting Group shall return the Function Space to MGM Grand/Signature in as good of condition and repair as the same shall have been found when licensed for Meeting Group's use.

Nothing is to be placed against or leaned against any wall in the ballrooms. All crates, exhibit panels and pallets must at all times be kept a minimum of five feet away from the walls. Nothing is to be attached to the moveable wall tracks at any time. Meeting Group will be charged by hotel for any damages incurred by their exhibitors or exposition company.

Meeting Group shall, at all times, conduct its activities in a safe and careful manner, with full regard to public safety, and will observe and abide by all applicable laws (including the Americans with Disabilities Act), ordinances, rules, regulations and requests by duly authorized governmental agencies having jurisdiction, as well as those of the Board of Fire Underwriters or any similar body and MGM Grand.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## DRONES

There are very limited scenarios where drones will be allowed on property. This policy may be considered, however, prior review and approval (in writing) must be obtained from MGM Grand Risk Management Director and Convention Senior Leadership team. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

## EARLY DEPARTURE FEES

Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, room/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.

## EXTRA PERSON CHARGE

Room rates are based on single or double occupancy. There is a \$40.00 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.

## EMERGENCY EQUIPMENT

MGM Grand is equipped with a state-of-the-art fire prevention and sprinkler system. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. The MGM Grand Security personnel monitors all building emergency systems throughout the facility. In order for the system to be fully effective, it is imperative that all sprinkler heads, fire hose cabinets, strobes and fire extinguishers are kept clear, accessible and free of obstructions at all times. It is also important to ensure that you never block designated emergency exits and pathways with displays, stanchions, freight, or other materials.

Your Convention Services Manager (CSM) must approve all displays and decorations. All display decorations must be treated with fire retardant. Do not bring any fuel or flammable materials into the Conference Center without approval.

## EXCLUSIVE PROVIDERS

MGM Grand is the exclusive provider for the following services:

### **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 meeting 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 Audio Visual Production company may work within MGM Grand Hotel and Casino if they follow our production guidelines and contractor vendor policies. Please contact your CSM for production guidelines and contractor vendor policies.

### **Baggage Handling:**

Group must utilize MGM Grand/Signature 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.

### **Cleaning:**

MGM Grand has an exclusive agreement with United Service Companies. MGM Grand cleaning services are required for all areas used as exhibit space or areas requiring excessive cleaning, including all trash removal. This includes carpeted meeting space, public foyers, registration areas, stores, etc.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## **Electrical/Plumbing/Compressed Air/Gas:**

All electrical, plumbing, gas and compressed air services are considered exclusive services and will be provided by Edlen Electrical. Edlen Electrical has jurisdiction over the installation, operations, maintenance, and repair of all portable electrical wiring and electrical equipment. Edlen Electrical services and labor will be required for certain types of work performed including but not limited to the following:

- All electrical power supply and outlets at displaying booths and or in any other trade show, conventions, corporate and special event area requiring power by property customers
- Installation, removal, maintenance & repair of all portable electrical wiring & electrical equipment
- Distribution of power to outlet locations; concealed cords under or over carpeting
- Distribution of power and cabling throughout an exhibit or display
- Distribution of cords overhead to equipment or lighting and other overhead locations where power is needed including operation of man-lifts; scissor lifts; forklifts
- Assembly and installation of electrical signs or apparatus separate from the display including but not limited to light boxes, backlit headers, entrance units, assembling LED walls and video walls
- Electrical and mechanical fastening of electrical equipment, lighting fixtures and any electrical apparatus to the exhibit or display including but not limited to mounting monitors and brackets
- Assembly and hanging of all ground supported static lighting and truss, all special lighting for displays and booths
- Free-standing electrical signs and apparatus requiring assembly, rotating, sequencing or hoist motors or other methods of installation/removal to/from the exhibit
- Overhead power distribution
- Assembly of overhead hanging electrical signs (Rigging is exclusive to Encore)
- Forklift for installation of electrical headers and/or light boxes
- Connection of all 208V or higher services
- Hardwiring of any electrical equipment or apparatus
- Electrical power source distribution & connections to dimmer boards, related switches, sound/projection equipment on tradeshow/exhibit floor
- All electrical power supply and distribution to outlet locations where GFCI is required
- 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 MGM Grand Conference Center

## **Food and Beverage:**

MGM Grand is the exclusive provider for all food and beverage needs in meeting space and exhibit halls.

## **Internet:**

MGM Grand is the exclusive provider of all Internet connections including wireless (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third-party networks not controlled by MGM Grand or the Group or its affiliates).

## **Security:**

Security Officers are required in all dock areas during load-in and load-out. Dock security is required any time there is activity on the loading docks, this is exclusive to MGM or an approved vendor.

If you have any questions with exclusivities, please reach out to your Convention Services Manager.



# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## EXHIBITS

### **Adhesives:**

No pins, tacks, or adhesives of any kind are permitted on any hotel wall, door, or column. Any tape applied to the floor by the exhibitor must be approved by the hotel. Proper tape can be purchased from the hotel Audiovisual Department. No helium-filled balloons or adhesive-backed stickers may be used by exhibitors without prior approval.

### **Nonflammable Materials:**

All materials used in the Exhibit Hall, Ballroom, or any other room of the hotel **MUST** be nonflammable to conform with the Fire Regulations of Las Vegas, Nevada. Electrical wiring must be handled by Edlen Electrical Services. Any equipment installation must conform to appropriate Las Vegas, Nevada, codes: Hotel personnel are obligated to refuse connections where wiring is not in accordance with subject code. Material not conforming to such regulations will be removed immediately at the exhibitor's expense. Engines, motors, or any kind of equipment may be operated only with the prior approval of your Convention Services Manager (CSM) and Fire and Safety Director.

## SPECIAL NOTICES:

All booth equipment, furniture, and carpeting must be confined to the measured limits of the booth. No nails or bracing wires used in erecting displays may be attached to the building without written consent from the Safety Director at MGM Grand. All property destroyed or damaged must be replaced at the exhibitor's expense.

### **Pipe & Drape for Food & Beverage:**

Pipe & Drape is required for back of house area(s) wherever Food and Beverage is served, including Marquee Ballroom, at Group's expense.

Any materials furnished by MGM Grand will remain the hotel's property and will be removed by MGM Grand after close of show.

## LIABILITY:

The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or to any other person or property prior, during, or subsequent to the period covered by the exhibit contract, provided said injury, loss, or damage was not caused by the willful negligence of an employee of the hotel. Each exhibitor expressly releases the hotel from such liabilities and agrees to indemnify the hotel against any and all claims for such injury, loss, or damage.

## INSURANCE:

Exhibitors who desire to carry insurance on their exhibits must do so at their own expense.

## TEMPORARY BUSINESS LICENSE:

If you plan to sell anything from your booth or display, you will need a temporary business license.

Clark County Business License & Tax I.D. Number  
500 S. Grand Central Pkwy. 3rd Floor  
P.O. Box 551810  
Las Vegas, NV 89155-1810  
Phone: 702.455.4252, 800.328.4813

[co.clark.nv.us/buslic](http://co.clark.nv.us/buslic)

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.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

If Show Management or exhibitors are tax-exempt, the state of Nevada requires a copy of the following on file with the MGM Grand Conference 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

## STORAGE:

Absolutely no storage of material of any type will be allowed behind booths or between booths. The hotel has no facilities for the storage of exhibits. All shipments for an exhibit must be directed to the official drayage company. Shipments that arrive prior to showtime will be directed to the official drayage company's warehouse for storage and delivery to the exhibitor's booth at showtime, at exhibitor's expense.

## TABLETOPS:

MGM Grand will provide up to 15 tabletop displays (6- or 8-foot tables) including standard linen, one chair and one wastebasket at no charge during Meeting Group's program. A charge of \$150 per display will be charged for 16-25 displays. Tabletop displays in excess of these numbers must be furnished by an outside decorator/exhibit company. MGM Grand can provide phone lines, signage, AV equipment, etc. at a charge.

## EXHIBITOR SERVICES:

This department will assist all of your exhibitors in ordering all of their exclusive services from the MGM Grand Conference Center. These services include Booth & Registration Desk, Cleaning, Electrical, Food and Beverage (Any food or beverage dispensed or given away at booths must be supplied and prepared by MGM Grand's Catering Department), Rigging Equipment and Services (Includes labor, trussing, chain motors, cables, span sets, and all other rigging-related equipment), Telecommunications, and Audio Visual. 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, 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 email address, exhibitors give permission to MGM Grand to fax an exhibitor at this fax number or email an exhibitor at this email address.

Please contact your Convention Services Manager (CSM) up to six 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.mgmgrandexhibitorservices.com> for online ordering and access to order forms on your website.

The MGM Grand Conference 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 AREA CLEANING:

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. During exhibit shows, MGM Grand will only be responsible for cleaning areas where the hotel has provided food and beverage. Please contact your CSM for clarification and pricing.

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/compactor pulls, recycling costs 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 MGM Grand must provide to return areas back to their original condition.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## 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 MGM Grand Conference Center approval as well as the CCFD prior to production or installation on property. For further clarification, please contact your EM.

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](http://www.southernnevadahealthdistrict.org) or contact them at 702.759.1000.

Temporary exhibition/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., Canadian Standards Association, American Gas Association, etc.
- All cooking equipment is to be operated according to the manufacturers' recommendations and operating instructions. Only devices approved for indoor use (UL Listing) will be permitted
- 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 the following criteria:
  - Metal lids sized to cover the horizontal cooking surface are to be provided
  - The cooking surface is limited to 288 square inches (2 square feet)
  - 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
  - The fryer is to be separated from all other equipment by a distance not less than 24 inches. Cooking displays must be separated from all other combustibles by a distance not less than 10 feet
  - The volume of cooking oil per appliance is not to exceed 3 gallons
  - The volume of cooking oil per booth is not to exceed 6 gallons
  - 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 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. You will require a permit for using any amount of LP-gas or butane inside the building

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## 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 workstation
- 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 (50–00ppm). 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. MGM Grand Conference 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 MGM Grand
- MGM Grand must approve all samples. Each exhibitor intending to serve samples must advise MGM Grand for approval and instructions
- Corkage and gratuity fees may apply
- Please address further questions to:

SOUTHERN NEVADA HEALTH DISTRICT — Environmental Health Division

Address: 280 South Decatur Blvd. Las Vegas, NV 89107

Phone: (702) 759 -1000 Email: [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)

Website: <https://www.southernnevadahealthdistrict.org/index.php>

## FEDEX OFFICE BUSINESS SERVICES CENTER

FedEx Office provides a variety of services at reasonable rates including shipping, equipment rentals, copying, and faxing. FedEx is the exclusive provider of in-bound and out-bound parcel shipping. FedEx Office is located in the MGM Grand main hotel lobby, and the first floor of the MGM Grand Conference Center. Contact your CSM for current pricing and hours.

## FIRE MARSHAL REGULATIONS/FLOORPLANS

Clark County Fire Department requires that a floor plan must be submitted for approval by the Fire Inspector and Temporary Occupancy Permits be secured for all meetings or catered events of 300 persons or more. A separate Motor Vehicle permit is also required for fuel burning vehicle. All Fire Department paperwork, plans, and permits must be on-site prior to the commencement of your program.

MGM Grand can generate the scale drawings, and apply for the permits on your behalf, provided we have all the necessary audio visual and setup requirements at least 30 days prior to your load-in. Cars, props and décor must be included on submitted floor plans. We will charge a fee to your master account for drawing and/or submitting as well as the Clark County Fire Department Fees. These charges must be pre-paid or posted to the Meeting Group's Master Account. Please see your CSM for a price structure.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

Floor plans must be submitted a minimum of 10-14 business days prior to event date. Floor plans are final once approved by the Fire Department. No additional equipment, tables or décor may be added. However, the Fire Department will allow deletion of equipment, tables and décor from the final floor plan. Regulations of the Clark County Fire Department, Fire Prevention Bureau must be observed in their entirety.

Any floor plans submitted by an outside production or decorating company must be reviewed and authorized by MGM Grand CSM prior to submitting. Production or decorating companies must send a copy of the Fire Marshall approved plan to your CSM prior to actual move in. Set up will be delayed if we have not received the plans.

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. Please submit your pyrotechnic/hazing schedules to your CSM, 30 days prior to your event. MGM Grand Conference Center does not have the authority to allow changes to your plans that have been approved by the Fire Department. Please note we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater.

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.

## FIRE STROBES

Fire Strobes are in each of our meeting rooms, public spaces and exhibit halls. In accordance with Fire Code, these strobes can NEVER be blocked without strobe extensions. Should you need to cover or block a strobe, you will need to arrange for strobe light extensions at an additional expense. Strobe light extensions are provided through our exclusive provider and your CSM can arrange this service for you and charge your master account for the service. We require notice of a need for strobe extensions at a minimum of 30 days before your program event dates. We will not be able to accommodate any last-minute requests for strobe extensions due to the nature of the submittal process.

## 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.

## INSURANCE

A copy of your certificate of insurance (COI) is due to MGM Grand 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 MGM Grand, 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 MGM Grand 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 Indemnification paragraph 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.



# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## LIVE ENTERTAINMENT TAX:

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. Live Entertainment Tax must be collected by MGM Grand as we are required to collect and remit all taxes for entertainment events occurring on premise. All events must be reviewed by MGM Grand Compliance Team to determine applicability of LET. The current LET tax rate is 9% (subject to change).

The Nevada Gaming Board requires all ticketing systems to be approved by the Gaming Control Board. Therefore, all events subject to LET must use the MGM Grand Ticketing system to be compliant with the Nevada Gaming Board regulations. Please contact your CSM for more details and to put you touch with our ticketing department to set up your ticket sales.

## LOST OR STOLEN PROPERTY

Lost and Found is available through Hotel Security at ext. 53602. MGM Grand shall not be 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 being specifically acknowledged that such equipment and property is not under the care, custody, or control of MGM Grand.

## MEETING GROUP ENTERTAINMENT

Meeting Group acknowledges that MGM Grand has a reputation for offering high-quality entertainment and services to the public, is a publicly held company, is subject to regulation and licensing, and desires to maintain its reputation and receive positive publicity concerning Meeting Group's functions. Consequently, prior to contracting with any entertainer or production company to provide entertainment at its function(s), Meeting Group shall obtain MGM Grand written consent for the entertainment, which consent shall not unreasonably be withheld. In contracting for entertainment, Meeting Group agrees that any such entertainment will comply with MGM Grand normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, MGM Grand, its directors, officers or employees or those of any affiliate of MGM Grand shall be made.

## MEETING ROOM GUIDELINES

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 CSM. A removal fee will be assessed for all relocations.

Changes to meeting room set ups may be subject to an additional labor charge should the changes be made less than 48 hours prior to a function or if there is an extensive meeting room set up or turn required. There are also charges for any same day room turns.

Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. MGM Grand reserves the right to maximize space usage for all function space.

Meeting rooms which contain air walls cannot be secured. You are responsible for security in areas you have contracted. Hotel bears no responsibility for equipment left in the meeting rooms. Security is recommended in any rooms where you may be planning to leave valuable equipment i.e. meeting rooms, or display areas in public foyer space and it is required for all trade shows.

Hotel 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.

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.

Hotel cleaning services are required for all areas used as exhibit space. This includes 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.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## NETWORK AND INTERNET CONNECTIONS

Meeting Group may not attach any hardware or software to any networking and Internet access services provided by MGM Grand, or allow its attendees to do so, other than hardware and software approved by the hotel or end user equipment (such as laptops and mobile phones, but not routers or networking equipment) owned by attendees that agree to any applicable terms of use required to access the services. If the Meeting Group is permitted by the hotel to attach a router or other wireless networking equipment to the hotel's network, it shall not use a network identifier (i.e., a Service Set Identifier or SSID) that contains the hotel's name without approval from MGM Grand, or other name to which the hotel reasonably objects. MGM Grand may require Meeting Group or its attendees to remove any hardware or software from the hotel's network or otherwise prevent hardware or software from connecting to the hotel's network without notice and without refund.

## NEVADA CLEAN INDOOR AIR ACT

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in the meeting and convention spaces. Additionally, smoking is not permitted in restaurants, lounges where food is served, hotel lobbies, elevators, guestroom hallways, theaters, arenas, arcades, retail stores and other indoor public spaces. The casino floor and certain lounges where food is not served are exempt.

## OUTSIDE VENDORS

Anytime an exhibit, production, or decorating company is brought into the hotel, floor plans must be approved by the fire department and proof of insurance must be received. Additionally, the subcontracted company must read and sign policies and procedures prior to working at MGM Grand. See CSM for vendor policy.

## PARKING NOTICE

Vehicles that are self-parked at any MGM Resorts parking facility will be subject to a parking fee.

All parking fees repeat every 24 hours. Parking fees increase Friday through Sunday and during special events. Self-parking is complimentary for MGM Rewards members level Pearl and higher and valet parking is complimentary for MGM Rewards members level Gold and higher. All complimentary parking is subject to availability.

For registered hotel guests, the 24-hour parking fee (self or valet) includes "in and out" privileges at the guest's originating MGM Resorts Destination and includes the same "in and out" parking privileges at any other MGM resort Destination within the same 24-hour period, subject to availability.

Parking fees are subject to change and parking is subject to availability.

## PAYMENT OPTIONS

MGM Grand will utilize an e-billing system, BillDIRECT, to present all invoices. Your billing representative will provide login credentials when your first invoice becomes available. BillDIRECT offers electronic invoices and payments for your convenience by ACH or credit card. MGM Grand also accepts payments by check or wire. Payments by check must be drawn on a U.S. bank payable in U.S. dollars and be received 14 days prior to the first scheduled arrival. Deposits must follow the outlined format in the Hotel and/or License Agreement. MGM Resorts International Accounts Receivable 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). In the event there is a dispute, MGM Grand requires that full payment be sent less disputed amounts.

## PRINTED MATERIALS

Please be advised that any advertising utilizing the hotel name, logo or any request to use hotel stationery, must be approved prior to distribution, in writing, by MGM Grand.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## RETAIL SALES TAX

The Nevada Administration 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 Meeting Group is tax exempt, the State of Nevada requires a copy of the following on file with MGM Grand: 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.

## ROOM DELIVERIES (NON-ROOM SERVICE)

MGM Grand 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. Please check with your CSM for rates and delivery times.

## SALE OF MERCHANDISE

Meeting Group may not utilize the hotel function space or property for the purpose of selling merchandise or services without the prior written approval of and under the conditions established by MGM Grand, Meeting Group, its agents, contractors and employees. All permits and licenses required by law for such activity in Clark County are the sole responsibility of Meeting Group.

## SECURITY

MGM Grand Security is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. Security Officers are available to assist groups with private security needs. Please note that MGM Grand is the preferred security for meetings and events and does not permit the use of outside security companies without property approval. A minimum of 14 days' notice of your security requirements is required to ensure proper scheduling of personnel. For the safety of all guests, any vendor, client and/or guests requiring back-of house access are required to sign in and obtain a security badge prior to being permitted in back-of house areas.

MGM Grand security officer is currently \$55.00 per hour (subject to change).

If less than 14 days' notice to hire MGM Grand security officer is given, additional charges will apply.

If MGM Grand approves outside security, MGM Grand security management will establish a set fee for MGM Grand security and group security partnership. Approved outside security vendors must provide and be licensed to operate in the State of Nevada. MGM Grand is the sole provider of canine officers. Canine Officer is currently \$150.00 per hour (subject to change).

Although security coverage within your contracted space is generally at your discretion, MGM Grand reserves the right to require specific coverage, when and where it is deemed to be necessary. Armed security is not permitted on MGM Grand premises.

Our Security Staff can assist you with medical and personal emergencies and inquiries regarding lost and found. Call ext. 53602 (702.891.3602). Your items and materials in MGM Grand Conference Center remain your responsibility. While MGM Grand Security is as effective as possible, we cannot guarantee the total protection of your property. Report any suspicious conditions to MGM Grand Security at ext. 53600 (702.891.3600).

For events with exhibits, the following coverage is required:

- After Hours Access – A security officer must be posted at any door being used for access once the facility is closed
- Overnight Security – Officers are required in each exhibit area on the overnight to ensure space/assets are secure
- Freight Doors – If at any time freight doors are open and MGM Grand Security is not in the dock areas, a security officer must be present. MGM Grand will not open any freight doors without security present.

# EVENTS & CONVENTION SERVICES POLICIES & PROCEDURES

## SHOW MOVE IN/MOVE OUT

Thirty days prior to a show, the Convention Services Manager (CSM) will contact the convention meeting planner to review and confirm the move-in and move-out times and dates. Prior to move in, a representative of the group, the outside company, and an MGM Grand representative will walk the area for an official inspection.

At this time, cleanliness and state of repair will be noted, and any cleaning or repairs needed will be scheduled. This is for all areas the group will be utilizing, e.g., parking lot, loading dock, service hallways, foyers, and actual exhibit area (including apron of permanent stage), etc.

The show will be inspected according to the Fire Marshal-approved floor plan. The group, prior to the show opening, will correct any violation.

At the conclusion of each show move out, a representative from the group, the outside company, and an MGM Grand representative will walk the areas of MGM Grand, both inside and out, for a final inspection.

Mutually agreed upon damages caused by the group or outside company will be recorded and the repairs coordinated with the Engineering Department. All labor and materials will be billed to the group at cost. Full payment is required within 30 days of billing date. All hours and prices are subject to change.

The outside company will be responsible for leaving all areas of MGM Grand in the same condition they were in prior to move in, less normal wear and tear.

## SIGNAGE AND DISPLAY ADVERTISING

MGM Grand retains exclusive rights to all display advertising within the function space and all other space on the hotel property. Meeting Group may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on hotel property, and may not place any signage or banners in the function space or on hotel property without prior written consent of MGM Grand. In the event MGM Grand grants its consent for Meeting Group to advertise within the function space or on hotel property, it shall be a nonexclusive right to advertise, however signage is typically restricted to meeting area and should be prearranged with the CSM.

Electronic signs are provided outside most meeting rooms in the Conference Center, as well as several large electronic reader boards listing all of the events in chronological order. See CSM for exact locations of digital signage. In the event additional signage is required, you will need to submit a request in writing and include a sample of the signage and planned locations.

Additional cost and advertising opportunities are available in the Branding and Sponsorship Guide which can be obtained from your CSM. For more details on signage guidelines, please contact your CSM for a copy of our signage documents.

It is the policy of The MGM Grand that all signage approved must be professional and preapproved flame retardant signs and banners. Any signage or banners approved by the hotel may only be hung or posted by Encore Event Technologies.

It is highly recommended to create a nylon, cloth or vinyl sign with grommets evenly distributed to support the weight and width of the sign, along with a sewn in pocket at the bottom of the sign to properly weight the sign. Paper banners are not permitted.

## TRADEMARK

Neither party is authorized to use any trademark, trade name, nor 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.

MGM GRAND. |  MGM RESORTS

**YOU HAVE TO BE HERE**