



**Mirage Convention Center  
Contractor/Vendor Working Policies**

April 2021

The Mirage Convention Center welcomes contractors and vendors working with our convention groups.

The following policies and procedures will ensure all Mirage Convention Center guests receive consistent excellence of service in a safe working environment. Please read the policies and return the signed acknowledgment form to the Mirage Convention Services Manager.

1. Contractor/vendor company lead representatives are required to check in and provide wristband, name tag or uniform identification to all of their working staff on Mirage property. The identification should be worn in all areas of the property during the set-up, operation and tear-down of an event. Staff that is not properly identified working with a vendor may be escorted off property by security.
2. If uniforms are not provided, Mirage Convention Center requires all workers dress in appropriate work attire.
3. Each contractor/vendor company will be responsible for providing a primary contact or supervisor. This person will be the liaison for Mirage Security or management for all staff issues. The designated contact/supervisor will also be responsible for informing and ensuring that all crew members involved either full time or part time, are made aware of the conditions listed in this policy.
4. Each contractor/vendor company will be responsible for providing a list of workers who will be working on property at Mirage. This list should be emailed the day prior to [mirage-securitymanagement@mirage.com](mailto:mirage-securitymanagement@mirage.com). Any changes to the name list should be communicated by the vendor primary contact to the security officer checking in staff at the Mirage Employee Entrance guard booth.
5. All workers must park in the Mirage Employee Parking Garage and check in at Mirage Entrance #1 with the security officer at the booth prior to beginning their shift. Photo ID and company name badge, ID badge, or business card will be required to enter the garage and also to check in with the security officer. Masks will be required inside the building.
6. A Security Supervisor will be assigned to monitor large equipment move in and move out of our facility. The Security 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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7. Trucks and containers may be temporarily parked at the Mirage Events Center loading dock and must be removed as soon as they are emptied. Trucks and containers may be temporarily parked at the Grand Ballroom loading dock and must be removed as soon as they are emptied. There is no overnight parking of trucks on the Mirage Convention Center loading docks.
8. Vehicles used in delivery, transportation, or storage of equipment cannot be left on property or parked around the perimeter of the Mirage Events Center overnight. Arrangements for removal of vehicles, trucks, or forklifts will remain the responsibility of the contractor/vendor.
9. Note that sections of the loading dock areas have been reserved for Mirage use only. Loading dock spaces are available to all contractor/vendor companies and will be equally shared when multiple groups are in-house. All vehicles in this area must have company or personal identification that includes phone numbers. A full dock production schedule is required from all vendors.
10. Storage/staging of equipment for items such as, but not limited to, audio visual cases, carpet pigs, pallets, shipping crates is not permitted inside the Convention Center or in loading dock areas. If a bone yard area has been approved on the show floor by CCFD it should be for accessible storage only. Storage of equipment must not hinder accessibility to service areas for Convention Center employees at any time. It must also meet all safety standards and OSHA requirements.
11. The job site is to remain a working environment at all times. Friends and family are not allowed to be on property with staff unless they are working an event. Absolutely no children are allowed on the convention floors or docks during load in and load out.
12. A pre and post show walk-through of the Convention Center Ballrooms is required. In order to schedule a walk-through, the Convention Services Manager or Catering Manager must be contacted a minimum of ten (10) working days prior to move-in and set-up of the event. At the time of the pre and post walk-through, an authorized representative from the contractor/vendor company and a Mirage representative will inspect and note the condition of the facility based on the "Pre and Post Inspection Form" attached. During the post walk-through, if any damage is sustained to the property, the contractor/vendor will be liable for all repairs and costs incurred, if such damage is caused by the contractor/vendor. Estimated cost repairs will be quoted by a Mirage facilities representative in agreement with the said contractor/vendor within 5 days post show. Full payment is required within thirty (30) days of billing date.
13. Fire exit doors may not be blocked, propped open or obstructed in any way.



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14. Fire extinguishers, fire hose cabinets and sprinkler closets must be visible and accessible at all times. Fire extinguishers may be blocked only if approved by the Fire Marshal and temporary extinguishers are supplied in the same area and are clearly visible.
15. Aisles and exits as designated on approved show plans shall be kept clean, clear and free of obstructions. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc...shall not be placed beyond booth areas into the aisles.
16. All materials used in booth construction or decoration must be flame retardant and accompanied by an official flame retardant certificate.
17. Mylar balloons are not permitted in the Mirage Convention Center or Hotel. All approved helium balloons must be securely anchored to an exhibit. Helium gas cylinders for refilling must be secured in an upright position on safety stands with regulators and gauges protected from damage.
18. No overnight storage of gas cylinders is allowed in the building.
19. Edlen Electrical  
Electrical, plumbing, gas and compressed air services include the following:
  - All electrical power supply and outlets at displaying booths and in any other area requiring power.
  - Distribution of power to outlet locations; concealed cords under or over carpeting; cords overhead to equipment or lighting operation of man-lifts; scissor lifts; forklifts; and other locations where power is needed.
  - Electrical power source distribution & connections to dimmer boards, related switches, sound/projection equipment.
  - All electrical equipment, lighting fixtures, power track and electrical apparatus that requires electrical and mechanical fastening to the exhibit or display
  - Installation and removal of:
    - Overhead hanging electrical signs, trusses, etc.
    - Free-standing electrical signs requiring assembly, rotating, sequencing or hoist motors or other methods of installation/removal to/from the exhibit.
  - Electrical connections and hookup of all equipment or displays except for 120V-20A maximum- grounded plug-ins
  - All special lighting for displays, booths or areas, live models, sale demonstrations and presentations with the exception of theatrical, musical or other live entertainment
  - Mechanical or electrical installation of signs separate from the display
  - Maintenance and responsibility of all temporary electrical installations regarding trade shows, conventions or events on-site.



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- 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 Mirage Convention Center
20. All vehicles displayed in the Mirage Convention Center must follow CCFD regulations and have the proper permits. These regulations include: fuel caps locked or taped, fuel may not exceed 1/8 of the tank capacity, battery disconnected, ignition keys removed and propane tank removed; there must be at least 30" clear access maintained around the vehicle. Additionally, Mirage requires that each vehicle be equipped with its own fire extinguisher and that visqueen or other protective floor covering be placed under the vehicle. Exhibitor/Show Management is responsible to obtain all vehicle permits from the Fire Marshal and have them on site. Exhibitor/Show Management or Contractor/vendor will be able to provide a vehicle key contact name and phone number to Hotel Management or Security in case of an emergency. At no time should vehicle tires have direct contact with the conference center carpeting.
21. Request to use indoor/outdoor pyrotechnic displays or smoke/hazing must be submitted the Convention Services Manager in writing thirty (30) days prior to their use. A CCFD permit is required for the pyrotechnic displays. A copy of this permit should be given to the Director of Safety, Convention Services Manager and/or Event Manager prior to their use. All pyro and hazing does require a paid Fire Watch; contact your Convention Services Manager for pricing.
22. Forklifts will not be allowed on any carpeted area of the Convention Center unless visqueen or carpeting is laid forty (40) feet out from all freight entrances. Forklifts must have tire booties, white tires, or non-marking tires. Forklifts will not be allowed in any tiled areas of the Convention Center.
23. Forklift operators must be certified and able to provide supporting documentation. Forklift operators must follow all Mirage Convention Center safety rules and OSHA safety requirements at all times. This includes operating only equipment that has been properly maintained, equipment with back-up beepers or beacons, and engaging all safety guard devices such as seatbelts. The indoor operating speed limit is 5 MPH maximum.
24. The Mirage Convention Center does not loan or provide motorized forklifts, genie booms, lifting devices, pallet jacks, tools, or ladders for outside contractors. The contractor/vendor must supply their own transportation devices to move equipment in and out. Carts and lifts should be manual or electrical. Gas/diesel propelled devices or vehicles will not be allowed inside for safety reasons.



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25. No forklifts, scissor lifts, boom lifts, flatbed or motorized carts will be allowed in the carpeted areas without tire booties, white tires, or non-marking tires and one of the following protective coverings:
  - Visqueen safely secured over the carpeting with low residue tape
  - Overlay of carpet
26. All contractor/vendor employees must park in the Mirage Hotel/Casino Employee Parking garage and enter through the Employee Entrance with their identification ready to present to security at the door. No privately owned vehicles, motorcycles, or bicycles may be parked in the loading dock areas or on the perimeter of the building.
27. All convention event floor plans must be submitted to the Mirage Convention Center management thirty (30) days prior to the event for approval. No changes can be made once the plans have been approved by the Clark County Fire Department without the approval of the Convention Center management.
28. Contractors/vendors providing services at Mirage must provide proof of insurance in the amount of \$3M per occurrence for general liability, \$1M Auto, and \$1M Workers Comp.
  - Certificates of Insurance should have Mirage LLC listed as an additional insured.
  - Certificates of Insurance should have the following information noted:
    - *MGM Resorts International including all subsidiaries, affiliates & allied companies, and corporations or entities owned or controlled, now in existence or as may hereafter be created. Mirage Hotel LLC its parent company, subsidiaries, joint venture partners, affiliates and their respective directors, officers and employees are included as additional insured in accordance with the policy provisions of the general liability and auto policies. The GL endorsement is primary and non-contributory. A waiver of subrogation is granted in favor of Mirage LLC its parent company, subsidiaries, joint venture partners or affiliates and their respective directors, officers and employees in accordance with the policy provisions of the policies, by written contract and or agreement.*
  - Certificates of Insurance must be submitted to the Mirage Convention Center management thirty (30) days prior to the event for approval.
29. The Mirage Convention Center has exclusive providers for electrical, plumbing, cleaning, IT, telecommunications and food & beverage. Contact the Convention Services Manager for details.
30. Hotel's Audio Visual Department, Encore Event Technologies has the most experienced management and technical staff in Las Vegas and a comprehensive inventory of state-of-the-art equipment at very competitive prices. Our technical staff is available 24 hours a day, seven days a week.



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- Hotel's AV Department is the exclusive provider of production power, rigging labor, truss and motors. Meeting Group is required to use Hotel's AV Department for all breakouts and exhibits or utilize the Client Assurance Package. Please contact the Hotel's Audio Visual Department for package details. Any equipment or labor Meeting Group proposes to utilize at Hotel must be approved in advance by Hotel's AV Department.
31. An Encore Event Technologies technical supervisor or production manager is required for all vendor load in/out calls. This individual is to act as liaison between the vendor and the hotel and will be responsible for communicating and expediting services as well as maintaining the integrity of the building and adhering to safety codes and regulations. The supervisor carries a (4) hour minimum at \$95 per hour and is subject to change.
  32. Trash dumpsters on site at the Mirage Convention Center dock area are for Mirage use only.
  33. United Service Companies is the exclusive contractor for cleaning services for all tradeshow, store locations and events that have a decorator at the Mirage.
  34. The floor load limits are 250 pounds per square foot, live load. Loads shall not exceed the design live load per square foot. Adequate shoring and/or bracing must be provided where structure has not attained design strength or where overload may be anticipated. Any exhibit exceeding this limit will require special handling to distribute the load. Show Management is responsible for notifying the facility of any potential weight concerns.
  35. Nothing is to be placed against or leaned against any wall in the Convention Center. All crates, exhibit panels, and pallets must at all times be kept away from the walls. Nothing is to be attached to the moveable wall tracks at any time.
  36. Pursuant to the ADA Act of January 26, 1992, the contractor/vendor will provide proper ramp access to all elevated exhibit booths and or non-permanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility impaired persons.
  37. Consumption of alcoholic beverage on the job site is strictly prohibited and will result in removal of the individual from the property and potentially bar them from working at any MGM Resorts International property.



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38. The Mirage Convention Center is a non-smoking facility. Smoking on job sites including exhibit areas and ballrooms is prohibited. Smoking is allowed in the designated areas outside of the building.
39. Contractor/vendor staff is not permitted to eat, lounge or take breaks in the front of house space. Vendors may eat at the property dining outlets if designated meal areas are not provided by the contractor/vendor.
40. Electronic signs are provided above all meeting rooms in the Convention Center, as well as large electronic reader boards listing all of the events in time order. 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 location. Affixing any materials to the walls, floors, ceilings or furnishings is not permitted.
41. 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.
42. Anything with wheels loading onto the carpeted areas via rollup doors into meeting rooms or into foyers requires tire booties, white tires, or non-marking tires and one of the protective coverings listed below placed 40 feet out onto the carpet:
  - Visqueen safely secured over the carpeting with low residue tape
  - Overlay of carpet
43. Only polyethylene-coated cloth tape is allowed on the carpet. This should be placed down with double faced tape on top of it when laying carpet. Absolutely no duct or clear packing tape is to be used.

Tape vendor:  
Bron Tapes  
6265 S. Valley View Blvd.  
Las Vegas, NV 89118  
702-248-1200  
[www.brontapes.com](http://www.brontapes.com)
44. Please refrain from placing wooden pallets directly on the carpet as the splinters pull up through the nap. Please place these on Visqueen.
45. Please do not cut or build materials in the carpeted areas without protection between the material and the carpet.



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46. Carpet on carpet will require one of the below listed processes:
- Visqueen must be placed on top of our carpet then fiber line tape or double sided tape affixed to it and the show carpet placed on top.
  - Low adhesive tape like fiber line tape can be used and attached to our carpet for carpet on carpet install. Any costs for damage or special cleaning required will be the responsibility of the contractor or show management.





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**Pre and Post Inspection Form**

Function Date: \_\_\_\_\_ Show Name/Client: \_\_\_\_\_

Function Location(s): \_\_\_\_\_  
*(a separate form is required for each location)*

Contact: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Company Name: \_\_\_\_\_

Set Up	Function Date	Tear Down

Pre  Post  Inspection

(comments)


Estimated Cost – Damages \$ \_\_\_\_\_

\_\_\_\_\_  
Show Representative Name

\_\_\_\_\_  
Decorator Representative Name

\_\_\_\_\_  
Mirage Representative Name



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**Acknowledgment Form**

Company Name: \_\_\_\_\_

Show/Group Name: \_\_\_\_\_

Show/Group Date: \_\_\_\_\_

Show Representative: \_\_\_\_\_

Decorator Name: \_\_\_\_\_

Vendor Name: \_\_\_\_\_

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

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

I have received a copy and have read and understand the contents of the Mirage Convention Center Contractor/Vendor Working Policies. I understand that the contractor/vendor will be held responsible and accountable for complete performance of all service standards and procedures.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please complete and return this form via email to the Mirage Convention Services Manager.