

# MEETING PLANNING GUIDE



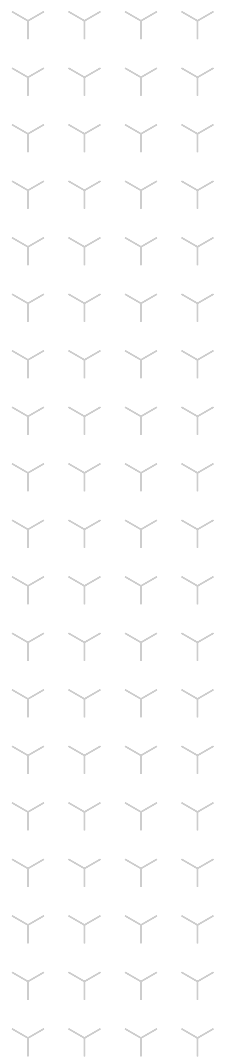


Welcome to Resorts World Las Vegas, the new standard of luxury in Las Vegas!

Offering the most extensive collection of branded Hilton experiences in the world with over 250,000 square feet of multi-functional, state-of-the-art meeting rooms, five dynamic banquet halls, a 5,000-capacity theater, 5.5-acre pool complex, Zouk Nightclub, and Ayu Dayclub, over 30 unique venues and restaurants, and an incomparable rooftop terrace with dramatic Strip views, Resorts World Las Vegas offers an unparalleled event experience. Guided by our dedicated team of hospitality professionals, we are ready to collaborate, anticipate, and serve you, ensuring we deliver your event at a level that exceeds all expectations.

As your primary resort curator, your Catering & Conference Manager will serve as your partner and guide through the Resorts World Las Vegas campus. Assisting the Catering & Conference Manager with critical areas of focus will be the Group Operations Manager (Housing Services), the Encore Global Technologies Manager (AV and Internet Services), and the Accounting Specialist (Billing and Master Account Services). Each resort partner will play a critical role in upholding the success of your program. Resorts World Las Vegas is committed to the health and well-being of our guests and team members. By adhering to industry best practices and implementing Hilton's [CLEANSTAY](#) and [EVENTREADY](#) programs, Resorts World Las Vegas offers a meticulously clean and highly structured environment for live and hybrid events.

On behalf of our team of over 6,000 hospitality professionals and culinary artisans, thank you for the opportunity to partner with you in creating a successful event!



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BAR

BEER

SPIRITS

COCKTAILS

BEER  
SPIRITS

把酒言欢

欢聚一堂

难忘今宵

WINE &  
SPIRITS

HORI BAR



## BILLING & CREDIT TERMS

All payments are due prior to the Group's arrival or as detailed in the Group's contract. Group may submit a credit application for Direct Billing privileges. If direct billing is approved, a Master Account will be set up after the initial deposit is received.

- Group's estimated spend must be over \$50,000.00.
- Group must submit application at least 60 days prior to arrival.
- If credit is established, an initial deposit is due at the time of signing the contract.
- Additional deposits will be outlined by Hotel's Accounting Department and based on the Group's program value.
- The balance of the account is due (30) days after the date of the function. A late fee of (1.5%) per month of the balance due will be assessed for all unpaid balances after (30) days.
- The Banquet Event Order (BEO) is considered a legally binding document and the client's signature represents approval for all goods and services outlined on the BEO.

## MASTER ACCOUNTS BILLED TO A CREDIT CARD

Group must complete a Sertifi form with their credit card information in order to set up this form of billing. Processing fees will be waived for deposits of \$99,999.00 or less. Deposits of \$100,000.00 paid via credit card will be charged a 3% additional processing fee.

## PAYMENTS BY CHECK

All checks must be received at least (14) days prior to the Group's arrival and must be drawn out to a U.S. Bank in U.S. dollars. Please mail checks to:

### **Regular or Overnight Mail**

Resorts World Las Vegas  
3000 Las Vegas Blvd. South  
Las Vegas, NV 89109

**(Include Group or Program Name)**

Attn: Accounts Receivable

## PAYMENTS BY WIRE TRANSFERS

All wire transfers must be received at least (14) days prior to the Group's arrival. Any funds wired, but not used, will only be returned to the account from which the original wire was sent.

Beneficiary Bank Name: **Fifth Third Bank, NA**  
Address: **38 Fountain Square Plaza**  
**Cincinnati, OH 45263**  
ABA #: **042000314**  
Account #: **7029057085**  
Account Name: **Resorts World Las Vegas, LLC**  
International SWIFT Code: **FTBCUS3C**  
Details: **(Include Group or Program Name)**

## MASTER ACCOUNT REVIEW

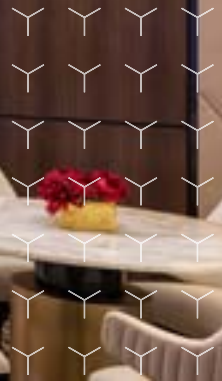
Before departing, the Group's CSM will assist the Meeting Planner in arranging a review of the Master Account with the Group's Hotel Billing Representative.

## CASH ADVANCES

Groups are eligible for cash advances only when Group sends funds in advance or has been approved for credit. Cash advances are limited to a maximum of 10% of the total deposit on file for the Group. Please see your CSM in advance regarding specific requirements for cash advance payouts.

Hotel is subject to State and Federal currency reporting and handling laws and as such will file a Currency Transaction Report (CTR) for cash advances of over \$10,000.00 USD. CTR will be reported to the Nevada Gaming Control Board, U.S. Treasury and IRS.





## GAMING COMPLIANCE

Hotel will require Group to obtain approval from the Nevada Gaming Control Board (GCB) for any of the following activities:

- Mock or Faux Gaming
- Game of chance
- Events where prizes are awarded by chance

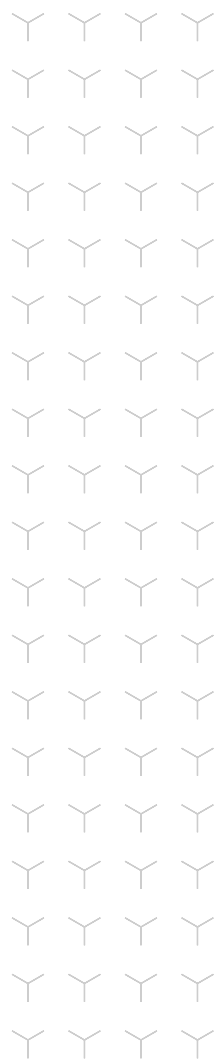
Group is required to submit information to the GCB through the Hotel's Compliance Department. Submission must be done at least 30 days prior to Event date. Hotel also requires that Group hires the services of an outside approved vendor for the rental of equipment, staff and operations of these types of events.

## RAFFLES & LOTTERIES

In the state of Nevada, the (GCB) is responsible for regulating the operation of raffles and lotteries. Only qualified nonprofit alumni, charitable, civic, educational, fraternal, patriotic, political, religious, state or local, legal, or veterans' organizations may lawfully hold raffles or lotteries. Nonprofits must still apply, at least 30 days in advance, and receive permission from the GCB to hold such activities within the [Hotel](#).

## CHIPS & TOKENS

Gaming Control Board Regulation 12.060 prohibits Hotel from selling chips and tokens for any purpose other than gaming. The Hotel requires that all chips be purchased directly at the Hotel's gaming tables.



## NEVADA LIVE ENTERTAINMENT TAX

In the instance that Group books live entertainment for their Event and will charge admission for such live entertainment, Group acknowledges and agrees that such activities may be governed by laws and regulations governing the recording, collection and payment of Nevada's Live Entertainment Tax ("LET"), as set forth in Nevada Revised Statutes Section 368A, Nevada Administrative Code Section 368A, Nevada Gaming Control Board Entertainment Minimum Internal Controls ("MICS"), and Hotel's internal controls applicable to live entertainment. The Nevada Gaming Control Board must approve all ticketing systems used in conjunction to any event subject to LET. Hotel, as the holder of a nonrestricted gaming license, is obligated to ensure that all activities that occur on its property subject to such license are properly recorded, collected and paid. Group shall have sole responsibility for the payment of all LET applicable to Group's activities upon and/or use of the function space. Such payment shall be made by Group to Hotel for remittance to Nevada's government taxing authority. Group agrees that (i) all funds relating to the remittance of LET shall be sent to Hotel to be included with the Hotel's remittance and that no funds shall be remitted directly by Group to the State of Nevada, and (ii) all documentation related to the Group's live entertainment shall be retained for five (5) years and shall be made available to Hotel's Internal Audit Department and the Nevada Gaming Control Board. Currently Nevada's LET is 9% and is subject to change with or without notice from the State of Nevada.

Group further acknowledges that its failure to comply with Nevada's regulatory requirements could result in additional assessments, including fines and penalties, by governmental authorities. Group shall indemnify and hold Hotel harmless against any claims that arise from Group's failure to comply with the regulatory requirements concerning LET. In order to protect Hotel's privileged gaming licenses, Group must receive approval from Hotel's Compliance Department prior to advertising or booking live, ticketed entertainment.

For more information related to LET requirements, Group is advised to review the following:

- Nevada Revised Statutes NRS 368A: <https://www.leg.state.nv.us/NRS/NRS-368A.html>
- Nevada Administrative Code NAC 368 A: <https://www.leg.state.nv.us/NAC/NAC-368A.html>
- MICS - Entertainment: <http://gaming.nv.gov/index.aspx?page=182>







The Hotel, to the best of its knowledge, complies with the public accommodations requirements of the American with Disabilities Act (ADA) and the Hearing Capacity Act of 1988 and the regulations and guidelines. Hotel expects that the Group, its agents, contractors and employees, and their functions within the Hotel also comply with the above referenced laws. Group will make necessary efforts to identify any special needs of its disabled attendees, employees or guests and communicate these needs to the Hotel as soon as they are known.

## PERSONAL MOBILITY DEVICES

Motorized wheelchairs, Segways, scooters or any other personal mobility device is prohibited inside of the Hotel unless the operator represents that the equipment is a mobility assistance device for a disability condition.





Resorts World Las Vegas is proud to be LEED Gold Certified and we are committed to the implementation of initiatives that promote a positive social impact for our city and the planet while minimizing negative impacts on the environment. Meetings at Resorts World Las Vegas thus become stepping stones for sustainability in communities, creating local market demand for products and/or services that result in the reduction of toxic materials, waste generation, greenhouse gas emissions, and water and energy consumption.

### LEED GOLD CERTIFICATION

274 LEED Certifications in NV (of all levels)

- 112 LEED Gold Certifications

LEED-specific metrics

- 80%+ of all construction waste and debris, by weight, was diverted from landfill.
- 30%+ reduction in both energy use and water consumption, based on existing industry benchmarks.
- Cogeneration facility on-property produces higher overall efficiency rate, thus lowering environmental impacts.

### GBAC CERTIFICATION

Resorts World Las Vegas is the first property on the Las Vegas Strip that is GBAC certified. GBAC is the gold standard of safe facilities, providing a 3rd-party validation that ensures facilities implement strict protocols for facility cleaning. GBAC council is comprised of global experts and leaders in public health and safety. It comprises 20 Program Elements (e.g., planning, goals, procurement, training). The current list of accredited facilities includes: airports, stadiums, convention centers, schools, hotels & spas.



## HILTON CLEAN STAY

Through our partnership with Hilton, we are proud to participate in the Hilton CleanStay program to provide complete peace of mind for our guests. RB, maker of trusted home and industrial cleaning brands Lysol and Dettol, brings over 200 years of cutting-edge science and research in human health products to the Hilton CleanStay program. From the Hilton CleanStay Room Seal to focused disinfection of high-touch areas in the guest room, we are committed to providing guests with a clean, comfortable space.

## HILTON EVENTREADY

Designed to create event experiences that are clean, flexible, safe and socially responsible, Hilton EventReady with CleanStay provides curated solutions for every step of the event planning process. Resorts World Las Vegas will use EventReady procedures to ensure all guests have a safe, seamless meeting and event experience.

## UPGRADED BUILDING MANAGEMENT SYSTEMS

- Utilization of a patented indoor air monitoring system to continuously optimize ventilation rates to both improve indoor air quality and reduce energy usage.
- Pursuing a comprehensive water management program, in which the safety and efficiency of our Hotel's potable and utility water systems is managed in an on-going, dynamic way.

## STATE-OF-THE-ART INDOOR AIR QUALITY

Resorts World Las Vegas is proud to partner with Global Plasma Solutions (GPS), the leader in indoor air quality, to provide cleaner, safer air. Using patented needlepoint bipolar ionization (NPBI) technology, GPS's revolutionary air cleaning system integrates directly into the resort's ventilation system to improve air quality.

## GREEN MEETINGS

- In addition to highly efficient venues, Hotels can tailor events to a given Group's interest (e.g., emphasis on local or healthy foods, plastic-free events).
- Hotel can produce an environmental impact statement from any hosted event.
- Hotel is actively engaged with local partners through food donation programs, Clean the World collaborations and various other non-profits supporting our Las Vegas community.

## FOOD DONATION & WASTE REDUCTION

- Hotel's team separates all food waste which is then sent to a local farm, Las Vegas Livestock and converted to animal feed for livestock.





## CATERING & CONFERENCE SERVICE MANAGERS

Hotel's Catering & Conference Services team will be in contact with the Meeting Planner one year prior to the event start date. At that time, a Catering & Conference Service Manager (CSM) will be assigned to the Group to be their main contact as the Group moves forward with all planning aspects of their program.



## CHARITABLE ORGANIZATIONS

For the Hotel to waive Nevada State Sales Tax, Group must be incorporated as a 501c3 Organization and present a current and valid State of Nevada Tax Exemption Letter. 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 as Hotel 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 and gaming tournaments.

## GROUP RESERVATIONS & ROOMING LISTS

Once Group's agreement has been signed, a Group Operations Manager will be assigned to manage the Group's room block in accordance with the rates, assignments, deposits, cut-off dates and concessions stipulated in the agreement. Final rooming lists are due in an approved excel format at least (30) days prior to the 1st guest arrival, or according to contract terms.

- Group must assign (1) person on their team who will be the main contact for all room block questions or changes.
- Guests must be over the age of (21) in order to check-in at the Hotel.
- Room reservations after the cut-off date will be honored based on availability and prevailing rates.
- A charge of one night's room plus room tax will be charged to the Group's master for all no-shows guaranteed to the master account.
- Group should make attempt to communicate any ADA guest room needs in advance to either the Group Reservations Agent or CSM.

## PASSKEY POLICIES

Resorts World Las Vegas uses Passkey to assist with making reservations for group attendees. Work with your CSM to obtain your Group's specific link and log in instructions.

## INSURANCE

At all times, during the Group's use of its leased space for Group's function, Group shall, at its own expense, obtain and maintain the insurance set forth herein, for claims which may arise from, or are in connection to, the use of Hotel leased space by Group, it's agents, representatives, employees and/or subcontractors pursuant to this Agreement. All insurance coverage must be provided by insurance companies with a current A.M. Best Rating of at least A-VII and may be maintained through one or a combination of insurance policies. Group shall provide evidence of the required insurance policies, which shall be at least as broad and with limits of liability not less than as follows: Statutory workers compensation insurance in compliance with the laws of the State of Nevada; Employer's Liability insurance with limits of at least (\$1,000,000.00) per accident covering the Group's personnel performing work at Hotel's property in connection to this Agreement; Commercial General Liability insurance with contractual indemnity coverage and combined single limits in the minimum amount of three million dollars (\$3,000,000.00) per occurrence for personal injury and property damage; Commercial Automobile Liability Insurance for loss due to bodily injury (including death) of any person or property damage arising out of operation of or use of any automobiles whether owned, non-owned, borrowed, rented, hired or leased, with combined single limits of one million (\$1,000,000.00) dollars, and Cyber Liability Insurance with limits in the amount of one million (\$1,000,000.00) to include third-party coverage.

The insurance provided by Group shall be primary to and non-contributory with any coverage Hotel may maintain in its own name and on its own behalf; and policies (except for Workers' Compensation/Employer's Liability) shall name **Resorts World Las Vegas, LLC Genting Assets Inc., Peak Avenue Limited, Genting Berhad, their respective agents, officers, members, directors, employees, successors and assigns** as Additional Insureds. The coverage for an Additional Insured shall apply on a primary basis and shall be to the full limits of liability purchased by Group even if those limits of liability are in excess of those required by this Agreement.

The consent or Hotel to the insurance and limits insured as shown herein, shall not be considered as a limitation of Group's Liability under the Agreement nor is an agreement by Hotel to assume liability in excess of stated amounts or for risks not insured against.

No less than fourteen (14) calendar days prior to the first arrival date, Group shall provide Hotel, Certificate(s) of Insurance to evidence the required policies and limits and Additional Insureds set forth in this section, with such Certificate(s) delivered in electronic format via email to [riskinsurance@rwlsvegas.com](mailto:riskinsurance@rwlsvegas.com).

Group will require that any contractor, subcontractor and/or vendor will meet all the above insurance requirements and will obtain the appropriate insurance Certificates, which may be reviewed by Hotel, at its request.

## RESORT FEE & CLARK COUNTY ROOM TAX

A daily Resort fee of \$45.00 plus the current Clark County room tax of 13.38% (subject to change without notice) will be charged in addition to your room rate. Resort fee will include the following: High Speed Internet, Smart TV Casting Ability, Unlimited local and toll free phone calls, 10% off spa/fitness retail, 5% off spa/fitness treatments, 5% off pool cabana rental, 5% off 2 pool chair rentals.





## CONTROLLED SUBSTANCES & CANNABIS

The possession or use of any controlled substance, including cannabis products, anywhere on Hotel's property is prohibited by federal law and Hotel's Company policy. Group acknowledges that it shall be responsible for preventing such activity at its Event or by persons attending the Event. Group further acknowledges that failure to do so shall be grounds for immediate termination of the Event without any full or partial refunds. Additional cleaning fees may apply.

## DRONES

Hotel may approve drones or Unmanned Aerial Vehicles (UAVs) in very limited scenarios. Group must submit for approval 9 months in advance to the Hotel's CSM and Risk Management Department. In addition, the following guidelines apply:

- No Casual or recreational use of UAVs is allowed on property whether inside or outside
- No UAVs can be operated outside at any time unless the operator has obtained an exemption from the FAA for exterior usage of the aircraft and has received written approval from Property Management.
- Usage of UAVs will be allowed only by written permit.
- Requirements for approval of a permit will be as follows:
  - Name of group or entity requesting use of UAV
  - Name, credentials and experience of pilot/operator
  - Specific dates and times UAV is to be flown
  - Intended flight plan of UAV must be submitted in writing
  - A test flight must be conducted with Risk Management/Safety prior to event usage
  - Proof of insurance specifying coverage for UAV operation must be supplied:
  - A minimum of \$5,000,000.00 in coverage for UAV operation must be supplied
  - The property must be named as additional insured and subrogation must be waived
  - A Certificate of Insurance with the required information must be submitted to the property before an application will be approved
  - Drone endorsements must be produced to show proof that the drone is covered under the produced insurance
- The insurance policy must be produced, if requested, prior to approval of UAV usage
- Even where approved for usage, UAVs will not be allowed to fly over any populated areas except as approved by property management under such terms and conditions as may be required, such as use of protective netting, barriers, etc.
- UAVs carrying weapons are prohibited
- UAVs may not be flown in lobbies, restaurants or other common areas
- UAVs must weigh less than 55 pounds including any attached equipment
- UAVs are prohibited from flying within 18" of any building structure including sprinklers
- Purpose of UAV must be specified
- If the UAV is to be used to video tap an event, additional approval must be obtained by the Director of Public Relations

## RECORDING/BROADCASTING/TAPING

Recording, broadcasting or taping is allowed only inside of the Group's private contracted space. The recording, broadcasting or taping of any functions in any public spaces requires the advance written approval of the Hotel's Public Relations office. Once approved, the recording, broadcasting or taping is limited to the exact location as listed in the site license agreement. Groups are not permitted to record, broadcast or tape anywhere on the Casino Floor, Restaurants, Lounges, Theatre, Retail Outlets or Hotel Room Hallways. If Group desires, or desires to allow a third party to, photograph or film or otherwise document in any media the public areas or include any of Hotel's intellectual property, Group and/or the third party must enter into a separate site license agreement with Hotel, with separate insurance requirements. All separate insurance policies require a separate Certificate of Insurance naming Hotel, its parent company, affiliates and partners as additional insureds.

## MEDIA

All media including, but not limited to, journalists, producers, videographers, photographers, web editors and bloggers require the written approval by the Hotel Public Relations office. Media representatives must provide a separate Certificate of Insurance naming Hotel, its parent company, affiliates and partners as additional insured for all film and broadcast opportunities. A media escort is required for all media outlets who have been approved in advance by the Hotel and a labor fee of \$300.00 per escort for up to (4) hours will be charged. Additional hours for media escorts will be billed at \$100.00 per hour per escort.

## ADVERTISING & PROMOTION

Any advertisement, signage, printed material, etc. that uses the Hotel's name, logo, images or those of its parent company, affiliates or partners must have written approval from the Hotel's Brand Marketing or Public Relations representative. Group's CSM can assist in obtaining approval.



## HILTON

999 Resorts World Drive  
Las Vegas, NV 89109

## CONRAD

111 Resorts World Drive  
Las Vegas, NV 89109

## CROCKFORDS

333 Resorts World Drive  
Las Vegas, NV 89109

## RESORTS WORLD LAS VEGAS SOUTH

888 Goh Tong Way  
Las Vegas, NV 89109

## INVENTORY OF HOTEL'S EQUIPMENT

Hotel maintains standard inventory of equipment such as tables, chairs, podiums, easels, dance floors, risers, etc. This inventory is shared with all groups and departments within the Hotel at any given time and will not be dedicated to any group.

- Hotel can provide up to (12) table-tops, either (6) or (8) foot tables, (1) chair and (1) wastebasket per table complimentary. A charge of \$250.00 will apply for each additional setup.

If your group requires any equipment that is greater than what can be provided, Hotel can facilitate the rental from a list of approved vendors and additional charges will apply.

## EXCLUSIVES

Resorts World Las Vegas has exclusive providers for AV, electrical, plumbing, cleaning, IT, telecommunications and food and beverage. Contact your Catering and Conference Services Manager for details. Encore is the exclusive provider for all labor and equipment in breakout sessions. Encore is also the exclusive provider of labor and equipment for all rigging, power, and Managed Network Services in our meeting space, public areas and event center. Please note, nothing may be hung within the facility except from approved rigging points.

## AUDIO VISUAL

Hotel has selected Encore Event Technologies (Encore) as its preferred provider of audio-visual production needs for all meeting and breakout space as well as all Hotel rooms and suites. Encore is also the exclusive provider of all rigging, power equipment and services, and high-speed internet connectivity services, excluding the Theater at Resorts World, Zouk Nightclub and Ayu Dayclub. Group must contact Encore directly for all audio-visual needs and quotes. If Group decides to bring in an outside audio-visual company for services not exclusive to Encore, Group must give Encore the opportunity to bid on any audio-visual needs. If Group decides not to use Encore, there is a \$350.00 per room per day corkage fee that will apply, payable to Encore. In addition, Group must contract an Encore supervisor to assist in managing and directing the outside AV company.

## ELECTRICAL/PLUMBING/COMPRESSED AIR

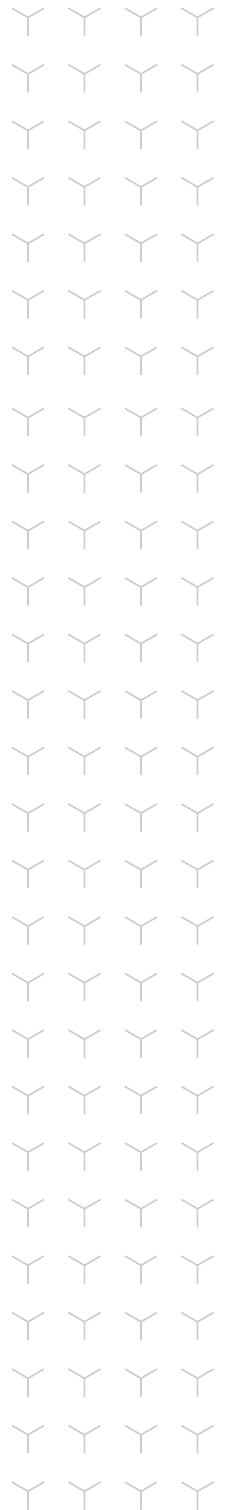
All electrical, plumbing and compressed air services are provided solely by the Hotel's in-house engineering department or its exclusive vendors.

## BUSINESS CENTER

Resorts World Las Vegas features a full-service FedEx Business Center located on northwest corner of the 2nd Floor (across from the Blossom Ballroom).

Hours of Operation:

- Monday – Friday: 7:30 AM – 6:00 PM
- Saturday & Sunday: 7:30 AM – 5:00 PM





## 24-HOUR ACCESS

FedEx Office Business Center offers 24-hour access to guests who hold a valid guest room key. Guests may access the self-serve equipment, which includes:

- Computer Stations (with scanning and printing capabilities)
- Color Copying
- Complimentary Boarding Pass Printing
- Complimentary FedEx Express shipping supplies

Guests will need to use a Credit Card as method of payment after business hours.

## EQUIPMENT RENTALS

FedEx Office can provide a variety of equipment rentals for your show and meeting needs. Every equipment rental will include delivery to your meeting space and service support. Below is a brief listing of available rental equipment:

- Black and White Printer (various speeds)
- Color Printers (various speeds)
- Black and White Copiers
- Color Copiers
- Shredders

Please contact a FedEx Office Team Member for pricing and additional information.

## PAYMENT OPTIONS

During business hours, guests may utilize various methods of payment for services in the Business Center:

- Guest Room Charge
- Master Account (Designated Authorized Signors only)
- Cash/Credit Card
- FedEx Office/FedEx account

PACKAGE WEIGHT	PACKAGE PICKUP OR DROPOFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
EVELOPES UP TO 1.0 LB.	\$7.00	\$10.00
0.0-1.0 LB.	\$7.00	\$10.00
1.1-10.0 LBS.	\$10.00	\$15.00
10.1-20.0 LBS.	\$15.00	\$25.00
20.1-30.0 LBS.	\$20.00	\$30.00
30.1-40.0 LBS.	\$25.00	\$35.00
40.1-50.0 LBS.	\$30.00	\$40.00
50.1-75.0 LBS.	\$40.00	\$50.00
75.1-100.0 LBS.	\$50.00	\$60.00
100.1-150.0 LBS.	\$70.00	\$80.00
PALLETS & CRATES	-	\$250.00 OR \$0.75/LB. > 333 LBS.

Package weights will be rounded up to the nearest pound. For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$250.00 or \$0.75/lb. > 333 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
EVELOPES UP TO 1.0 LB.	NO CHARGE
0.0-10.0 LB.	\$5.00
10.1-30.0 LBS.	\$10.00
30.1-60.0 LBS.	\$15.00
60.1-150.0 LBS.	\$25.00
PALLETS & CRATES	\$50.00
OVER 6.5' IN SIZE	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

## TELECOMMUNICATIONS

All phone lines and services required can be arranged through our telecommunications department and telephone numbers can be provided in advance as needed. Please submit your telephone requirements to your CSM at least 90 days prior to your program date.

## CLEANING

Cleaning of meeting space and Event Center is exclusive to Resorts World Las Vegas. Please contact your Catering and Conference Services Manager for more information.

## AIR CONDITIONING & HEATING

Air conditioning and heating are provided in the meeting space during meeting and showtimes only. Due to the size of meeting space, it can take a few hours to cool or heat a meeting room so please allow ample time after temperature changes have been made to feel the adjustment. Hotel will be maintaining the A/C & heat for all spaces, to include BOH hallways and load in areas. Hotel will maintain a preset temperature for all BOH and loading areas. We encourage best practice when it comes to load-in and load-out and to be cognizant of timelines with doors in the open position.

## CONCRETE & ASPHALT ANCHORING

Drilling and anchoring in concrete is strictly prohibited in any of the rooms. Drilling or anchoring in asphalt must be approved in advance.

## TRUCK STAGING

Vehicle staging is limited to the Hotel's approved staging areas and must be approved in advance by your CSM and Hotel's Security Office. Hotel's designated truck staging area is the lot directly north of the Event Center.

## LOADING DOCKS

Load-in and load-out times must be coordinated with your CSM at least (60) days prior to arrival.

- At no time may vehicles or any items be left unattended in the loading dock area.
- Hotel is not responsible for damage to vehicles or any items while in the loading dock area.
- Group or Group's vendor must remove all their trash and debris from the loading dock area upon completion. Additional fees will be charged if Hotel needs to clean up after the load-in or load-out process.
- All deliveries must be made through the Hotel's loading dock and Group cannot make deliveries through the guest parking lots, side entrances or any adjacent areas.
- Access to the loading dock outside of the Hotel's loading dock normal hours of operation, currently Monday - Friday from 5:00 AM - 2:00 PM, will incur additional labor costs. The Group's CSM can provide an estimate of additional labor fees if applicable.
- Group is responsible for any damages, by any of its employees, vendors or sub-contractors, that occur to the loading dock area, freight elevators or back of the house areas during load-in or load-out process.





## FORKLIFTS & CARTS

Group is required to notify their CSM, at least (60) days in advance, of any deliveries being made that will require the use of a forklift, pallet jacks, or hand carts and the following guidelines will apply:

- All forklift operators must be certified through the General Service Contractor or Encore Audio Visual.
- Please speak with your CSM or Encore representative if a forklift is required during load-in or load-out.
- All forklifts and carts must have their tires wrapped before accessing any carpeted space and visqueen must be laid out ahead of time.
- Forklifts or carts are not allowed in any public area or any area with specialty flooring. In addition, carpet runs and extra protection will be required for any carpeted surfaces.
- Only propane powered forklifts are allowed, no gas fueled vehicles are permitted.
- Plywood must be used when forklifts are in a turning position.

## FREIGHT ELEVATORS

Freight Elevator Dimensions: 10'4" Width x 12'10 1/4" Deep x 10' Tall and can bear 10,000 lbs. Please contact your CSM for additional information about our freight elevators.

## ROSE BALLROOM FREIGHT ELEVATOR

A dedicated elevator operator is required for all load-ins & load-outs of the Rose Ballroom at a rate of \$50 per hour with a 4-hour minimum per session. Your CSM and Encore Global Tech Manager will work with you to schedule your event load-ins/outs.

## LOAD-IN & LOAD-OUT INSPECTIONS

Meeting Services Concierge will walk Group through their contracted space for a pre and post event inspection. Damages will be reported to the Group and charges will be assessed for any damages to any Hotel facility caused by Group or any of its attendees, vendors or contractors.

## FLOOR LOAD LIMITS

All meeting room floor load limits are 100 pound-force per square inch. Any exhibit over this limit will require special handling to distribute the load and must be approved on a case-by-case basis by the Facilities Department. Group is responsible for notifying Hotel of any weight concerns.

Live Load design is as listed below:

- Casino = 100 PSI
- Meeting Rooms = 100 PSI
- Pool Deck = 350 PSI
- Stage(s) = 150 PSI

## HAZARDOUS MATERIALS

Group or any of its parties are prohibited from possessing or storing hazardous materials, as defined by federal, state and local law. Exceptions are permissible when the use of hazardous materials follow all federal, state and local laws. Group will indemnify Hotel for any possession, storage, transportation and use of such hazardous materials for any reason whatsoever. All outside contractors and vendors are required to have a safety data sheet ( SDS) on any hazardous chemical that they bring into the Hotel so that appropriate action can be taken to inform and protect Hotel's team members and guests.

## MEETING SPACE PUBLIC AREAS & FOYERS

Public spaces and foyers in our meeting room floors are shared by all Groups. Therefore, any registration, display, entertainment, signage or any other activity occurring in these areas must be approved, in advance, by the Hotel. Items placed in public areas must adhere to the Hotel's appearance and aesthetic standards will not be permitted to remain. In addition, Groups must reflect the use of any public area in their floor plan submissions and be approved by both the Clark County Fire Marshall and the Group's CSM.

- Hotel's plants, furniture or decor in the common hallways and foyers may not be removed or rearranged without prior approval from the Group's CSM.
- A furniture movement fee of \$5,000.00 per foyer grouping will be assessed for all relocations. This fee may increase dependent upon movement schedule and overtime demands.

## MEETING ROOM AMENITIES

Each meeting room may be setup with complimentary Hotel branded note paper, pens and mints. Amenities will not be provided for meal rooms, exhibit room or tradeshow spaces. Additional amenities may be provided for a reasonable charge.

## MEETING ROOM SUBLETTING

Group may only use meeting or special event venues for the purposes they are intended, and Group may not sublet any of its assigned spaces to other vendors, exhibitors or attendees without the approval of the Group's CSM.

## MEETING FLOOR SPONSORSHIP OPPORTUNITIES

Prior to the sale of these opportunities to your exhibitors or vendors, Group must forward its plan for approval of usable locations to your CSM at least (6) months prior to the 1st event. Please request from your CSM, the full sponsorship guide for review.

## MEETING ROOM KEYS

Meeting room keys can be provided to authorized individuals at no cost for the duration of the meeting program. Lost and unreturned keys will be charged at \$150.00 per key.

Meeting rooms are not 100% secure and the Hotel is not responsible for items lost or missing. Please ensure you provide security and remove or secure all valuable items.

## EVENT POSTINGS

The Hotel provides complimentary posting of general meeting information on our Event Directory Boards and individual screens outside of each meeting room. Postings are limited to (32) characters. Please contact your CSM for information and fees relating to branded placement on these screens.

## AIRWALLS

Hotel's personnel must be the one to open, close or relocate airwalls. Group will be charged for damages to the airwalls and/or the materials on the airwalls if it attempts to move without using Hotel's personnel.



## AUXILIARY BAGGAGE CHECK

Bag & Coat Checks for Groups not Arriving/Departing Hotel: An auxiliary baggage holding room can be facilitated by Front Services. This service is for groups hosting events on property but not arriving/departing the hotel.

The Group will be charged for actual use with a minimum of 30% of event attendance required.

Example: 1000 guests attending event, so a minimum of 300 x \$4.50 would be charged to the master account, up to the actual number of people using the service.

Groups cannot arrange or manage their own baggage storage room or coat/item check or hire an outside company to arrange or manage the storage room. These services are exclusive to Resorts World's Front Services Department.

## SIGNAGE

The Hotel will not permit the affixing of anything by use of nails, staples, tape or any other adhesives. Hotel's airwalls are magnetic so items light enough to hold with a magnet are approved. All signage provided by the Group must be pre-approved by Hotel.

- Hotel will need to approve all locations for signage prior to installation as our Conference Center may be shared by multiple groups.
- Signs must be removed within (6) hours after the close of the Event, or until the time the space is contracted for, whichever is less, unless prior arrangements have been made with the Hotel.
- Signs not removed within this time will be disposed of by Hotel and applicable removal or cleaning fees will apply.
- If Group or Sponsor needs any signage returned, they must make arrangements with the installer, or arrange with Group's CSM and pay for any removal, storage and shipping fees that may apply.
- Hotel is not responsible for storage or return of client's signage.

## DECOR, BALLOONS, FLORAL

Resorts World Las Vegas works with many preferred vendors for decor and floral. Please contact your CSM for additional details and contact information. Due to safety concerns, Mylar Balloons, Mylar Confetti and Mylar Ribbon are not permitted at Resorts World (indoor or outdoor) as well as any of the other associated buildings on property. Helium balloons larger than 36" are allowed as long as they are secured. Additional cleaning and labor fees will apply if helium balloons are released inside of the Hotel, including the meeting rooms and suites. Helium balloons must be filled prior to arriving on site, filling of balloons on property is prohibited. Please contact your CSM for additional information on decor, floral and balloons.





## PREFERRED VENDORS

The Hotel recommends the following vendors for decor, entertainment, transportation, staffing and other event needs:

- ACCESS Destination Services® (702) 994-1950
- Destinations by Design (702) 357-6888

The Hotel recommends the following vendor for general service contractor needs:

- Freeman (702) 579-1528 / (702) 210-8979

Our preferred vendors are not exclusive to the Hotel and Group is permitted to contract other vendors, except for audio-visual in certain areas, as long the vendor also agrees to the Hotel's Regulations and Guidelines. All vendors will be required to submit a COI naming Resorts World Las Vegas, LLC, its parent company, affiliates and partners as additional insured and be for limits of not less than \$2,000,000.00 for bodily injury, including death, and personal injury for any one (1) occurrence, \$2,000,000.00 property damage insurance or combined single limit of \$4,000,000.00.

## MEETING ROOM SETS AND ROOM TURNS

- Extraordinary set-ups, set delays caused by a general contractor/production company, and schoolroom sets may incur a labor charge. Set-up changes made less than 24 hours prior to a function or once the function room has been set per the Event Order/Diagram may incur a labor charge.
- For turnovers that must be completed in two hours or less or occur more than twice per day, additional labor fees will be applied. Please consult your Catering & Conference Manager regarding additional charges.
- If the Group is utilizing a venue with existing seating or furniture that needs to be removed or adjusted, Hotel will charge a setup fee according to the event requirements and the setup fee will vary based on the venue and exact event needs. The setup fee will be communicated in advance by your CSM.
- If the Group requires a stage or dance floor, a setup fee may apply. Hotel Stage pieces are 6'x8' and can be 16", 24" or 32" in Height. Hotel Dance Floor pieces are 4' x 4'. If applicable, the setup fee will be communicated in advance by your CSM. this amenity. Hotel will not be liable for the loss or damage of any items checked in.

## LABOR & SERVICE FEES

- A \$300.00 Service Fee will be applied to all functions with less than 20 guests.
- A \$300.00 fee per bartender will be applied to all functions requiring a bartender. The number of bartenders will be determined by the service ratios below:
  - Cash Bars: (1) bartender for every (150) guests.
  - Hosted Bar on Consumption: (1) bartender for every (100) guests.
  - Hosted Bar Package: (1) bartender for every (125) guests.
  - The fee is based on a (4) hour event and if event runs longer, an additional \$75.00 per bartender per hour fee will be charged.



- A \$300.00 fee per server, per (50) guests will be applied to all functions requiring tray-passed hors d'ouerves.
- A \$300.00 fee per cocktail server will be applied to all functions requiring cocktail servers. There is a minimum of (1) cocktail server for every (125) guests. The fee is based on a (4) hour event and if event runs longer, an additional \$75 per cocktail server will be charged.
- A \$300.00 fee per chef will be applied to all food stations requiring a chef on the floor. The number of stations and chefs required will be determined by your CSM and varies based on the number of guests, room the function is held in and other factors. The fee is based on a (4) hour event and if event runs longer, an additional \$75.00 per chef per hour fee will be charged.
- A \$75.00 fee per security per hour (minimum of four hours) will be applied for security officers based on event or meeting needs.
  - (1) officer for every (125) guests is required at Zouk Nightclub and Ayu Dayclub. Please speak with your CSM on specific requirements for other venues on property.

## RETAIL SALES

Advance approval from the Hotel is required if Group or any of its exhibitors desire to sell merchandise or property on the Hotel premises. The Nevada Administrative Code (NAC) 372.180 states that Group allowing any retail sales has the responsibility to collect and remit all state sales taxes. If Group is tax-exempt, the State of Nevada requires a copy of the following on file with the Hotel:

- State of Nevada Sales Tax Permit: [www.nv.gov](http://www.nv.gov).
- Nevada tax-exempt sales tax permit providing the evidence of non-taxability.
- U.S. Government Tax-exempt sales tax permit.

## CARPET PROTECTION

Approved visqueen must be installed prior to using any lifts or placing crates over existing carpet or specialty flooring. The use of forklifts by an approved GSC or Encore, must be communicated to your CSM. Charges will apply for any damage caused to existing carpet or specialty flooring.

Our preferred vendors are not exclusive to the Hotel and Group is permitted to contract other vendors, except for audio-visual in certain areas, as long the vendor also agrees to the Hotel's Regulations and Guidelines. All vendors will be required to submit a COI naming Resorts World Las Vegas, LLC, its parent company, affiliates and partners as additional insured and be for limits of not less than \$2,000,000.00 for bodily injury, including death, and personal injury for any one (1) occurrence, \$2,000,000.00 property damage insurance or combined single limit of \$4,000,000.00.

## SMOKING

There is no smoking allowed on any of the meeting space floors. Guests looking to smoke must go to the casino floor.



## NOISE

The Hotel retains the right to regulate the volume of any sound to the extent that such sound interferes with other guests within the facility or Hotel. Events utilizing any outside area, including the Hotel pools or Ayu Dayclub, are subject to the following end times:

- Live band music must end no later than 11:00 PM.
- DJ music must end no later than 11:00 PM (Sunday - Thursday) or 12:00 AM (Friday & Saturday).
- Ambient music or sound of any kind must end no later than 12:00 AM (Sunday - Thursday) or 1:00 AM (Friday & Saturday).
- Hotel may adjust these times as needed based on other functions or needs by the Hotel or its guests.

## ENTERTAINMENT

Group must receive the Hotel's written approval prior to contracting any entertainment. Examples are, but not limited to, singers, bands, magicians, comedians, strolling entertainers, dancers, etc. In contracting entertainment, Group agrees that such entertainment will comply with Hotel's normal policies regarding risqué or questionable material (e.g., restrictions on a performer's use of obscenity or foul language [i.e., unreasonable profanity, hate speech, etc.] or promotion of illegal activities in public areas). Furthermore, entertainment must agree that no disparaging remarks will be made, verbal, written, or otherwise, towards gaming, Hotel, its officers, representatives, affiliates or partners. Please note that your event may be subject to Nevada's Live Entertainment Tax (LET).

## HOSPITALITY SUITES

- Groups MUST communicate all hospitality suite events to their CSM at least (45) days in advance. If notice is not provided, Hotel may at its discretion, require the event to end.
- Easels and signage are not permitted in any guestroom hallways.
- Early check-in is based on availability and cannot be guaranteed. If Group is looking to start their hospitality suite prior to the check-in time of 3:00 PM, then they must reserve the hospitality suite for the night before.
- Group may contact a PBX supervisor to give permission to provide room numbers to inquiring guests.
- Elevator Access:
  - Only guests staying at the Hotel will have access to guest room elevators via their room key.
  - Hosting Group will need to work with their CSM to arrange for security to assist with guest access to their suite. Two (2) security officers are needed per tower and is charged at \$250.00 per security officer with a minimum of (4) hours. Additional hours are charged at \$75 per hour.
  - Guest lists for suites must be submitted to your CSM at least (45) business days in advance. For security purposes, each guest will be required to present a valid ID that matches the name on the guest list.
  - Inquiries on furniture removal need to be discussed with your CSM. This may require an extension of your room reservation and additional labor fees. Only certain items in our suites are able to be relocated.



- Food and Beverage orders may be placed with your CSM. No outside Food and Beverage is permitted.
- Late check-out is based on availability and cannot be guaranteed. If you are looking to end your hospitality suite after the check-out time of 11:00 AM, then you must reserve the hospitality suite for the day of as well.
- Maximum capacity at one time will be determined by your CSM and based on the square footage and configuration of the suite.
- Affixing of any materials to walls, floors, ceiling fans or any other area of the suite is prohibited. Damage charges will be assessed if needed.
- Group must ensure that any music or noise cannot be heard outside of the suite.
- Due to safety regulations, Hotel is not able to provide additional power to the suites.
- There is a \$500.00 per two-hour period food and beverage minimum for Hospitality F&B requests if executed by Banquets.
- A \$300.00 Preparation and Service fee will be applied to F&B orders.
- Hospitality suite events must end by 11:00 PM.

## OUTDOOR EVENTS

Hotel reserves the right to move any outdoor function to the available indoor backup space if any of the following conditions exist: Wind gusts in excess of 20 mph, temperatures below 60 degrees, temperatures above 110 degrees, and/or 30% or higher chance of precipitation in the area.

- Group will be advised of all options for Group's function at a minimum of forty-eight (48) hours in advance of the functions set-up start time. A decision must be made no less than 6 hours prior to the event start time or an event movement fee will be applied.
- Hotel's decision is final.
- All outdoor catered events will be assessed for supplemental charges depending on their load-in, setup and load-out needs.
- All live entertainment and DJ music for outdoor functions must end by 10:00 PM and DJ music by 11:00 PM.
- A permit is required from the CCFD in order to erect or operate an air supported temporary membrane structure, a tent having an area of 200 sq. ft. or more or a canopy structure in excess of 400 sq. ft. CCFD approved diagram is required for all events over 299 people. Group is responsible for obtaining and paying for permit fees.
- Security is required for all outdoor events, including load-in and load-out times.

## RESORT POOL EVENTS

Making it one of the largest in the city, Las Vegas's newest resort has a 5.5-acre pool complex with five unique pool experiences. Sit back in a cabana or take in the spectacular views of the city from the only infinityedge pool on the Strip. With over 59,000 sq ft and a capacity of over 4,000 with the ability to condense this space, our Resort Pools are the perfect WOW factor to host your event. Please contact your CSM for additional details, rental and pricing for [Resorts World Las Vegas Pools](#).



## THEATRE EVENTS

The Resorts World Theatre is outfitted to host a myriad of affairs - from star-studded concerts to convention, corporate and sporting events. With 65,000 sq ft of space and 5,000 seats, this venue is the perfect spot to showcase a product release or host an awards ceremony! Please contact your CSM for additional details, rental and pricing for the [Theatre at Resorts World Las Vegas](#).

## ZOUK EVENTS

Not only is it one of the newest nightlife venue in Las Vegas, but the state-of-the-art lighting and video design make Zouk one of the most technologically advanced nightclubs in the city. With over 32,000 sq ft and a 2,800 capacity with the ability to condense this space, Zouk Nightclub is the perfect venue to host a Welcome Reception, After Party and so much more! Please contact your CSM for additional details, rental and pricing for [Zouk Nightclub](#).

## AYU EVENTS

Ayu Beach seeks to create a harmony and balance by imitating nature in its luxurious Balinese inspired design featuring awe inspiring installation artwork by Daniel Popper. Ayu balances nature with man made by incorporating a state-of-the-art multipurpose state that serves as the backdrop to some of the best talent and corporate events in the world. With over 27,000 sq ft and a 2,700 capacity with the ability to condense this space, Ayu Dayclub is the perfect daytime party destination complete with live music, refreshing cocktails and positive vibes. Please contact your CSM for additional details, rental and pricing for [Ayu Dayclub](#).





## MENUS & PRICING

- Banquet menus are updated seasonally and are subject to change with or without notice.
- Hotel may need to substitute ingredients and accompaniments based on availability and Group agrees to accept substitutions. When possible, Group’s CSM will communicate these substitutions ahead of time.
- Food and beverage pricing is subject to change and will only be guaranteed (3) months in advance of event date.
- Food and beverage pricing are subject to Nevada State Sales Tax, currently 8.375%, and a 23% service fee.
- The 23% service fee will be charged on the retail price of all food and beverage items including on contractually negotiated pricing.
- Receptions, except those preceding a dinner, require an \$85.00+ per person minimum expenditure in food, excluding beverage, tax and service charge. Reception Stations are charged on the total number of guests guaranteed.
- Our current price averages are as follows and subject to change with or without notice:
 

• Continental Breakfast: \$38.00 - \$52.00	• Lunch: \$65.00 - \$82.00
• Breakfast: \$50.00 - \$62.00	• Dinner Reception: \$75.00 - \$130.00
• Breaks: \$18.00 - \$36.00	• Plated Dinner: \$105.00 - \$158.00

## CUSTOM MENUS

Hotel’s Culinary Team is always available to customize Group menus as requested. Custom menu requests should be communicated to Hotel at least 60 days in advance to ensure availability of custom items requested.

## SPECIAL MEALS & DIETARY REQUESTS

All Special meals and dietary requests must be communicated in accordance with the schedule listed in “Guarantee Policies” noted below and will be charged at current market pricing. Current market pricing will be communicated in advance by your CSM.

- Hotel takes priority in accommodating all special meals and dietary requests and Group may not bring an outside vendor to do so without approval from the Hotel.
- Hotel may use outside vendors to accommodate certain special meals and dietary requests. If so, Group will be charged any applicable delivery fees.

## OUTSIDE FOOD & BEVERAGE

No outside food or beverage is allowed in the conference center. Please contact your CSM with any questions in regard to outside food and beverage.

## GUARANTEE POLICIES

The Hotel requires the expected number of guests for each function to be provided by the Group at least (14) Business Days prior to the Group’s arrival date. Once the expected number of guests is provided by the Group, the Group may not reduce that number by more than (10%) without incurring an additional fee of (15%) of the retail value of the Group’s food and beverage menu for each function. Business Days are Monday, starting at 9:00 AM PST, through Friday, ending at 5:00 PM PST.

Guarantees for functions 1,000 guests or less 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.

Guarantees for functions over 1,001 guests shall be due no later than 12:00 PM PST seven (7) business days prior to the scheduled function.

Any new menu ordered within 72 hours of the function will be considered a "pop up" and an additional fee may be incurred.

- Once the Guest Guarantees are received by the Hotel, they may not be reduced.
- If no Guest Guarantees are received, Hotel will consider the Expected Number as the guarantee.
- Hotel will charge based on the Guest Guarantees provided or the actual guest attendance, whichever is greater.
- Hotel will set 3% above, up to a maximum of 50 guests of your guaranteed number.
- If the Guest Guarantee decreases by more than (15%), the Hotel reserves the right to relocate the group to a smaller room or charge an additional Room Rental.

Increases of over (3%) received within five (5) business days shall be subject to:

- A (10%) price increase if received up to (72) hours prior to the event date. The price increase will not apply to beverages ordered on consumption.
- A (20%) price increase if received less than (72) hours prior to the event date. The price increase will not apply to beverages ordered on consumption.
- In addition to a price increase, a \$150.00 Expedite Fee may apply for any new Food and Beverage order placed within (24) business hours.

The Hotel will, at the best of its ability, accommodate all guest increases. However, there may be some cases where Hotel may not be able to accommodate increases.

## SERVICE FEE

Hotel will charge a (23%) service fee on all food and beverage items. Group will be responsible for paying the service fee based on the retail pricing of all food and beverage including on contractually negotiated or discounted pricing.

The banquet service fee is subject to change with or without notification.





## SERVICE RATIOS

- Plated Breakfast: (1) server for every (20) guests
- Buffet Breakfast: (1) server for every (30) guests
- Continental Breakfast: (1) server for every (75) guests
- Coffee Break: (1) server for every (100) guests
- Plated Lunch: (1) server for every (20) guests
- Buffet Lunch: (1) server for every (30) guests
- Plated Dinner: (1) server for every (10) guests
- Buffet Dinner: (1) server for every (20) guests
- Tray-Passed Hors d'oeuvres: (1) server for every (50) guests
- Staffing ratios provided above are subject to change based on the group's needs and/or menu selections.

## ALCOHOLIC BEVERAGE SERVICE

Per Nevada State Law, the Hotel does not allow alcoholic beverages of any kind to be brought into the Hotel by any patron. Please contact your CSM if you have specific questions about donated product or manufacturing alcoholic beverages.

The Hotel's bartenders must serve all alcoholic beverages within the Hotel's facilities, no exceptions will be made.

## ALCOHOLIC BEVERAGE SALES

- A \$750.00+ beverage minimum per bar/per hour will apply. Group will be charged the balance plus service charge if the beverage minimum is not met.
- A \$250.00+ Cash Bar Terminal Setup Fee will be charged for each cash bar required.

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

## FOOD SALES

- Food Cash Concessions are available for setup within a trade show/exhibit room only.
- A \$5,000.00+ food minimum per meal period and per concession line will apply. Client will be charged the balance plus tax/service if the minimum is not met.
- A \$250.00 terminal setup fee will apply per terminal/concession line. (2) terminals are required per concession line. (1) concession line is required per each 200 guests.
- Cashiers and attendants are charged at the rate of \$300.00 per meal period. A minimum requirement of (2) attendants and (2) cashiers are required per concession line.
- Resorts World Las Vegas will determine the menu and quantity of all items and reserves the right to adjust menu selections and service periods based on business level.
- The Concessions are open for two hours maximum per meal period and client may charge items from the cash concession to the master.
- 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.

- If the event is open to the general public, The Southern Nevada Health District requires a health permit for Cash Sales at additional cost.

## PRODUCT SAMPLES

If the Group or any of its attendees or exhibitors would like to provide food and/or beverage for the purpose of demonstrations, samples or sponsorships, the following applies:

- Alcoholic Beverages: Per Nevada Beverage Law, only Hotel employed Bartenders can serve alcoholic beverages, even in sample sizes. Bartender fees will apply based on number of bars and hours in use. Speak to your CSM for pricing.
- Samples are limited to products manufactured by the Group
- Food samples are limited to (2) ounces.
- Beverage samples are limited to (1) ounce.
- All beverage samples must be sent through a Nevada Beverage Distributor to Hotel's loading dock with a zero balance invoice. Please arrange delivery and storage with your CSM, as additional fees may apply.
- Hotel will require additional Product Liability Insurance.
- Hotel will charge additional fees if rental equipment, storage or cleaning fees are associated with product samples.

An Itinerant Health Permit may be required if the Group is preparing food within the meeting space. The Group may procure the permit directly from the Southern Nevada Health District at 702.759.1258 or by email at [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org). Please consult your CSM for details.

## MENU TASTINGS

- Resorts World Las Vegas is happy to offer a complimentary menu tasting to corporate groups with a \$100,000 F&B minimum or greater upon request.
- The complimentary tasting is offered for up to (4) four decision makers only. Should Group wish to bring additional guest(s), Group will be required to pay prevailing menu price for said guest(s).
- Tastings will be presented with portioned sized presentations and are meant to assist in the design and selection of menus for specific client events only (IE: gala dinner, executive meal, sponsored lunch). Tastings will not be tailored to "general menu samplings" and must be used for specific event menu design purposes.
- Tastings will not be conducted for continental/breakfast buffets, boxed meals or break menus.
- Tasting will only be conducted after 1:30 PM and prior to 4 PM.
- A minimum of four (4) week's notice is required to host a tasting.
- Tastings must be hosted more than four weeks prior to event date.
- Any décor requested for the tasting (including, but not limited to linen, chairs, floral, etc.) will be charged to the Group.

## MEAL ROOM SETS AND 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" or multiple resets throughout the day may incur a labor charge. Please consult your CSM regarding all room sets and turn times.



## LINENS

In accordance with our commitment towards sustainable events and for the health and well-being of our guests and team members, Resorts World Las Vegas is predominantly a linen-free conference center. Cloth napkins are provided for all events and table linens are provided only for plated meal functions. Groups requiring linens for all other functions are required to procure linens from an outside vendor at the Group's own expense. Please consult your Catering & Conference Services Manager for a list of preferred vendors.





## EMERGENCY ANNOUNCEMENT PROTOCOL AND SAFETY EVACUATION PLAN

- In the event of an alarm activation, visual and audible alarms will go off.
- In the event the alarm poses no danger, a message of "All Clear" will be communicated.
- An announcement will be made stating that the alarm is being investigated and that further instructions may be communicated.
- Should an evacuation be necessary, Hotel will communicate using its Life Safety System.
- Please contact your CSM for details on the Safety Evacuation Plan for your group.

## INCIDENT REPORTING

Hotel requires that all incidents be reported immediately to a member of the Hotel's security team. Please contact your CSM and our Security Team at (702) 676-6550 or from a house phone ext 6550.

## SECURITY OFFICERS

Only security officers employed by the Hotel may provide security services. Any exceptions to this rule must be made in advance and have direct written approval from the Hotel's Vice President of Security. Groups requesting security officers for their meetings or events, must do so at least (45) days prior to the Group's arrival date.

Hotel may require, at the sole expense of the Group, that Hotel security be present at, prior to or after any event, including load-in and load-out. Security officers will be charged at a fee of \$250.00 per officer for up to (4) hours. Additional hours are charged at \$75.00 per officer per hour. Breakers will be utilized when any post exceeds (6) hours. The CSM will notify the group in advance of any security personnel requirements and applicable costs.

Security officers are required in the following:

- Anytime freight doors are open, and a Hotel security officer is not already scheduled.
- Anytime Group contracts and/or blocks off a specific area of a parking lot.
- Anytime more than 50% of the group's attendees are not staying at Hotel and require enhanced traffic conference center.
- All events held at Zouk Nightclub or Ayu Dayclub.







## MEETING ROOM SECURITY

Group understands that meeting rooms which are enclosed by airwalls cannot be secured. Hotel is not responsible for theft or damage to any items left in the meeting rooms. Hotel recommends that Group hire Hotel security when they plan on leaving valuable equipment overnight. If group wants to bring in their own security, they must receive approval from their CSM prior to contracting.

## LAS VEGAS METROPOLITAN POLICE DEPARTMENT (METRO)

For certain events, Hotel may require, at the sole expense of the Group, that Metro officers be present at, prior to or after any event, including load-in and load-out. Metro officers will be billed at current retail pricing. The CSM will notify the group in advance of any Metro personnel requirements and appropriate costs.

## FIRE EXTINGUISHERS & FIRE HOSE CABINETS

All fire extinguishers and fire hose cabinets must always remain clear and must not be moved.

## EMT SERVICES

Hotel may require that Group contract, at their own expense, EMT services for their meeting or event. EMT company must be registered in the State of Nevada. Please contact your CSM for additional information on EMT services and pricing. EMT services are required for the following:

- Events held in parking or outdoor lots.
- Events or meetings of 3,000 or more guests.

## HOTEL EMPLOYEE ACCESS

Group may not refuse entry to its contracted space to any Hotel employee who presents a valid team member ID and has a valid business reason such as food and beverage, housekeeping, maintenance or security.

## LOST & FOUND

Hotel is not responsible for losses by Group or any of its guests or attendees due to theft or disappearance of equipment or personal belongings. Attendees and guests must immediately turn any item found to a member of the Hotel's security team.

## SECURITY CONTACT

Hotel House Emergency Number (702) 676-6550 from off site.



Hotel, to the best of its knowledge, provides the regulations below, however, the Clark County Fire Department (CCFD) may adjust codes with or without notice. A complete and current list of regulations can be found at: [https://www.clarkcountynv.gov/government/departments/building\\_fire\\_prevention/index.php](https://www.clarkcountynv.gov/government/departments/building_fire_prevention/index.php)

## GENERAL

- All approved floor plans and permits must always be kept on site during the entire duration of the program.
- Open flame devices not pre-approved by the CCFD are not permitted.
- Exit signs, exit doors, fire alarm, fire hose cabinets and fire extinguishers cannot be concealed or obstructed at any time.
- The Nevada Clean Indoor Act prohibits the smoking of cigarettes, e-cigarettes or any vaping of any kind except for on the main casino floor.

## FIRE MARSHAL PERMITS

If the anticipated number of guests for any event is more than 299, per Clark County fire code, a diagram must be submitted to the Fire Marshal for approval. If approved, the diagram must remain on premises for and during each event. It is the sole responsibility of the Group to contact and submit approval for all floor plans unless the Group has contracted Encore to do so.

Additional guidelines:

- All floor plans must be submitted in writing a minimum of (90) days prior to the Group's arrival date.
- All approved floor plans must be forwarded to your Catering & Conference Services Manager a minimum of (45) days prior to the Group's arrival date, Hotel requires (5) copies of each approved floor plan.
- Any function with attendance of (299) or greater that is not approved by the Fire Marshal will not be allowed to proceed.
- Floor plans must be submitted on 11" x 17" paper or larger.





## FLAME RETARDANT

All drapes, signs, banners and any decorative materials shall be made flame retardant to the satisfaction of the Fire Department. Any material that cannot be made flame retardant is strictly prohibited. Group must present all manufacture issued fire resistance certificates. Groups are prohibited from hanging anything from the Hotel's sprinkler heads.

## FUEL-POWERED, ALTERNATIVE FUEL AND ELECTRIC VEHICLES

Displaying fuel-powered vehicles of any kind including cars, trucks, bikes, etc. requires the following:

- Plastic sheeting must be laid down underneath.
- Gas tank must be no more than (1/4) full or (5) gallons, whichever is less.
- Gas tank cap must be sealed to prevent fumes from escaping.
- Batteries must be disconnected, and battery cables must be taped.
- Ignition keys must be removed.
- Propane tanks must be removed.
- Each vehicle must have its own fire extinguisher.
- At least 42" of clear space must surround the vehicle at all times.
- Permitting is required for any type of vehicle. Please visit [www.clarkcountynv.gov](http://www.clarkcountynv.gov) for more information

## FIRE STROBES

Hotel is equipped with fire strobes which are in all public spaces. Due to Fire Code, these strobes can never be covered with the utilization of fire strobe extensions. Requests to cover fire strobes must be submitted to your CSM at least (90) days in advance and unfortunately no last-minute requests can be accommodated. Fire Strobe Extensions will incur additional costs which will be charged to the Group. CSM will provide those costs in advance.

## PYROTECHNICS, FLAME EFFECTS & HAZERS

Hotel requires that the Fire & Safety System be disabled any time pyrotechnics, flame effects or hazers are in use, including when these items are being tested.

- Pyrotechnics - Hotel requires Security be on Fire Watch when these are in use or being tested. There will be a fee of \$65.00 per hour security officer charged back to the Group. In addition, the company providing the pyrotechnics must submit a Certificate of Insurance indemnifying Clark County and Resorts World Las Vegas, its parent companies and affiliates. The Fire Marshall must be called in for a full test prior to the event.
- Flame Effects - Hotel requires a team member be on Fire Watch when these are in use or being tested. There will be a fee of \$65.00 per hour per team member charged back to the Group. In addition, the company providing the flame effect must submit a Certificate of Insurance indemnifying Hotel and Clark County, its parent companies and affiliates. The Fire Marshall must be called in for a full test prior to the event.
- Hazers - Hotel requires Security be on Fire Watch when water based hazers are used. All other Hazers are not permitted in Conference space (Chemical, Oil, etc.). There will be a fee of \$65.00 per hour per security officer charged back to the Group.

## ADDITIONAL TRADESHOW & EXHIBIT FIRE GUIDELINES

- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed.
- All packing containers, wrapping materials & display materials must be removed from behind booths & placed in storage.
- Exhibitors must keep all displays, furniture, signs or any other materials within their approved booth space.
- The painting of signs, booths or any other materials anywhere on the Hotel (indoors or outdoors) is not permitted.
- All wires must be taped down with gaffer's tape.
- All materials used to construct booths or to decorate must be made flame retardant or non-combustible.
- Certificates of flame-retardant treatment must be submitted to the CCFD along with samples of materials.
- Certificates must always be kept on property during the entire duration of the program.
- All aisles and exits listed in approved floor plans must be kept clear.





## BAGGAGE HANDLING & PORTERAGE

- Individual Arrival: Individual guests will be greeted by Hotel's bell person and given a claim check for their luggage. The guest can call from their room for delivery of luggage when ready to receive.
- Individual Departure: Guests who wish to store their luggage after checkout can do so at the Bell Desk of any lobby.
- Group Arrival or Departure: Groups arriving or departing together can have the group portorage charged to the master account. Charges are based on the group's occupancy on the day of service and charged at \$4.50 per person. In some cases, an auxiliary baggage room may be required to facilitate the group arrival and departure experience.

The Convention Services Manager or Group Operations Team will provide an arrival and departure manifest to Front Services (14) days prior to arrival to meet schedule requirements.

Groups cannot arrange or manage their own portorage or baggage storage room or hire an outside company to arrange or manage. These services are exclusive to Resorts World's Front Services Department.

## CHECK-IN / CHECK-OUT

Check-in time is 3:00 PM and check-out time is 11:00 AM. Requests for early check-in or late check-out are based on availability and not guaranteed.

## EARLY DEPARTURES

Guest departure dates will be confirmed upon check-in. Guests choosing to vacate their rooms prior to their departure date will be charged (1) additional night after their date of departure. For example, if a guest departs (3) days prior to their confirmed departure date, the guest will be charged for (1) additional night, not (3) nights.

## GUEST ROOM OCCUPANCY

A charge of \$50.00 per person will be added to each room over double occupancy with a maximum of (4) guests per room. This policy does not apply to Hotel suites with higher approved guest occupancy.





## KEYS

For guestrooms, keycards are issued at the Front Desk upon check-in. Attendees can utilize the Hilton Honors App for expedited check-in with digital key option and express check-out.

Specialty keycards with Group's company logo can be purchased from Hotel's exclusive provider and distributed to your guests. Please do not order keycards on your own, Hotel's preferred vendor is exclusive, and all artwork must be approved by the Hotel. A minimum of eight (8) weeks lead time is required as well as a minimum order of (200) keys. For more information and pricing, please contact your CSM.

## PARKING

Please contact your CSM for additional information in regard to Parking at the Hilton, Conrad and Crockfords.

## GROUP VOICEMAIL

Please contact your CSM for additional information on our Group Voicemail and pricing.

## GUEST ROOM DELIVERIES

Please contact your CSM to arrange for room deliveries. Please see below for general pricing:

- Individual items: \$4.50
- Items requiring luggage carts: \$10.00

## EXOTIC AND DOMESTIC ANIMALS

Pets are not permitted within the Hotel. Guests may be accompanied by a service animal.

Non domesticated animals will be considered on a case by case basis and the following may apply:

- A copy of a current and valid USDA Class C exhibitor license for any and all individuals that will be in direct physical control of the animal(s); as a reminder the license must be present at all times during the event/exhibit.
- The animal(s) must be under the direct physical control of a minimum of two (2) qualified handlers at all times, one of which MUST have a USDA Class C license. Resorts World Las Vegas requires one handler per animal be present during the event to ensure compliance as previously stated.
- We must have a list of all animal(s) that will be present and know if all animals will be presented at one time or staggered to ensure the proper number of qualified handlers present.
- We must have the handler's written protocol for first aid and medical attention in event of an injury caused during the exhibit (the licensed exhibitor or handlers if approved, must maintain appropriate first aid equipment, and supplies during the event). Handler/Client is fully responsible for all clean-up and maintenance of the animal(s).
- We must have signed veterinary statement dated within 30 days prior to the event which provides age, weight, health, and species of animal(s) to be exhibited and current health status to include shot records. This would not apply to "insects or bugs" on display but would apply to snakes, or lizards.
- We must have written documentation as to how the animals are caged to include type of container and means of transport from vehicle to convention space.
- Insurance Policies must be presented. Please speak to your Catering and Conference Services Manager for specific limits. Please note the certificate of insurance is required from any contracted party, vendor, and subcontractor, involved with the event.
- Any and all contact with the animals by the guests or attendees of the event is strictly prohibited.



## SPA

The Spa at Resorts World Las Vegas is the first of its kind, complete with personalized treatments, immersive facilities and approachable wellness offerings. To book an appointment, please contact our Contact Call Center or book directly on our website. Spa at Resorts World. Please contact your CSM for additional information.

## FITNESS FACILITY

Stay active in our Fitness Center offering the latest technologies in personalized fitness programming, state-of-the-art equipment and a stretch and recovery zone.

## IN-ROOM SAFES

Each guest room is equipped with at least (1) in-room safe.

## GROUP TRANSPORTATION

All Group arrivals and departures must be communicated to the Group's CSM no later than (90) days prior to the 1st arrival in order to reserve locations. All arrivals and departures are subject to the Hotel's portage fees of \$9.00 per guest (\$4.50 each way) which will cover baggage handling fees for arrivals and departures.

An arrival and departure manifest is due to Group's CSM at least (14) days prior to 1st arrival. Upon departure, Group can instruct the Hotel to remove all luggage from the rooms or have each guest bring their own luggage to a designated location. A printed or digital departure and instruction notice will be delivered to each room the night before departure.

Group must provide the following for the vendor they are using:

- Name of company and key contact
- Number of motorcoaches
- Schedule to include dates, times and routes

## RIDE SHARE & PUBLIC TRANSPORTATION

All ride shares, taxis, limos and small chauffeured vehicles can drop-off at any of the Hotel's private driveways and porte-cocheres. Ride shares, taxis, limos and small chauffeured vehicles may only pick up in designated Hotel areas. Larger vehicles may not pick-up or drop-off in any of the Hotel's entrances without prior approval.

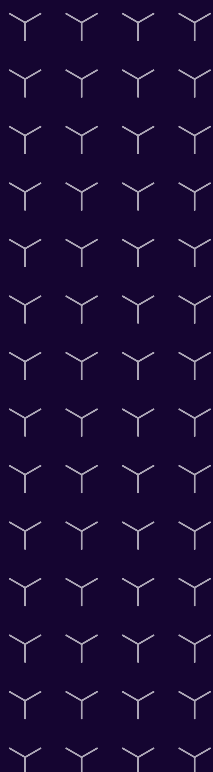
## CHILDCARE SERVICES

Clark County Childcare Regulations prohibit Hotel from offering childcare services on premises. Providing childcare services at the Hotel is unlawful and management will disband any childcare activity discovered on the premises. In addition, Group will be responsible for any fines imposed on the Hotel because of the childcare activity.

## SMOKING

The Nevada Clean Indoor Act prohibits the smoking of cigarettes, e-cigarettes or any vaping of any kind except for on the main casino floor and approved designated smoking areas.

# MEETINGS — AND — EVENTS GROUP SALES



For more information about Group Meetings at Resorts World,  
or to arrange for a guided tour of our spaces, please contact us:

[HotelSales@rwlsvegas.com](mailto:HotelSales@rwlsvegas.com)

3000 South Las Vegas Blvd.  
Las Vegas, Nevada 89109

(702) 676-6045

