

# CONVENTION CENTER POLICIES & PROCEDURES

The Mirage Convention Services & Catering Department is honored that you have chosen us to host your event. Your Convention Services Manager and Catering Manager become the main contacts 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 The Mirage receive uniform excellence in service. Please review them carefully.

## **ACCESS AND RIGHT TO ENTER**

Representatives of The Mirage 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 ROOM RATE CONDITIONS**

A charge of \$40.00 added for each guest over double occupancy with a maximum of four (4) guests per room.

## **ADDITIONAL LABOR CHARGES**

Additional labor charges may be incurred if a group requests changes to the room setup after the room has been set. The Mirage will do their best to accommodate the room setup changes; however, it will be based on business levels and availability of our convention staff. At the time the change is requested, your CSM will advise whether or not the room setup change can be accommodated, the approximate time it will take to complete the changes, and if additional labor charges will apply.

## **AMERICANS WITH DISABILITIES ACT**

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 with regard to 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. Encore is located on property to help service your audio visual production needs. Encore is the exclusive provider of all rigging and power equipment and services. This includes but is not limited to: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. Please contact Encore Event Technologies for quotes and additional information. An outside AV/Production company may work within The Mirage as long as they follow our production guidelines and contractor vendor policies. Meeting Group is required to use Encore Event Technologies for all meetings, breakouts, and exhibits or utilize the Client Assurance Package that will include additional fees.

Below is contact information for Encore Event Technologies:

Andy Erickson  
Director of Sales  
702 791 7569

[andrew.erickson@encore-us.com](mailto:andrew.erickson@encore-us.com)

Jonathan Pillen  
Sales Manager  
702 792 7780

[jonathan.pillen@encore-us.com](mailto:jonathan.pillen@encore-us.com)

# CONVENTION CENTER POLICIES & PROCEDURES

## **BAGGAGE HANDLING**

**Individual:** 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 at Main Valet, gratuity appreciated.

**Group:** All group arrivals are subject to a mandatory baggage handling charge. This charge covers the handling of baggage both arriving 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.

## **BALLOONS**

The use of helium balloons smaller than 36 inches in diameter is 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. Mylar balloons are not allowed anywhere on property. 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 allowed. 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 The Mirage. Please contact your CSM for details.

## **CATERING & BANQUETS**

### **ALCOHOLIC BEVERAGES & ALCOHOLIC BEVERAGE SERVICES**

The Mirage is regulated by the Nevada State Alcoholic Beverage Commission. Per Nevada state law, alcoholic beverages of any kind will not be permitted to be brought into the Resort by the patron or any of the patron's guests from the outside.

The Mirage is the only licensee able to sell and serve liquor, beer and wine on premises. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.

The legal drinking age in Nevada is 21. Proper identification is required when attending a function with alcohol in order to be served.

The Mirage reserves the right to refuse service to any person who visibly appears to be intoxicated. Southern Nevada Health District Advisory: Drinking wine, beer, and other alcoholic beverages during pregnancy can cause birth defects.

### **ALCOHOLIC BEVERAGE SALES**

The following guidelines apply to all Alcoholic Beverage Sales:

1. \$750.00 set-up fee will apply per cash bar. For each whole increment of \$750.00 in sales, a \$750.00 set-up fee will be waived.
2. Cashiers are charged at the rate of \$200 per Cashier.
3. Bartenders are charged at a rate of \$250 per Bartender.
4. All alcoholic beverages must be provided and dispensed by The Mirage.

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## **BANQUET GRATUITY CHARGE**

The Resort's current banquet gratuity charge is nontaxable 19%. *Gratuity charge is subject to change.*

## **BANQUET SERVICE CHARGE**

The Resort's current banquet service charge is taxable 4%. *Service charge is subject to change*

## **BANQUET GUARANTEE POLICY: REQUIREMENTS**

Ten (10) business days prior to all food functions, the Hotel requires from the Client the expected number of guests for each scheduled event. The expected number of guests and food quantities cannot be reduced by more than 10% at the time the final guarantee is given to the Hotel. In some instances, more advance notice may be required due to menu complexity, holidays, delivery, or other constraints.

Guarantees for functions over 2,000 guests shall be due no later than 12:00 PM PST seven (7) business days prior to the scheduled function.

Guarantees for functions over 1,000 guests shall be due no later than 12:00 PM PST five (5) business days prior to the scheduled function.

Guarantees for functions under 1,000 guests shall be due no later than 12:00 PM PST three (3) business days prior to the scheduled function.

- Guarantees for Monday are due on the preceding Wednesday.
- Guarantees for Tuesday are due on the preceding Thursday.
- Guarantees for Wednesday are due on the preceding Friday.
- Guarantees for Thursday are due on the preceding Monday.
- Guarantees for Friday, Saturday, and Sunday are due on the preceding Tuesday.

The guarantee numbers provided are not subject to reduction and charges will be applied accordingly.

The overset for any event guaranteed for 100 or more people will be calculated at 3%. This 3% overset will not exceed 50 place settings. For events of 100 persons or less, the guarantee will equal the "set."

Should the "overset" requested exceed 3% of the guarantee or a maximum of 50 guests, a \$200.00 Labor Charge plus the Gratuity/Service Charge based on the per person menu price will be applied per server required.

## **BANQUET GUARANTEE POLICY: GUARANTEE INCREASES**

Please note the following shall apply to all increases in guarantees received within 72 business hours:

A. Guarantee increases received 24 to 72 hours prior to the event shall incur a 10% price surcharge.

*Example:* 72-hour GTD is given for 500 guests for a lunch menu priced at \$65.00++. 24-72 hours prior to the event: a request for an increase to 550 is received. 500 lunches will be priced at \$65.00++ per person. 50 lunches will be priced at \$71.50++ (price plus 10%) per person.

B. Guarantee increases received within 24 hours of the event shall incur a 15% price surcharge.

*Example:* 72-hour GTD is given for 500 guests for a lunch menu priced at \$65.00++. Day of function: a request for an increase to 550 is received. 500 lunches will be priced at \$65.00++ per person. 50 lunches will be priced at \$74.75++ (price plus 15%) per person.

An increased guarantee within 72 business hours will not receive an overset amount: the new guarantee is the set amount.

Any menu ordered within 72 hours of the function date will be considered a "pop-up" and subject to special menu selections and pricing.

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## **CANCELLATION OF FOOD & BEVERAGE ORDER**

72 business hours is required to cancel your food and beverage. If proper notification is not received, you will be charged the full estimated total for the food and beverage ordered.

## **CASH FOOD SALES**

The following guidelines apply to all Cash Food Sales:

1. Food Cash Concessions are available for setup within a trade show/exhibit room only.
2. \$3,000 set-up fee, per meal, per station, or per buffet line. For each whole increment of \$3,000 in sales, a \$3,000 set-up fee will be waived.
3. Cashiers and attendants are charged at the rate of \$200 per meal period.
4. The Mirage will determine the menu and quantity of all items and reserves the right to adjust menu selections and service periods based on business level.
5. If the event is open to the general public, The Southern Nevada Health District requires a health permit for all Cash Food Sales. Fees vary depending upon notification. Your Catering Manager will assist you in determining the county's fees.
6. The amount of food The Mirage prepares each day for the cash concessions will be based on the prior day's consumption.
7. The cash concessions are open for two hours maximum per meal period. When the cash concessions are open for breakfast, AM break and lunch, the AM break menu will be discontinued one hour prior to lunch to enable the food servers to set up the equipment and food for lunch. The Catering Manager will discuss reduced hours of operation and menu selections with the meeting planner when applicable.

## **CONTINENTAL BREAKFAST, BREAKS, & BOX LUNCH SERVICE**

Continental Breakfasts, Breaks, and Box Lunches are priced as roll-in service that attendees will use in conjunction with other events (such as the General Session, Breakout, or Hotel Departure). If your group will require any seating or place settings on tables, a \$2 per person labor fee will be incurred to cover the extra costs.

## **COAT CHECK**

Coat checking facilities are available upon request only. Coat Check Attendants are \$50.00 per hour per attendant, 4-hour minimum.

## **DISPENSING OF FOOD AND BEVERAGE PRODUCT SAMPLES**

Items dispensed are limited to products manufactured, processed, or distributed by the exhibiting company. Exceptions are cappuccino machines, espresso, coffee, and soft drink dispensers, or logo bottled water. Quantities are limited to "sample" sizes.

Food and beverage items used as traffic promoters (i.e., popcorn, coffee, bar service, ice cream) must be purchased from The Mirage.

All alcoholic beverages must be purchased from The Mirage and dispensed by The Mirage bartenders (prevailing rates will apply).

Sample sizes are limited to (1) ounce for food items and up to two (2) ounces for alcoholic and non-alcoholic beverage items.

Product liability insurance is required when sample food is distributed at The Mirage.

The Mirage will institute a charge for any rental equipment, storage of items, preparation of items, or cleaning of equipment associated with the distribution of samples.

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## **FOOD & BEVERAGE PRODUCT DEMONSTRATIONS & SPONSORSHIP**

In the event that your organization or any of your exhibitors wish to provide either food and/or non-alcoholic beverages for the purpose of demonstration and/or sponsorship, the following shall prevail in defining the procedure and schedule of associated charges as a condition precedent to the provision of such products:

1. Samples are limited to products manufactured, processed, or distributed by the exhibiting company.
2. Items used as traffic promoters must be purchased through The Mirage.
3. Food samples are limited to one (1) ounce and non-alcoholic beverages are limited to two (2) ounces.
4. Your Catering Manager must approve all samples prior to them being brought on site.
5. Each exhibitor providing samples must complete and return The Mirage Food & Beverage Sample Request Form.
6. When preparing food for distribution in the booth, the exhibitor must have an Itinerant Health Permit (contact Southern Nevada Health District at 702.759.1258 or by email at [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)).

## **FUNCTION SPACE**

If a group is occupying all of the space in a section of the convention area, continental breakfasts and breaks can be setup in the foyers.

If more than one group is occupying rooms in specific sections of the convention area, we do not recommend setting up continental breakfasts and breaks in the foyers. The Mirage is not responsible for other groups consuming your food and beverage if it is setup in the foyers. We recommend that you set up your continental breakfasts and breaks inside the room where your meeting is being conducted.

## **GENERAL TERMS**

All reservations and agreements are subject to the rules and regulations of the Resort and the following conditions:

1. Banquet Menus are updated on an annual cycle.
2. Patron expressly grants the right for the Resort to raise the prices quoted within the Banquet Menus or to make reasonable substitutions on the menu and agrees to pay such increased prices and to accept such substitutions.
3. The basis for those changes would be an increase in costs of food, beverage, or other costs of the operation existing at the time of performance. Pricing is guaranteed within three months of the event.
4. All federal and district taxes which may be imposed or be applicable to this agreement and to the services rendered by the Resort are in addition to the prices herein agreed upon, and the patron agrees to pay them separately.
5. The Mirage does not allow any outside food or beverage to be brought on property at any time. All food and beverage products must be purchased from "The Mirage".
6. We welcome your request for special items, which will be charged in their entirety per specific ordered quantities.
7. Per Nevada state law, alcoholic beverages of any kind will not be permitted to be brought into the Resort by the patron or any of the patron's guests or invitees from the outside.

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8. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.
9. Prices printed and products listed are subject to change without notice.

### **KOSHER & HALAL MEALS**

The Mirage is happy to work with you to provide Kosher & Halal meals. Kosher & Halal meals are subject to additional fees and may be subject to varying guarantee deadlines.

### **LABOR & PREPARATION CHARGE FOR SMALL GROUPS**

A \$50 labor & preparation charge will be applied to all Continental Breakfasts and Breaks for less than 20 people.

A \$100 labor & preparation charge will be applied to meals or events (Breakfast, Lunch, Receptions, and Dinner) for less than 20 people.

### **LABOR FEES**

- \$200.00 labor charge per Cashier (max of 4 hours)
- \$200.00 labor charge per dedicated Food Server (max of 4 hours)
- \$250.00 labor charge per Bartender (max of 4 hours)
- \$250.00 labor charge per dedicated Chef (max of 2 hours)

Additional charges will be incurred if an event is scheduled for more than four hours. Such requests will be subject to the approval of the hotel and the patron will be charged additional labor as follows:

- \$75.00 labor per Food Server per hour
- \$75.00 labor per Cashier per hour
- \$75.00 labor per Bartender per hour
- \$125.00 labor per Chef per hour

Additional charges will be incurred if an event (i.e. reception or dinner) is scheduled for more than four hours. Such requests will be subject to the approval of the hotel and the guest agrees to pay the additional charges as listed:

- \$75.00 labor per hour per Food Server
- \$75.00 labor per hour per Bartender
- \$75.00 labor per Bartender per hour
- \$125.00 labor per Chef per hour

Labor Charges are subject to 8.25% tax.

Additional labor charges will be incurred if a group requests changes to the room setup after the room has been set. Group will be charged \$50.00 per hour per Porter.

The Mirage will do their best to accommodate the room setup changes; however, it will be based on business levels and availability of our Porters and Food Servers. At the time the change is requested, The Banquet Department will advise the group whether or not the room setup change can be accommodated and the approximate time it will take to complete the changes.

### **MENU PRICES**

Food and beverage pricing and service charges listed are current and subject to change without notice. Prices can be guaranteed up to three months out if requested and confirmed in writing. All prices are excluding 8.25% sales tax, nontaxable 19% gratuity, and taxable 4% service charge. Tax-exempt organizations must furnish a Certificate of Exemption to the Hotel one month prior to the event.

# CONVENTION CENTER POLICIES & PROCEDURES

## **MENU SELECTIONS**

To assure availability of menu items, your selections should be submitted to the Catering Office four weeks prior to your scheduled event.

Food and Beverage from packaged coffee breaks, continental breakfasts, breakfasts and luncheons are not transferable to other breaks.

The Mirage is prepared to serve vegetarian substitutes for breakfast, lunch and dinner. Entrée substitutions ordered after the final guarantees are given will be an additional charge (over and above the guaranteed number of meals and menu price per person agreed upon). The price will be based upon guest being served soup or salad and dessert included in the prearranged menu.

- Lunch Entrée substitutions:  
Vegetarian Entrée Substitute @ \$40.00 per person  
Fish Entrée Substitute @ \$50.00 per person
- Dinner Entrée substitutions:  
Vegetarian Entrée Substitute @ \$60.00 per person  
Fish Entrée Substitute @ \$70.00 per person

## **PACKAGED MENUS**

Food and Beverage from packaged coffee breaks, continental breakfasts, breakfasts, luncheons, and dinners are not transferable to other breaks or rooms.

## **CATERING ONLY GROUP PAYMENT TERMS**

Payment shall be made in advance of the function unless credit has been established.

If credit has been established, a predetermined deposit will be required at the time of signing the contract, along with the additional amount to be paid prior to the event. The balance of the account is due and payable 30 days after the date of the function. A service charge of one-and one- half percent per month is added to any unpaid balance over 30 days old.

The Banquet Event Order (BEO) is the governing document for all goods and services order by the client. Client's signature on said BEO represents an agreement and approval for the goods and services represented on the BEO. All Banquet Checks presented prior to final billing are subject to an audit and may vary from final invoiced Banquet Checks.

## **PLATED LUNCH & DINNER MENUS**

All plated lunch & dinner menus shall have a minimum of three courses. Lunch menus are offered from 11 AM – 2 PM.

## **POOL FUNCTIONS**

The Paradise Café and Dolphin Bar pool area are available for functions in the evening. The Mirage reserves the right to make the final decision concerning the suitability of holding a function outdoors or relocating it indoors due to inclement weather. The decision of The Mirage will be final. All other services (i.e. audio visual, sound, décor lighting for décor and bands, heaters, special requests and heavy labor) will have applicable charges as per current pricing.

**Paradise Café** - available for receptions or dinner buffets.

We require that you spend a minimum of \$100.00 per person on food and beverage, 8.25% sales tax, nontaxable 19% gratuity, and taxable 4% service charge. Existing tables and chairs will be used.

Paradise Café Facility Fee: \$500.00

**Mirage Pool Area** - available for receptions.

We require that you spend a minimum of \$125.00 per person on food and beverage, 8.25% sales tax, nontaxable 19% gratuity, and taxable 4% service charge.

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Lifeguard fee: \$125.00 each. Two Lifeguards are required for each pool section.

Labor fee for setup and tear-down is based on contract pool area. Please consult your catering manager for facility fees.

Groups will incur a \$1000.00 early closure fee for the Dolphin & Pool Bars if the event start time is earlier than the normal closure time. Early closures must be approved in writing by the Hotel.

Groups are required to set up a check-in table next to the Security Station at the pool entrance.

Disposable products will be used. Glassware and China are not permitted.

### **SIEGFRIED AND ROY'S SECRET GARDEN AND DOLPHIN HABITAT**

Event start times will vary based on the season. Contact your Catering Manager to confirm the time frame for your event.

Early closure fee, upon The Mirage approval, will be charged at an additional \$2,750.00 per hour.

The Mirage reserves the right to make the final decision concerning the suitability of holding a function outdoors or relocating it indoors due to inclement weather. The decision of The Mirage will be final.

We require that you spend \$125.00 per person on food and beverage plus 8.25% sales tax, nontaxable 19% gratuity, and taxable 4% service charge.

Minimum number of people: 100

Maximum number of people: 500

Disposable products will be used. Glassware and china are not permitted.

A Facility Fee of \$5,000.00 includes setup and teardown, basic lighting, educational and training staff (number of staff is based on number of guests attending the event). All other services (i.e. audio-visual, sound, lighting for décor and bands, heaters, special requests and heavy labor) will have applicable charges as per current pricing.

Groups are required to set up a check-in table next to the Secret Garden entrance.

Music and live bands are permitted in the Dolphin Habitat only. No loud music will be permitted in the underwater viewing area.

Party favors, giveaways and small objects are not permitted in the Secret Garden and Dolphin Habitat for the safety of the animals. Groups can distribute party favors and giveaways to attendees at the check-in table when they leave the venue at the end of the reception.

Glass, plastic lids, straws, twist off bottle caps, koozies, clear disposable cups, plates, etc. are not permitted in the Habitat for the safety of the animals. No clear plastic can be used.

This is a non-smoking facility.

No décor will be permitted on or near the dolphin pools.

The areas around the dolphin pools are potential splash zones. Salt water may damage personal belongings.

Food and bars are set up in the Dolphin Habitat. Food stations or passed food are not permitted in the Secret Garden Habitat. Bars are permitted in one section of the Secret Garden Habitat.

Guests are not permitted to feed the animals.



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## **SPECIAL MEAL ORDERS**

Special Meals are defined as those meals requested for service other than the principal menu, either contracted in advance or at the time of service. All special meals must be included in the guarantee number. If the number of special meals exceeds the contracted number, the special meals will be charged over and above the guaranteed or actual number, whichever is greater. Special meals will be charged at market price.

## **STATE TAX**

Current Nevada sales tax is 8.25% and will be billed to your account on all equipment rentals, food, alcoholic and non-alcoholic beverages, set-up service, cleanup service, and labor fees. *Sales tax is subject to change.*

## **UNIQUE VENUES & AFFILIATE GROUPS**

Events held in unique venues are subject to varying F&B minimums plus a setup & labor fee. Please consult your Catering Manager for more details.

Events held in restaurants or venues not serviced by Mirage Catering & Banquets will not be credited towards a group's contracted food and beverage minimum. Only events fully serviced and arranged by Mirage Catering & Banquets will be counted towards a group's contracted food and beverage minimum unless specifically noted within the group's executed hotel contract.

Events held by group affiliates and charged directly to the affiliate will not be credited towards a group's contracted food and beverage minimum. Only events charged to the parent group's master account will be counted towards the contracted food and beverage minimum. Any concessions granted to the parent group will not apply to the affiliate booking.

## **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.

## **CHECK-IN/CHECK-OUT**

Check-in time is **3:00 PM** and check-out is **11:00 AM**. If rooms are requested prior to check-in time they will be accommodated based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, room/tax for those additional nights will be charged.

On day of scheduled departure, late checkout requests can be directed to the Front Desk at extension 77405. Luggage can be stored on a complimentary basis at the Bell Desk, located at Main Valet, gratuity appreciated. Dependent on selected transportation, departure location may vary. All Ride Share transfers will depart from North Valet, arranged car service transfers may depart from either Main Valet or North Valet, and taxi service will depart from Main Valet.

## **CHILDCARE SERVICES**

The State of Nevada does allow childcare services on property when strictly regulated. There are many regulations and stipulations that must be followed before this can be approved by the State. If you are considering having childcare services on property, please contact your CSM at least 6 months in advance in order to initiate the approval process.

## **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 90 days prior to the first arrival date. If direct billing is approved, a master account will be established.

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At least 90 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 The Mirage, 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 The Mirage 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 5 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 The Mirage.

### **DRONES**

Please be advised that drones are not allowed to be operated anywhere on The Mirage property. There are very limited scenarios where this policy may be considered, however, prior review and approval (in writing) must be obtained from 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.

### **EMERGENCY EQUIPMENT**

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

### **EXCLUSIVE PROVIDERS**

The Mirage is the exclusive provider for the following services: Audio Visual, Truss & Rigging, Staging & Lighting, Electrical & Plumbing, Food & Beverage, Telecommunications, Internet Connections (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third party networks not controlled by The Mirage or the Meeting Group or its affiliates). Any damages caused by Meeting group, Meeting Group’s attendees, and Meeting Group’s production/audio visual supplier will be the responsibility of the Meeting group.

### **EXHIBITS**

The Mirage 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 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. The Mirage can provide phone lines, signage, AV equipment, etc. at a charge.

### **FACILITY SUPERVISOR**

A Facilities Supervisor will be assigned to monitor large equipment move in and move out of our facility. The Facilities Supervisor will monitor such areas as the loading dock, service corridors and the actual function space for the event. The cost to the Meeting Group is \$85.00 per hour for the first eight hours, and \$127.50 per hour for each hour over eight consecutive hours.

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## **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.

The Mirage 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.

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 The Mirage CSM prior to submitting. Production or decorating companies must send a copy of the Fire Marshal approved plan to your CSM prior to actual move in. Set up will be delayed if we have not received the 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.

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

## **INSURANCE**

A copy of your certificate of insurance (COI) is due to The Mirage, 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 The Mirage, 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 The Mirage 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.

## **LOST OR STOLEN PROPERTY**

The Mirage 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 The Mirage.

# CONVENTION CENTER POLICIES & PROCEDURES

## **MEETING GROUP ENTERTAINMENT**

Meeting Group acknowledges that The Mirage 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 The Mirage's written consent for the entertainment, which consent shall not unreasonably be withheld. In contracting for entertainment, Meeting Group agrees that any such entertainment will comply with The Mirage's normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, The Mirage, its directors, officer or employees or those of any affiliate of The Mirage 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.

The standard meeting room amenities include water service, note pads and pens at a water station. Additional amenities are available on request at a reasonable charge.

Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. The Mirage 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. Security can be contracted to provide coverage. Please contact your CSM for current rates.

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

# CONVENTION CENTER POLICIES & PROCEDURES

## **NETWORK AND INTERNET CONNECTIONS**

Meeting Group may not attach any hardware or software to any networking and Internet access services provided by The Mirage, 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 The Mirage, or other name to which the hotel reasonably objects. The Mirage 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.

## **PARKING**

Vehicles that are self-parked at any MGM Resorts parking facility for longer than one hour will be subject to a parking fee. The self-parking fee is \$9.00 for vehicles parked between 1-2 hours, \$12.00 parked between 2-4 hours and \$15.00 for vehicles parked between 4-24 hours at The Mirage.

The valet parking fee is \$16.00 for vehicles parked between 0-2 hours, \$18.00 parked between 2-4 hours and \$24.00 for vehicles parked between 4-24 hours at The Mirage. All parking fees repeat every 24 hours.

Parking fees may be higher during special events. Self-parking is complimentary for M life members level Pearl and higher and valet parking is complimentary for M life members level Gold and higher. All complimentary parking is subject to availability.

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

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

## **PAYMENT OPTIONS**

The Mirage 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. The Mirage 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, The Mirage requires that full payment be sent less disputed amounts.

## **PER DIEM CHECKS**

Per diem checks must be approved by the Finance Department. Your CSM can assist you to find local bank services or to wire funds in advance for show management to distribute cash to attendees.

## **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 The Mirage.

# CONVENTION CENTER 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 The Mirage:

- 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)**

The Mirage 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 The Mirage, 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**

Should Group desire security for event, or if it is the type of event for which The Mirage will require Group to provide security, the security provided must be licensed to operate in the State of Nevada and an approved vendor through MGM Resorts International's Corporate Security. At Group's request, the hotel will provide a list of security companies acceptable to The Mirage.

## **SIGNAGE AND DISPLAY ADVERTISING**

The Mirage 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 The Mirage. In the event The Mirage 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. Any signage or banners approved by the hotel may only be hung or posted by Encore Event Technologies.

Additional cost and advertising opportunities are available in The Sponsorship Opportunity Guide which can be obtained from your CSM or on-line at The Mirage website. For more details on signage guidelines, please contact your CSM for a copy of our signage documents.

It is the policy of The Mirage 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.