



## **CONVENTION SERVICES POLICIES AND PROCEDURES**

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

### **ACCESS AND RIGHT TO ENTER**

Representatives of ARIA Resort & Casino 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 may be incurred if a group requests changes to the room setup after the room has been set. ARIA Resort & Casino 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 Americans with Disabilities Act (ADA) 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.

## **AUDIOVISUAL**

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 ARIA Resort & Casino as long as they follow our production guidelines and contractor vendor policies. Meeting Group is required to use Encore Event Technologies for all breakouts or utilize the Projector Support Package that will include additional fees.

## **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.

**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 ARIA Resort & Casino. 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.

## **CHECK-IN/CHECKOUT**

Check-in time is 3pm and checkout is 11am. If rooms are requested prior to 3pm at the time of check-in, they will be accommodated based on availability at no additional charge. Any guest wishing to guarantee 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, room/tax for those additional nights will be charged. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

## **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.

## **CREDIT APPLICATIONS**

Direct billing privileges may be established for those accounts incurring \$10,000.00 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.

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 ARIA Resort & Casino, 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 ARIA Resort & Casino 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 ARIA Resort & Casino.

## **DRONES**

Please be advised that drones are not allowed to be operated anywhere on ARIA Resort & Casino 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 unmanned vehicles.

## **EMERGENCY EQUIPMENT**

ARIA Resort & Casino is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. ARIA 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**

ARIA Resort & Casino is the exclusive provider for the following services: Audiovisual, Truss & Rigging, Staging & Lighting, Electrical & Plumbing, Food & Beverage, Telecommunications and Internet Connections (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third-party networks not controlled by ARIA Resort & Casino or the Meeting Group or its affiliates). Any damages caused by Meeting Group, Meeting Group's attendees and Meeting Group's production/audiovisual supplier will be the responsibility of the Meeting Group.

## **EXHIBITS**

ARIA Resort & Casino will provide up to 15 tabletop displays (six or eight-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. ARIA Resort & Casino 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, 6:00 a.m. – Midnight and \$127.50 per hour, Midnight – 6:00 a.m.

## **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 secured for all meetings or catered events of 300 persons or more. A separate Motor Vehicle permit is also required for fuel-burning vehicles.

ARIA Resort & Casino can generate the scale drawings, and apply for the permits on your behalf, provided we have all the necessary audiovisual 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 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.

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.

Any time 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.

Fire Marshal-approved plans are also required for all meetings or catered events of 300 persons or more. Approval of the plans will be charged by the Clark County Fire Department as follows:

Plans submitted prior to 10 days before the event are subject to a \$400.00 per-plan fee.

Plans submitted within 5-9 days of the event are subject to a \$650.00 per-plan fee.

Plans submitted within 3-4 days of the event are subject to an \$800.00 per-plan fee.

Plans submitted less than 3 days prior to the event are subject to a \$1200.00 per-plan fee.

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.

## **INSURANCE**

A copy of your certificate of insurance (COI) is due to ARIA Resort & Casino, 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 ARIA Resort & Casino, 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 ARIA Resort & Casino from all liability (damage or accident) which might ensue from any cause resulting from 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**

ARIA Resort & Casino 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 of, 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 ARIA Resort & Casino.

### **MEETING GROUP ENTERTAINMENT**

Meeting Group acknowledges that ARIA Resort & Casino 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 ARIA Resort & Casino 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 ARIA Resort & Casino normal policy regarding risqué or questionable material and that no disparaging remarks toward gaming, ARIA Resort & Casino, its directors, officer or employees or those of any affiliate of ARIA Resort & Casino 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 upon 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. ARIA Resort & Casino 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. 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 audiovisual setups in meeting rooms overnight. 24-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.

### **NETWORK AND INTERNET CONNECTIONS**

Meeting Group may not attach any hardware or software to any networking and Internet access services provided by ARIA Resort & Casino, 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 who 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 ARIA Resort & Casino, or other name to which the Hotel reasonably objects. ARIA Resort & Casino 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. 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**

ARIA Resort & Casino 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. ARIA Resort & Casino 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, ARIA Resort & Casino requires that full payment be sent less disputed amounts.

## **PER DIEM CHECKS**

Per diem checks must be approved by the Finance Department. Should attendees of your meeting require per diem checks to be cashed, the following will be required:

- Your organization must supply a written guarantee of the funds, a copy of the check, a range of check amounts and the total anticipated amount of all checks that may be cashed.
- Attendees cashing checks must provide a photo ID and cash checks at the main casino cage.



## **PRINTED MATERIALS**

Please be advised that any advertising utilizing the hotel name or logo, or any request to use Hotel stationery, must be approved prior to distribution, in writing, by ARIA Resort & Casino.

## **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 ARIA Resort & Casino:

- 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)**

ARIA 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 ARIA Resort & Casino, 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**

Security Officers are available to assist groups with private security needs. A minimum of two weeks' notice of your security requirements is required to ensure proper scheduling of personnel. Please note that ARIA Resort & Casino is the sole provider of security for meetings and events and does not permit the use of outside security companies.

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.

## **SIGNAGE AND DISPLAY ADVERTISING**

ARIA Resort & Casino 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 ARIA Resort & Casino. In the event ARIA Resort & Casino 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 the ARIA Production Services department.

Additional cost and advertising opportunities are available in the Sponsorship Opportunity Guide which can be obtained from your CSM or online at ARIA Resort & Casino's website. For more details on signage guidelines, please contact your CSM for a copy of our signage documents.

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.

## **CATERING POLICIES AND PROCEDURES**

### **FOOD AND BEVERAGE**

The Catering Department will be in contact with the Meeting Group following receipt of the signed contract/license agreement. The Catering Manager becomes the main contact for all planning and on-site details involving Catering 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 Catering Manager at least 90 days in advance of the main arrival date. A final detailed program is due to the Catering Manager 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 un- assigned meeting/function/exhibit space will revert back to ARIA Resort & Casino. 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 Catering Manager fifteen (15) business days prior to the first day of your program.

Catering 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: \$34.00 - \$57.00

Lunch: \$60.00 - \$68.00

Dinner: \$94.00 - \$140.00

All prices are plus tax and service charge and are subject to change. Food and Beverage for hospitality suites are handled through our Hospitality department. Please see information under Hotel Services/Hospitality Suites for all details.

Guarantees for all functions must be given to your Catering Manager seventy-two (72) business hours prior to a function. 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.

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

Events booked within a 72-hour period prior to service will incur an additional fee, please contact your Catering Manager for more details.

To ensure compliance with County Board of Health food handling regulations, all food must be consumed on Hotel premises at the contracted time, except for "to-go" meals, arranged in advance. Hotel is the sole provider of all food served in the Convention Area. No food will be permitted to be brought into the Convention Area by a guest or any of the customer's guests or attendees. In compliance with Nevada Liquor Laws, Hotel is the only authorized licensee able to sell and serve liquor, beer and wine in the banquet facilities. Hotel reserves the right to refuse service to any person who visibly appears to be intoxicated. No one under 21 years of age will be served alcoholic beverages. Hotel reserves the right to inspect the identification of any person attending events in the Convention Area.

### **TAX AND SERVICE CHARGE**

Catered food & beverage prices are subject to prevailing gratuity, service charge and tax. Currently a 19% gratuity which is nontaxable and a 4% service charge, which is taxable at the prevailing sales tax rate, currently 8.25%.

## **GUARANTEES**

Guaranteed numbers of attendees for all functions must be received in the Catering Office three business days prior to the function and four business days for functions on Sundays and holidays. Meeting Group will be charged the guaranteed number of attendees or the number of people actually served, whichever is greater. For groups with assigned seating, the final diagram must be submitted with your guarantee count. In addition, Hotel will not seat more than 3% above your guaranteed number of attendees, not to exceed 50 people. If a guarantee count is not received, the number of guests indicated on the Banquet Event Order will be the guaranteed attendance. Reception stations are charged on the total number of guests guaranteed.

## **SERVICES CHARGES**

Chefs and Attendants – A labor charge of \$250.00 per Chef or Attendant will be added to the Banquet Event Order.

Sushi Chef – A labor charge of \$500.00 per Sushi Chef will be added to the Banquet Event Order.

Bartender – A labor charge of \$250.00 per Bartender will be added to the Banquet Event Order.

Cash Food and Beverage functions – Require approval by Hotel Management in advance of function. Minimum costs do apply.

Coat Check Facilities are available upon request. Attendants are \$250.00 for a four-hour period.

Receptions, except those preceding a dinner, require a \$78.00 per-person minimum expenditure in food, excluding beverage, tax and service charge.

## **OUTDOOR/POOLSIDE EVENTS**

Some of Hotel's outdoor locations are available for private parties. Each area has specific rental fees, time guidelines and food and beverage minimums. Additional information can be provided upon request. Lighting is required for all outdoor evening events. Lighting costs are based on the location used, type of event being planned and safety of your guests. Lifeguards are required for all poolside events at a minimum charge of four-hours. The number of lifeguards will vary based on the size of the event. Cabanas may be requested based on availability for an additional charge. Hotel reserves the right to make the final decision to use indoor facilities in case of inclement weather on the day of the event.

## **TRADESHOW POLICIES AND PROCEDURES**

### **EXHIBITS**

Hotel 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 \$150.00 per display will be charged for 15 – 25 displays. Table-top displays in excess of these numbers must be furnished by an outside decorator/exhibit company. Hotel can provide phone lines, signage, audiovisual equipment, etc., at a charge.

## **EXHIBITORS**

Meeting Group agrees to provide Hotel with a copy of their contract with their exhibitors. Meeting Group further agrees to include a provision which provides that their exhibitors agree to the terms and conditions contained in these Policies and Procedures. Hotel will not provide supplies for an exhibit booth. This includes ice, trays, easels, refrigeration storage, telephones, etc. These items must be ordered through the show decorator.

## **EXHIBIT EXCLUSIVE PROVIDER**

ARIA Exposition Services is the exclusive provider for the following exhibit services: audiovisual, truss and rigging, staging and lighting, electrical and plumbing, telecommunications, broadband Internet connections (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third-party networks not controlled by ARIA Expo Services or Meeting Group or its affiliates), showroom and booth cleaning and computer rentals. Any damages caused by Meeting Group, Meeting Group's attendees, Meeting Group's exhibitor and/or exposition company will be the responsibility of Meeting Group. A Facilities Supervisor will be assigned to monitor the actual move in and move out of its facility. The Facilities Supervisor will monitor such areas as the loading dock, service corridors and the actual function space for the event.

## **NETWORK AND INTERNET CONNECTIONS**

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

## **EXHIBIT AREA CLEANING**

ARIA, or its designated service provider, is the exclusive cleaning contractor for the facility including aisle carpeting, registration areas and booth cleaning. We offer full cleaning services with a professionally trained staff to ensure quality cleaning. ARIA cleaning services are required for all areas used as exhibit space. If carpet is applied to any of our flooring, cleaning services will also be required.

The types of cleaning services we offer are:

- Carpet vacuuming
- Carpet shampooing
- Damp mopping and waxing
- Machine scrubbing and waxing
- Trash removal
- Porter service

Use of confetti, balloons, glitter or other similar materials will incur an additional cleanup charge per event. Please contact our Exhibitor Services Department 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 ARIA Exhibitor Services at [exhibitorservices@aria.com](mailto:exhibitorservices@aria.com). Show Management is responsible for all costs, associated dumpster or compactor pulls or any other associated waste removal during move in, show days and move out of the event. Exhibit 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 ARIA must provide to return areas back to their original condition.

### **EXHIBIT/TRADESHOW MOVE IN/MOVE OUT**

Thirty days prior to a show, the Convention Services Manager will contact your exposition company to review and confirm the move-in and move-out times and dates. Move-in/move-out times are between 6:00 a.m. and Midnight. Any exceptions to this timeframe must be approved by the Convention Services Manager. Please note that move-in/move-out times for Hotel will be predicated upon other business in Hotel. Prior to exhibit move in, a representative of Meeting Group, your exposition company and the Facilities Supervisor 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 Meeting Group will be utilizing, e.g., parking lot, driveways, loading dock, service hallways, foyers, actual exhibit area (including apron of permanent stage), etc. It is your exposition company's responsibility to designate the ramp control person to control the exhibit traffic flow around the Hotel move-in area. At the conclusion of each show move out, a representative from Meeting Group, your exposition company and the Facilities Supervisor will walk the areas of Hotel, both inside and out, for a final inspection. Mutually agreed upon damages caused by Meeting Group or their exposition company will be recorded and submitted to the Convention Services Manager, who will, in turn, coordinate the repairs with the Engineering Department. All labor and materials will be billed to Meeting Group at cost and will be with the approval of Meeting Group and Hotel. Full payment is required within 30 days of billing date. Meeting Group's exposition company will be responsible for leaving all areas of Hotel that the exposition company is responsible for in the same condition, less normal wear and tear, that they were in prior to move in. Meeting Group's exposition company is required to cover the doorway entries with carpet and any other approved coverings deemed appropriate by the Convention Services Department.

In reference to forklift usage, the following procedures must be adhered to: A designated forklift must be assigned for both indoor movements and outdoor movements. A single forklift is not allowed to run both in and out of Hotel ballrooms. A designated drop point will be located just inside the freight door. The drop point is required to be covered with carpet and 1/4" to 1/2" plywood. The size of the drop point should be in proportion to the size of the show. The tires of the designated indoor forklift must have

NOMAR tires; no duct tape, vinyl tape or other coverage will be acceptable. All forklifts must be equipped with a fire extinguisher. No gas/diesel forklifts will be operated in any convention areas. Electric and propane forklifts only are permitted. Two-way carpet tape is not permitted. Only a low-adhesive tape is permitted on ballroom carpets. During exhibit shows, Hotel will only be responsible for areas where Hotel has provided food and beverage. ARIA Exposition Services must be contacted to handle booth and aisle cleaning. Prior to the show opening and after all booths are set, a representative of Meeting Group, Facilities Supervisor and the exhibition company representative or his/her representative will walk the floor with the Fire Marshal-approved floor plan. Meeting Group will correct any violation prior to the show opening.

Bi-level or double-deck exhibits must adhere to the following: Exhibit construction plans must bear the stamp of a structural engineer. All covered or enclosed areas in excess of 1,000 square feet shall be provided with interior automatic sprinkler protection. A separate permit application shall be submitted for such structures. The Las Vegas Fire and Safety Coordinator may restrict the size of a covered area and/or may require fire watch. Booth construction must meet all applicable local building codes. Any equipment that is to be installed or hung in our convention space needs to be cleared by Hotel in advance of installment.

The ballroom ceilings are designed to the following specifications: Unistrut Track is designed to support 250 lbs. under each of the thread points and 75 lbs. between 8-foot centers. Rigid Pick Points rated at 2,000 lbs.

At no time during the show will the exposition company be allowed to store freight and/or equipment, either their own or that of the exhibiting company, in any public area, service area or the back dock of Hotel. This includes the outside perimeter of Hotel as well as the parking lot. No commercial vehicles may be parked overnight in the convention load-in area. With approval from the Convention Services Manager, the exposition company may store minimal equipment necessary to open the exhibit hall in a timely fashion, i.e., table skirts, wastebaskets, easels, etc. All equipment must be stored in an orderly fashion, behind the Decorator Exhibitor Services Desk, in accordance with fire code and causing no damage to the walls, fixtures or other areas of Hotel. All freight, equipment and trailers must be taken off property for the duration of the show. A NO SMOKING policy will be in effect during all setup and tear down times. It is the responsibility of the exposition company to enforce this policy with their personnel. All production/ destination companies are required to pre-arrange the drop-off of a dumpster in order to properly dispose of any waste material. Hotel will not permit any material to be left on the Hotel premises. A Convention Services Representative of Hotel will indicate the exact location of the dumpster placement.

Meeting Group's exposition company will provide an adequate number of trash receptacles throughout the exhibit area during setup. Meeting Group's exposition company must contain their employee/labor forces to the loading dock and exhibit areas. Back-of-the-house restrooms should also be utilized. These employees are not permitted to use public restrooms or other public facilities or Hotel staff dining room. Hotel will set up a water station and smoking area with ashtrays on the back dock during setup and tear down times. Any food and beverage consumption outside this designated area is not permitted.

## **ELECTRICAL**

In-house architectural lighting is provided to exhibitors without charge.

## **CABLES AND WIRES**

In the event electrical power drops, television cables, telephone cords or other such cables and wires must be laid on the floor, or in public traffic areas, and appropriate cable bridges and/or low-adhesive tape must be installed. All 110-volt extension cords shall be three-wire (grounded), #14 or larger AWG, copper wire. Cords must not support connectors. Two-wire "Zip Cords" are not permitted other than factory-installed appliance connectors; these may not exceed six feet in length and must be UL-approved. Cube tap adapters are prohibited. Multi-plug adapters must be UL-approved and have built-in overload protection. Connectors must not be used to exceed their listed ampere rating. All temporary electrical wiring must be accessible and free from debris and storage materials.

## **BALLROOM STAGES**

Use of the permanent ballroom stages will need to be coordinated with Hotel's Technical Service Department and the Convention Services Manager.

## **FIRE REGULATIONS**

One month prior to the show, Meeting Group's exposition company is required to submit floor plans of the proposed exhibit layout to the Clark County Fire Department, Fire Prevention Bureau for approval. A Fire Marshal-approved copy must be forwarded to the Convention Services Manager no later than three weeks prior to the exhibit move in. All required fire exits may not be blocked or used for moving exhibit material in or out or used as storage areas. All exits must be kept clean and unobstructed. 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. All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and similar decorative materials shall be flame retardant to the satisfaction of the Clark County Fire Marshal. Canvas, cloth, cardboard, leaves or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, Orlon and certain other plastic materials cannot be made flame retardant and their use is prohibited. ALL MATERIAL MUST BE ACCOMPANIED BY AN OFFICIAL FLAME RETARDANT CERTIFICATE AND PROVIDED TO THE CONVENTION SERVICES MANAGER PRIOR TO MOVE IN. If substitutions of original materials must be made, such labor and materials required to bring the work up to code standard shall be provided by Meeting Group at no additional expense to Hotel. In the event Meeting Group is unable to comply with these requirements, said convention shall be canceled by Hotel without liability to Hotel. During setup and move out of trade shows, Hotel requires establishment and maintenance of designated "No Freight" aisles. These aisles **must** be clear at all times. 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. All internal combustion engine-driven vehicles or equipment displayed in the hall must have fuel filler caps locked or taped, batteries disconnected and fuel tanks almost empty. A nonflammable drop cloth must be placed under the engine. When pyrotechnic displays are used on property, a permit from the Clark County Fire



Department is required. A copy of this permit should be given to the Convention Services Manager at Hotel prior to any related function. A competent and certified operator must be present for the firing of any pyrotechnics. A copy of the operator's certificate must be on file prior to the show. Compressed gas cylinders are prohibited unless approved by the Fire Marshal; if approved, cylinders must be secured in an upright position. All packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage; all empty cartons must be removed for storage or they will be removed as trash. 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.

### **SIGNAGE AND DISPLAY ADVERTISING**

Hotel 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 Hotel. In the event Hotel 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 Convention Services Manager. It is the policy of Hotel that all signage approved must be professional and preapproved flame-retardant signs and banners. Any signage or banners approved by Hotel may only be hung or posted by Hotel Technical Services Department. Signs or banners may not be taped, stapled, nailed or tacked to any Hotel doors, walls, registration desks, etc. 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.

### **SECURITY**

ARIA Security officers are available to assist groups with private security needs. A minimum of two weeks' notice of your security requirements is required to ensure proper scheduling of personnel. Please note that ARIA is the sole provider of security for meetings and events and does not permit the use of outside security companies. 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.

### **WALLS**

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.

## **SHIPPING AND RECEIVING**

There is limited storage space at Hotel and **NO** freight will be accepted by Hotel in advance of a show. Shipments to Hotel more than three days in advance of the arrival date will not be accepted. Shipments that require special handling (refrigeration, etc.) should be coordinated with the Convention Services Manager or the Business Services Center prior to shipping. Hotel shipping labels are available through your Convention Services Manager upon request.

The following will not be accepted by Hotel Receiving Department:

1. Collect shipments.
2. Shipments that require a forklift to unload.
3. Shipments consigned to an exhibitor in a trade show booth. Hotel has the right to consign any shipments received for a trade show to the decorator handling said show. Show management will advise their exhibitors that additional handling charges may be incurred.

## **PACKAGES**

Hotel has a full-service Business Services Center that will handle all incoming and outgoing packages. Additional information and pricing will be provided one year prior to the main arrival dates. For ease of handling, packages and boxes should not be larger than 24 square inches and should be less than 70 lbs. Boxes larger or heavier must receive prior approval from your Convention Services Manager. There is a handling fee for each box sent to or from Hotel as follows (subject to change):

\$8.00 0 – 1 lb. (letters)  
\$15.00 1.1 – 15 lbs.  
\$20.00 15.1 – 30 lbs.  
\$30.00 30.1 – 50 lbs.  
\$50.00 50.1 – 80 lbs.  
\$80.00 80.1 – 100 lbs.  
\$100.00 100.1 – 150 lbs.\*

\*Over 150.1 lbs.: Round weight to the nearest 100 and calculate at \$100.00 per 100 lbs.  
Example: 151 lbs. = 200 lbs. — handling charge is \$200.00

Incoming packages and boxes to Hotel are to be addressed as follows:

Ms. Jane Doe (Hotel Guest or Meeting Planner, Reservation #)  
ARIA  
3730 Las Vegas Blvd. South  
Las Vegas, NV 89158  
Attn: Function or Group Name