



CONVENTION SERVICES POLICIES & PROCEDURES

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

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

ACCESS AND RIGHT TO ENTER

Representatives of M Resort Spa and 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 initiated room has been set. 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 our 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. Service animals are always permitted.

AUDIO VISUAL

PSAV is the M Resorts in-house Audio Visual company. PSAV 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. PSAV technical staff are available seven days a week. PSAV is the exclusive provider of power, rigging labor, truss & motors. Please contact PSAV for package details.



BAGGAGE HANDLING

All group arrivals are subject to a mandatory baggage handling charge of \$6.00 per person. 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 larger 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 starting at \$250.00 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 M Resort Spa and 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. Wired monies in the amount of the Cash advance must be received 5 days prior to paid out. Cash advances cannot be approved for credit card payments. For more detailed information regarding cash advances, please see your CSM. M Resort Spa and Casino 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.

CATERING FOOD AND BEVERAGE

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 Hotel. No outside 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) twenty-one 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.



CHECK-IN/CHECK-OUT

Check-in time is 3pm and checkout is 11am. 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. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

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.

DAMAGE TO PROPERTY

Meeting Group shall be liable for any damage, normal wear and tear excluded, to the function space, or to any other physical or personal property of M Resort Spa and Casino, caused by the act or omission of the Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, vendors, volunteers, or performers. Meeting Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, tape, or other items into any part of the Function Space, hotel equipment or property. Meeting Group shall return the Function Space to M Resort Spa and 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 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.

DRONES

Please be advised that drones are not allowed to be operated anywhere on/in M Resort Spa and 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 un-manned vehicles.

EMERGENCY EQUIPMENT

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



EQUIPMENT FOR RENT/LABOR FEES

M Resort Spa and Casino will provide 3 easels complimentary, additional easels are available for rent at \$10.00/easel/day. M Resort Spa and Casino will provide complimentary staging for main general session room up to 18' x 16' or equivalent of (6) 6'x8' risers, additional staging are available for rent at \$100.00/6'x8'stage/day. M Resort Spa and Casino has centerpieces for rent at \$20.00/piece. Raffles Drums are available for \$50.00/each. M Resort Spa and Casino will move promenade furniture to other locations for a fee of \$250.00/move.

EXHIBITS

M Resort Spa and Casino will provide up to 15 table-top displays (6 or 8 foot tables) including standard linen and table skirting and two chairs at no charge during Meeting Group's program. A charge of \$50 per display will be charged for 16 - 50 displays. Tabletop displays in excess of these numbers must be furnished by an outside decorator/exhibit company. M Resort Spa and Casino can provide phone lines, signage, AV equipment, etc. at an additional charge. Exhibit panels, show floor displays must be 18 inches from lowest point in ceiling. Exhibits set in promenades must leave a 9' wide access path. Miscellaneous/additional items are also available (ice, chairs, tables, linens) for a fee. Please see your CSM for pricing. Vendors displaying food for sample must carry a valid Nevada Food Handlers Certificate or an M Resort Spa and Casino staff will be assigned to the Exhibit with food at a charge of \$225.00/server/4 hours

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. The supervisor will walk the floor with the contact prior to load in and mark any existing damage. The supervisor and Contact will again walk the floor at the end of the show.

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. A separate Motor Vehicle permit is also required for fuel burning vehicles. Please see separate policy for Motor Vehicle requirements.

M Resort Spa and Casino 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 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.

Hazers if used, must be approved by your CSM, 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 CHFD. 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.

GUARANTEES

Estimated guarantees are required 3 weeks prior to first function. Final guaranteed numbers of attendees for all functions must be received to your CSM 72 hours prior to the function and three (3) 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 set 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. If guaranteed numbers fall short, and additional food is provided to cover the shortage, a 1.5% will be added to menu price.

INSURANCE

A copy of your certificate of insurance (COI) is made out to "LVGV, LLC d/b/a The M Resort Spa and Casino, its respective parent companies, subsidiaries, related and affiliated companies of each and the officers, directors, agents, employees and assigns of each are additional insureds", 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 M Resort Spa and 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 M Resort Spa and Casino 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

M Resort Spa and 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, 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 M Resort Spa and Casino

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 moving fee will be assessed for all relocations.

The standard meeting room amenities include note pads, pencils and mints either located on a easily accessible station or meeting tables. Additional amenities are available on request at a reasonable charge (pens, upgraded mints, water glasses).

Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. M Resort Spa and 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. 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, 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, 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 M Resort Spa and 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 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 M Resort Spa and Casino, or other name to which the hotel reasonably objects. M Resort Spa and 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, Convention Floor, retail stores and other indoor public spaces. The casino floor and certain lounges where food is not served are exempt.

OBLIGATIONS

If our obligations under this Agreement are not met for any reason beyond our control, our failure is completely excused and we may cancel this Agreement by returning your deposit. The following is a partial list of events that, if they occur, would be considered beyond our control: strikes, labor disputes, accidents, government restrictions on travel, hotel operations, goods or supplies, acts of war and acts of God or similar unforeseen unanticipated events causing impossibility in our ability to perform. Location of event(s) not guaranteed and can be changed by The M Resort management as needed. Every effort to minimize relocations will be made.

POOL CONCERTS

M Resort occasionally holds concerts on the Pool Deck during warmer months. Though conflicts are avoided as much as possible, in the event the M Resort should hold a concert or a special event at the Pool, the M Resort will advise the client as soon as the concert is booked. The client will be given the option to move the event indoors, or in the case of a wedding, cancel the wedding ceremony portion of the contract only, without penalty.

PRINTED MATERIALS

Please be advised that any advertising utilizing the hotel name, logo or any request to use hotel stationary, must be approved prior to distribution, in writing, by M Resort Spa and 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 M Resort Spa and Casino

- NEVADA tax-exempt sales tax permits 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 (other than In Room Dining)

M Resort Spa and Casino Front Services Department will be happy to arrange for guestroom deliveries. Items will be placed inside the room after the guest has checked in. Items may not be left outside on the floor or slipped under the door of the guestrooms. If the DND light is on, items will not be delivered to rooms. Please check with your CSM for rates and delivery times.

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. Charge is \$55.00/hour/security officer.

For the safety of clients, all guests, any vendors requiring back-of-house access are required to sign in and obtain a security badge prior to being permitted in back-of-house areas. They may obtain security badges from team member entrance security booth.

SIGNAGE AND DISPLAY ADVERTISING

Additional cost and advertising opportunities are available. For more details on opportunities and signage, please contact your CSM and/or our AV Director.

STORAGE

Any crates, pallets, boxes, and exhibit panels cannot be stored in back of house hallways. Arrangements must be made with CSM for storage space.

TAX AND SERVICE CHARGE

All Food and Beverage prices are subject to a 23% service charge (subject to change) and 8.375% sales tax (subject to change). Service charge is not taxed. If Meeting Group is tax exempt the State of Nevada requires a copy of the following on file with M Resort Spa and Casino:

- NEVADA tax-exempt sales tax permits 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.



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.

WEATHER

Outdoor Reception/Event locations are subject to weather, pool season, and pool closure times. Event times to be agreed upon with Catering Manager and Pool Staff and noted on contract. In the case of inclement weather, you may use a Banquet room for the Event as back up space. It is agreed and understood that poolside events may be affected by sound and other disturbances. The Patron fully understands and agrees not to hold the M Resort executives, manager and/or employees responsible in any way for such disturbances and will not make any claims against the M Resort, its owners or officers for such disturbances.

ACKNOWLEDGEMENT

I acknowledge receipt of the above Catering policies and agree to them.

Client's Signature

Date