

CONVENTION CENTER

Policies & Procedures

A large, stylized graphic of a palm tree in shades of blue and white, positioned on the right side of the page. The palm fronds are detailed with fine lines, and the trunk is a solid blue color.

Mirage[®]
LAS VEGAS

MEETINGS & CONVENTIONS

CONVENTION CENTER POLICIES & PROCEDURES

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

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

ACCESS AND RIGHT TO ENTER

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

ADDITIONAL LABOR CHARGES

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

AMERICANS WITH DISABILITIES ACT

Hotel shall, with respect to its performance required under your contracted agreement, to the best of its knowledge, comply with all laws including The Americans with Disabilities Act and the Hearing Capacity Act of 1988 and the regulations and guidelines. Group warrants to Hotel that the Client, its agents, contractors and employees, and their functions within the function space and hotel complex, in connection with your contracted agreement, will be in compliance with the requirements of the above referenced laws, except to the extent that the set-up or operation is controlled by the Hotel.

We will work with you to meet the ADA requirements specific to your function. 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 Mirage public areas, including, but not limited to the convention space. Use of a Segway may be excluded in areas that are relatively high foot traffic venues. This includes the Casino, theaters, pool, 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.

CONVENTION CENTER POLICIES & PROCEDURES

AUDIO VISUAL

Encore is our preferred audio/visual provider located on property to help service audio/visual and production needs. Encore is the exclusive provider of all rigging and power equipment and services. This includes but is not limited to: labor, trussing, chain motors, cables, span sets, and all other rigging related equipment. Group is also required to use Encore for all meetings, breakouts (excluding General Session), and expo exhibits including but not limited to: projectors, screens, microphones, speakers, mixers, lighting, and any other audio-visual equipment necessary for a breakout, meeting, or exhibit space. An outside audio/visual production company may work within The Mirage if they follow our production guidelines and contractor vendor policies. Please contact your CSM for production guidelines and contractor vendor policies.

Below is contact information for Encore:

Jonathan Pillen, Sr. Sales Manager
702.792.7780
jonathan.pillen@encoreglobal.com

Erin Kosseff, Sales Manager
702.791.7569
erin.kosseff@encoreglobal.com

BAGGAGE HANDLING

Individual: Guests arriving individually are greeted at the front door by a bell person and will be given a claim check for their luggage. The guest may then call from their room to prompt delivery.

Departure: After 11am checkout, guests who wish to store luggage can do so at the Bell Desk located at Main Valet, gratuity appreciated.

Group: All group arrivals are subject to a mandatory baggage handling charge. This charge covers the handling of baggage both arriving to and departing from the hotel. In the event group requires baggage delivery in an auxiliary area aside from the designated hotel bag drop area, an additional fee may also apply.

BALLOONS

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

BROADCASTING/TAPING/RECORDING

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

CONVENTION CENTER POLICIES & PROCEDURES

CATERING & BANQUETS

ALCOHOLIC BEVERAGE SALES

1. A \$600.00 ++ beverage minimum per bar/per hour will apply. Client will be charged the balance plus service charge/admin charge if the beverage minimum is not met.
2. Bartenders are charged at a rate of \$250 per Bartender.
3. All alcoholic beverages must be provided and dispensed by The Mirage.
4. A \$200.00 terminal setup fee will apply per terminal/per bar.
5. Cash bars are limited at the pool and not available for dolphin habitat events.

ALCOHOLIC BEVERAGE SERVICES

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

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

The legal drinking age in Nevada is 21. Proper identification is required when attending a function with alcohol in order to be served. The Mirage reserves the right to refuse service to any person who visibly appears to be intoxicated.

Southern Nevada Health District Advisory: Drinking wine, beer, and other alcoholic beverages during pregnancy can cause birth defects.

BANQUET SERVICE CHARGE

The Resort's current banquet service charge is nontaxable 19%.
Service charge is subject to change.

BANQUET ADMINISTRATIVE FEE

The Resort's current banquet administrative fee is taxable 5%, at the prevailing sales tax rate.
Administrative fee is subject to change.

Tax-exempt organizations must provide a Certificate of State Exemption to the Catering Office at least three (3) weeks prior to the event.

BANQUET GUARANTEE POLICY: REQUIREMENTS

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

CONVENTION CENTER POLICIES & PROCEDURES

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

Guarantees for functions under 2,000 guests shall be due no later than 12:00 PM PST five (5) business days prior to the scheduled function.

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

Should the client not notify The Mirage of a guarantee number, The Mirage shall utilize the expected number as the final guarantee.

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

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

Should the "overset" requested exceed 3% of the guarantee or a maximum of 50 guests, a \$250.00 Labor Charge plus the Gratuity/Service Charge based on the per person menu price will be applied per server required.

BANQUET GUARANTEE POLICY: GUARANTEE INCREASES

Please note the following shall apply to all increases in guarantees received within 120 business hours (5 business days):

A. Guarantee increases received 120 to 72 hours prior to the event shall incur a 10% price surcharge.

Example: 120-hour GTD is given for 500 guests for a lunch menu priced at \$65.00++. 120-72 hours prior to the event: a request for an increase to 550 is received. 500 lunches will be priced at \$65.00++ per person. 50 lunches will be priced at \$71.50++ (price plus 10%) per person.

B. Guarantee increases received within 72 to 24 hours of the event shall incur a 15% price surcharge.

Example: 120-hour GTD is given for 500 guests for a lunch menu priced at \$65.00++. Day of function: a request for an increase to 550 is received. 500 lunches will be priced at \$65.00++ per person. 50 lunches will be priced at \$74.75++ (price plus 15%) per person.

An increased guarantee within 120 business hours will not receive an overset amount: the new guarantee is the set amount.

CONVENTION CENTER POLICIES & PROCEDURES

CANCELLATION OF FOOD & BEVERAGE ORDER

(5) business days (120) hours is required to cancel your food and beverage. If proper notification is not received, you will be charged the full estimated total for the food and beverage ordered.

CASH FOOD SALES

1. Food Cash Concessions are available for setup within a trade show/exhibit room only.
2. A \$5,000.00 ++ food minimum per meal period and per concession line will apply. Client will be charged the balance if the minimum is not met.
3. A \$200.00 + terminal setup fee will apply per terminal/per concession line. (2) terminals are required per concession line. (1) concession line is required per each 200 guests.
4. Cashiers and attendants are charged at the rate of \$250 + per meal period. A minimum requirement of (2) attendants and (2) cashiers are required per concession line.
5. The Mirage will determine the menu and quantity of all items and reserves the right to adjust menu selections and service periods based on business level.
6. The concession lines are open for two hours maximum per meal period.
7. Client may charge items from the Cash Concession to the Master.
8. Vouchers will be treated as a standard contracted meal and a guarantee will be required. Client will be charged for the full guarantee regardless of vouchers redeemed. Vouchers will NOT count towards client's \$5,000.00 ++ minimum per concession line.
9. If the event is open to the general public, The Southern Nevada Health District requires a health permit for Cash Sales at additional cost.

CATERING ONLY GROUP PAYMENT TERMS

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

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

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

CONTINENTAL BREAKFAST, BREAKS, & BOX LUNCH SERVICE

Continental Breakfasts, Breaks, and Box Lunches are priced as roll-in service that attendees will use in conjunction with other events (such as the General Session, Breakout, or Hotel Departure). If your group requires a dedicated meal room, seating specific to the meal function, or place settings on tables, a \$3 per person labor fee will be incurred to cover the additional labor cost.

CONVENTION CENTER POLICIES & PROCEDURES

FOOD & BEVERAGE PRODUCT DEMONSTRATIONS, SPONSORSHIP, & DISPENSING OF PRODUCT SAMPLES

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

1. Samples are limited to products manufactured, processed, or distributed by the exhibiting company. Exceptions are cappuccino machines, espresso, coffee, and soft drink dispensers, or logo bottled water. Quantities are limited to "sample" sizes.
2. Food and beverage items used as traffic promoters (i.e., popcorn, coffee, bar service, ice cream) must be purchased from The Mirage.
3. Sample sizes are limited to up to two (2) ounces for food items and up to one (1) ounce for alcoholic and non-alcoholic beverage items.
4. Your Catering Manager must approve all samples prior to them being brought on site.
5. All alcoholic beverages must be purchased from The Mirage and dispensed by The Mirage bartenders (prevailing rates will apply).
6. Product liability insurance is required when sample food/beverage is distributed at The Mirage.
7. The Mirage will institute a charge for any rental equipment, storage of items, preparation of items, or cleaning of equipment associated with the distribution of samples.
8. When preparing food for distribution in the booth, the exhibitor must have an Itinerant Health Permit (contact Southern Nevada Health District at 702.759.1258 or by email at environmentalhealth@snhdmail.org).

FOOD ALLERGEN STATEMENT

Our products may contain wheat, egg, dairy, soy, or fish allergens. In addition, our products may be processed in facilities that process tree nuts and peanuts. Please be advised consuming raw, cooked to order or undercooked meat, poultry, seafood, shellfish or eggs may increase your risk of food borne illnesses, especially if you have certain medical conditions. Naturally, thoroughly cooking meats, poultry, seafood, shellfish or eggs reduces the risk of food borne illnesses.

GENERAL TERMS

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

1. Banquet Menus are updated on an annual cycle.
2. Pricing is subject to proportionate increase to meet costs of food, beverage, and other operational costs. Client expressly grants the right for the Resort to raise the prices quoted within the Banquet Menus or to make reasonable substitutions on the menu and agrees to pay such increased prices and to accept such substitutions. Pricing is guaranteed within three months of the event.
3. All federal and district taxes which may be imposed or be applicable to this agreement and to the services rendered by the Resort are in addition to the prices herein agreed upon, and the client agrees to pay them separately.
4. The Mirage does not allow any outside food or beverage to be brought on property at any time. All food and beverage products must be purchased from "The Mirage". We welcome your request for special items, which will be charged in their entirety per specific ordered quantities.
5. Per Nevada state law, alcoholic beverages of any kind will not be permitted to be brought into the Resort by the patron or any of the patron's guests or invitees from the outside. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.
6. Prices printed and products listed are subject to change without notice. Prices are guaranteed 90 days from contracted event.
7. Food items may contain nuts.

CONVENTION CENTER POLICIES & PROCEDURES

KOSHER & HALAL MEALS

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

LABOR & PREPARATION CHARGE FOR SMALL GROUPS

A \$150 labor & preparation charge will be applied to all functions for 24 guests & under.

LABOR FEES

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

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

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

MEAL ROOM SETS & MEAL ROOM TURNS

Rounds of (10) shall be the standard room set for all dedicated banquet meal rooms. Alternative sets may incur a labor charge should additional staff be necessary to service a meal period. Room sets that require a "tight turn" may incur a labor charge should additional staff be necessary to change the room set within the requested time. Please consult your Catering Manager regarding all room sets and turns.

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

MENU PRICES

Food and beverage pricing and service charges listed are current and subject to change without notice. Prices can be guaranteed up to three months out if requested and confirmed in writing. All prices are excluding prevailing Nevada sales tax, gratuity and service charge. Tax-exempt organizations must furnish a Certificate of Exemption as issued by the State of Nevada to the Hotel no less than one month prior to the event.

CONVENTION CENTER POLICIES & PROCEDURES

MENU SELECTIONS

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

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

NON-TRANSFERABLE FOOD & BEVERAGE

Food and Beverage is non-transferable and once set, cannot be moved from original serving room to a new location. This includes packaged coffee breaks, continental breakfasts, breakfasts, luncheons, and dinners.

PLATED LUNCH & DINNER MENUS

All plated lunch & dinner menus shall have a minimum of three courses. Lunch menus are offered from 11 AM – 2 PM. Dinner menus are offered from 4 PM – 11 PM.

POOL, UNIQUE VENUES & AFFILIATE GROUPS

Events held at The Mirage Pool, Paradise Café, Secret Garden & Dolphin Habitat areas are subject to a F&B minimum of \$125.00 ++ per person plus additional setup & labor charges. Unique venue policies apply. Please consult your Catering Manager for more details.

Events held in restaurants & unique venues are subject to varying F&B minimums plus a setup & labor fee. Please consult your Catering Manager for more details. Events held in restaurants or venues not serviced by Mirage Catering & Banquets will not be credited towards a group's contracted food and beverage minimum. Only events fully serviced and arranged by Mirage Catering & Banquets will be counted towards a group's contracted food and beverage minimum unless specifically noted within the group's executed hotel contract.

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

RECEPTIONS

Except for receptions immediately preceding lunch or dinner functions, reception in the conference space require an \$85 per person minimum spend on food, excluding beverage, tax, service, labor and miscellaneous charges.

SPECIAL MEAL ORDERS

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

STAFF & CREW MEALS

Staff and crew meal menus are available for up to 50 staff and/or crew per day. Please speak with your Catering Manager for menu options.

CONVENTION CENTER POLICIES & PROCEDURES

STATE TAX

Current Nevada sales tax is 8.375% and will be billed to your account on all equipment rentals, food, alcoholic and non-alcoholic beverages, set-up service, cleanup service, and labor fees. Sales tax is subject to change.

TO-GO BOXES & CONSUMPTION OUTSIDE CONVENTION AREA

In accordance with health regulations, The Mirage is unable to provide “to-go” packaging for perishable food intended to be consumed outside of the function space. Meals specifically designed for “Grab and Go” style-service can be arranged in advance. Please consult your Catering Manager for additional information.

UNIQUE VENUES & AFFILIATE GROUPS

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

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

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

CASH ADVANCES (paid outs)

Cash advances may be obtained if approved prior to your arrival. Your company/association must have previously submitted a credit application and have been approved for direct billing. Cash advances cannot be approved for credit card payments. For more detailed information regarding cash advances, please see your CSM.

Mirage 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.

CHARITABLE EVENTS

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

CONVENTION CENTER POLICIES & PROCEDURES

CHECK-IN/CHECKOUT

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 at no additional charge. Any guest wishing to guarantee an early check-in will have the option to pay an early check-in fee at the time of booking based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, we will charge for one additional night's room and tax. For example, if a guest checks out 3 days early from their confirmed departure date, they will be charged for 1 additional night (not all three nights).

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

CHILDCARE SERVICES

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

CHIPS AND TOKENS

Gaming Control Board Regulation 12.060 prohibits Mirage from selling chips and tokens for purposes other than gaming. Should you wish to purchase casino chips for your group, please speak with your CSM for more details.

CREDIT APPLICATIONS

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

At least 60 days prior to your program, your CSM will draft an "estimated charges" worksheet for you. Once complete, accounting will work with you for all required deposits as outlined in the contract or license agreement. They will also advise you of your credit approval status.

DAMAGE TO PROPERTY

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

Nothing is to be placed against or leaned against any wall in the ballrooms. All crates, exhibit panels and pallets must at all times be kept a minimum of 5 feet away from the walls. Nothing is to be attached to the moveable wall tracks at any time. Meeting Group will be charged by hotel for any damages incurred by their exhibitors or exposition company.

CONVENTION CENTER POLICIES & PROCEDURES

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

DRONES

Please be advised that drones are not allowed to be operated anywhere on The Mirage property. There are very limited scenarios where this policy may be considered, however, prior review and approval (in writing) must be obtained from Risk Management Director and Convention Senior Leadership team. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

ELEVATOR ACCESS

Our elevators are restricted to registered guest access only for all floors. Guest room keys only grant access to the floor of that specific guest room. Guests not staying on one of these floors do not have access to that floor. Therefore, if you decide to have a hospitality event in your guest room/suite, you will need to arrange elevator access for your guests attending your event. The host of the event must come to elevator lobby and escort their guests up to their suite.

EMERGENCY EQUIPMENT

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

EXCLUSIVE PROVIDERS

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

EXHIBITOR SERVICES

We require an initial exhibitor list and exhibitor manual (120) days prior to your first move-in day, and then updates every 30 days. Please ensure to indicate any changes in subsequent updates. The list must include the exhibiting company names in alphabetical order, and a contact name, telephone number, fax number, address, email address, booth location and size for each company in an excel spreadsheet. By providing this fax number and/or e-mail address, exhibitors give permission to Exhibitor Services to fax an exhibitor at this fax number or e-mail an exhibitor at this e-mail address.

Please contact your CSM up to six (6) months prior to your show to request our exhibitor services flyer to be included in your exhibitor manuals. Please provide a link to our website for online ordering and access to order forms on your website. Exhibitor Services must receive a completed order form with accompanying full payment from exhibitors before we render service. We offer advance discount rates to exhibitors if orders are received 21 days prior to the first event day. We accept company checks, cash, all major credit cards, and wire transfers as payment for services. Some restrictions may apply.

CONVENTION CENTER POLICIES & PROCEDURES

EXHIBIT TABLES

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

EXTRA PERSON CHARGE

Room rates are based on single or double occupancy. There is a \$40.00 per person, per night charge for each third or fourth person sharing the same room/suite, regardless of age, with a maximum of four (4) guests per room/suite.

FACILITY SUPERVISOR

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

FIRE MARSHAL REGULATIONS/FLOORPLANS

Clark County Fire Department requires that a floor plan must be submitted for approval by the Fire Inspector and Temporary Occupancy Permits be secured for all meetings or catered events of 300 persons or more. A separate Motor Vehicle permit is also required for fuel burning vehicle.

The Mirage can generate the scale drawings, and apply for the permits on your behalf, provided we have all the necessary audio visual and setup requirements at least 30 days prior to your load-in. Cars, props and décor must be included on submitted floor plans.

Floor plans are final once approved by the Fire Department. No additional equipment, tables or décor may be added. However, the Fire Department will allow deletion of equipment, tables and décor from the final floor plan. Regulations of the Clark County Fire Department, Fire Prevention Bureau must be observed in their entirety.

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

We will charge a fee to your master account for drawing and/or submitting as well as the Clark County Fire Department Fees. These charges must be pre-paid or posted to the Meeting Group's Master Account. Please see your CSM for a price structure.

Anytime pyrotechnics or hazers are used, the Fire Safety System will have to be disabled or "put into test mode". This process will require several personnel to be dedicated to watching for potential fire or smoke in the area in which the Fire Safety System is disabled. Charges will apply for fire watch during rehearsals and show. In the case of Pyrotechnics/Flame Effects, a permit is required from the CCFD. Please submit your pyrotechnic/hazing schedules to your CSM, 30 days prior to your event. Please note we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater.

CONVENTION CENTER POLICIES & PROCEDURES

GROUP ENTERTAINMENT

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

HAZARDOUS MATERIALS

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. You will indemnify us for any possession, storage, transportation and use of such hazardous material for any reason whatsoever. All outside contractors/vendors are required to have a material safety data sheet (MSDS) on any hazardous chemical that they bring into the facility, so that appropriate action can be taken to inform and protect our employees.

INSURANCE

A copy of your certificate of insurance (COI) is due to The Mirage, 30 days prior to your event. The certificate must list all days of your license of the facility, and include the following coverage:

- Worker's Compensation insurance in accordance with Nevada Law covering your employees
- Employer's Liability
- Commercial General Liability
- Comprehensive Auto Liability

Please consult your contract and license agreement (if applicable) for the amount of coverage required for each of the above.

All issuing insurance companies must have authorization to do business in the state of Nevada. This certificate of insurance must state The Mirage, its parent company, subsidiaries and affiliates are named as additional insured. The certificate is unacceptable if all of these entities are not named.

Your exhibitor contract must indicate that exhibitors and your company/association shall indemnify and hold harmless The Mirage from all liability (damage or accident) which might ensue from any cause resulting or connected with transportation, placing, removal or display of exhibits. See the Indemnification paragraph in your Hotel Contract and/or as outlined in the License Agreement. NOTE: This policy applies to your organization and to any subcontractors you may utilize to provide services during your meeting/convention.

LIVE ENTERTAINMENT TAX

Live Entertainment Tax must be applied to any events where public admissions are being charged and the event is defined as Entertainment per the Nevada Revised Statutes under the oversight of the Nevada Gaming Board. Live Entertainment Tax must be collected by Mirage as we are required to collect and remit all taxes for entertainment events occurring on premise. All events must be reviewed by the Mirage Compliance Team to determine applicability of LET. The current LET tax rate is 9%.

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

LOST OR STOLEN PROPERTY

The Mirage shall not be responsible for losses by Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of The Mirage.

MEETING ROOM GUIDELINES

Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, fabric moveable walls, or decorative walls will only be allowed under certain circumstances, and must be approved by Convention Services. Only approved adhesive products can be used. No nails or tape will be allowed on any surface.

Carpet protection (Visqueen) must be in place prior to the delivery of freight, prior to construction of any display, and prior to the use of any motorized devices.

No plants or furniture may be moved or relocated from the hallways or meeting rooms unless prior arrangements have been made with your CSM. A removal fee will be assessed for all relocations.

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

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

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

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

Hotel maintains a standard inventory of equipment such as, but not limited to, banquet chairs, tables, risers, podiums, easels, dance floor and linens. This inventory is shared by all groups in the facility and will not be dedicated to any one group. Should your equipment requirements be greater than what can be provided, rental costs may be your responsibility.

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Please check with your CSM before leaving audio-visual set ups in meeting rooms overnight. Twenty-four hour set up holds must be pre-arranged and, in some instances, AV set ups may have to be torn down and re-set for subsequent meetings or functions. Security is recommended.

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

NETWORK AND INTERNET CONNECTIONS

Meeting Group may not attach any hardware or software to any networking and Internet access services provided by The Mirage, or allow its attendees to do so, other than hardware and software approved by the hotel or end user equipment (such as laptops and mobile phones, but not routers or networking equipment) owned by attendees that agree to any applicable terms of use required to access the services.

If the Meeting Group is permitted by the hotel to attach a router or other wireless networking equipment to the hotel's network, it shall not use a network identifier (i.e., a Service Set Identifier or SSID) that contains the hotel's name without approval from The Mirage, or other name to which the hotel reasonably objects. The Mirage may require Meeting Group or its attendees to remove any hardware or software from the hotel's network or otherwise prevent hardware or software from connecting to the hotel's network without notice and without refund.

NEVADA CLEAN INDOOR AIR ACT

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

PARKING

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

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

Parking fees may be higher during special events.

For registered hotel guests, the 24 hour parking fee (self or valet) includes "in and out" privileges at the Mirage.

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

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PAYMENT OPTIONS

The Mirage will utilize an e-billing system, BillDIRECT, to present all invoices. Your billing representative will provide login credentials when your first invoice becomes available. BillDIRECT offers electronic invoices and payments for your convenience by ACH or credit card. The Mirage also accepts payments by check or wire. Payments by check must be drawn on a U.S. bank payable in U.S. dollars and be received 14 days prior to the first scheduled arrival. Deposits must follow the outlined format in the Hotel and/or License Agreement.

The Mirage Accounts Receivable department processes all pre-show deposits and prepares the final billing invoice. You are responsible for remitting full payment of the final invoice within 30 days of receipt. (Terms may vary, please consult your contract for full payment information). In the event there is a dispute, The Mirage requires that full payment be sent less disputed amounts.

PER DIEM CHECKS

Per diem checks cannot be cashed at the casino cage. Your CSM can assist you to find local bank services or to wire funds in advance for show management to distribute cash to attendees.

PRINTED MATERIALS

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

RETAIL SALES TAX

The Nevada Administration Code (NAC) 372.180 states that the promoter or organizer of an event allowing any retail sales on the show floor has the responsibility to collect and remit the taxes for their respective event. This means you are responsible for these taxes.

If Meeting Group is tax exempt the State of Nevada requires a copy of the following on file with The Mirage:

- NEVADA tax-exempt sales tax permit providing the evidence of non-taxability.
- U.S. Government Tax-exempt sales tax permit.

Please contact the Nevada Department of Taxation at (702) 486-2300 for further details.

ROOM DELIVERIES (non room service)

The Mirage Front Services Department will be happy to arrange for guestroom deliveries. Items will be placed inside the room after the guest has checked in. Items may not be left outside on the floor or slipped under the door of the guestrooms. Please check with your CSM for rates and information.

SALE OF MERCHANDISE

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

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SECURITY

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

SIGNAGE AND DISPLAY ADVERTISING

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

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

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

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.

MEETINGS & CONVENTIONS

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A large, stylized white palm tree graphic is positioned on the right side of the page, extending from the top right towards the bottom right. The fronds are detailed with fine lines, and the trunk is thick and textured.

Mirage[®]
LAS VEGAS

MEETINGS & CONVENTIONS