

MEETING PROFESSIONAL'S GUIDE





WELCOME TO RESORTS WORLD LAS VEGAS

Welcome to Resorts World Las Vegas, where luxury and innovation converge in the heart of the iconic Las Vegas Strip. As one of the premier destinations for discerning travelers and event organizers, we extend our warmest greetings. At Resorts World, we understand that every detail matters. Our commitment to excellence is reflected in the seamless fusion of our three Hilton brands, Crockfords, Conrad and Hilton. Together, we have crafted an unparalleled meeting experience that transcends expectations.

Allow us to introduce you to our dedicated team of professionals, numbering over 5,000 Team Members. They are more than just staff; they are your partners in creating extraordinary events. Whether you're planning a conference, convention, or special gathering, we are here to assist, anticipate, and elevate your vision.

Your Catering & Conference Services Manager will be your trusted guide, ensuring every aspect of your event is meticulously orchestrated. From the moment you step onto our campus, you'll encounter a world of possibilities. And rest assured, our commitment extends beyond the ordinary—because at Resorts World, we believe there are no boundaries and rules are made to be broken.

Here's how our teams collaborate to make your program a resounding success:

- Group Operations: Before your arrival, our experts will handle all group reservation set-up requirements, ensuring seamless accommodation for your attendees.
- Group Desk: From arrivals to departures, your guests are welcomed and cared for by our Group Desk team. Each need, wish and whim are effortlessly handled by our team.
- Encore Event Manager: Your dedicated Encore Event Manager oversees all technical aspects of your event, from lighting and sound to rigging and power.
- FedEx Business Partner: Our team of Business Services professionals work closely with you and your guests, providing all means of office support, package shipping and receiving and convention branding.

Please note that occasionally, pricing and associated policies may be revised and are subject to change; we kindly request that you reconfirm with your Catering & Conference Services Manager for the most updated information. At Resorts World Las Vegas, we don't just host events; we curate unforgettable experiences.

Welcome to a world where every detail matters, and where your vision becomes reality.

5 ACCOUNTING & CREDIT

- Billing & Credit Terms
- Master Accounts Billed to Credit Card
- Payments by Check
- Payments by Wire Transfer
- Master Account Review
- Cash Advances
- Charitable Organizations

7 ADA

- American with Disabilities Act
- Personal Mobility Devices
- Service Animals

8 CLEANING SERVICES

- Exhibit | Trade Show Services
- Booth Cleaning Services
- FAQ

9 CONFERENCE MANAGEMENT

- Catering & CSM
- Group Operations & Rooming Lists
- Passkey Policies

10 EMERGENCY & SECURITY

- Emergency Announcement Protocol and Safety Evacuation Plan
- Incident Reporting
- Security Officers
- Meeting Room Security
- Las Vegas Metropolitan Police Department
- Fire Extinguishers & Fire Hose Cabinets
- EMT Services
- Hotel Employee Access
- Lost & Found
- Security Contacts
- Weapons & Firearms

12 FIRE MARSHAL REGULATIONS

- General
- Fire Marshal Permits
- Flame Retardant
- Fuel-Powered Alternative Vehicles
- Electric Vehicles
- Fire Strobes
- Pyrotechnics, Flame Effects & Hazers
- Additional Tradeshow & Exhibit Fire Guidelines
- Diagram & Permit Fees

15 BANQUET POLICIES

- Menus & Pricing
- Specialty Meals & Dietary Requests
- Overset and Maximums

- Overnight Food & Beverage Events
- Room Sets & Room Turns
- Stage Risers & Dance Floor
- Food Service Decor
- Linen
- Guarantee Policies
- Cancellation
- Food & Beverage Attrition
- Service Standards
- Standard Service Ratio
- Bartender
- Chef Attendant
- Dedicated Server / Attendant
- Beverage Concession Services
- In-suite Services
- Food Concession Services
- Product Sampling & Corkage
- Menu Tasting
- Outdoor Events & Weather
- Unique Venues
- Fire Marshal Required Diagrams

20 GAMING & TAX COMPLIANCE

- Chips & Tokens
- Gaming Compliance
- Raffles & Lotteries
- Resort Fee & Room Tax
- Retail Sales
- NV Live Entertainment Tax

22 HOTEL SERVICES

- Baggage Handling & Porterage
- Check-in | Check-out
- Childcare Services
- Early Departures
- Fitness Facility
- Group Transportation
- Group Voicemail
- Guest Room Deliveries
- Guest Room Occupancy
- Exotic & Domestic Animals
- Event Planner Points
- In-room Safes
- Keys
- Parking
- Ride Share & Public Transportation
- Spa
- Smoking

27 LEGAL

- Controlled Substances & Cannabis
- Drones
- Insurance & The Event Helper
- Recording, Broadcasting & Taping
- Media
- Advertising, Promotion, Sponsorship, Branding

30 LOGISTICS

- Resort Address
- Inventory of Hotel's Equipment
- Exclusive & Non-Exclusive Services
- Audio Visual
- Electrical/Plumbing/Compressed Air

- Business Center | FedEx Office
- Office Equipment Rentals
- Payment Options
- Telecommunications
- Air Conditioning & Heating
- Concrete & Asphalt Anchoring
- Truck Staging
- Hazardous Materials
- Contractor & Vendor Entrance & Badging
- Dock Access
- Forklifts & Carts
- Freight Elevators
- Rose Ballroom Freight Elevator
- Load-in & Load-out Inspections
- Floor Load Limits

37 MEETING SPACE & FACILITIES

- Meeting Space Public Areas & Foyers
- Meeting Room Amenities
- Meeting Room Subletting
- Meeting Floor Sponsorship Opportunities
- Meeting Room Keys
- Event Postings
- Airwalls
- Auxiliary Baggage Check
- Carpet Protection
- Entertainment
- Décor, Balloons, Confetti, Floral
- Meeting Room Sets & Room Turns
- Table-Top Exhibits
- Noise
- Outdoors Events
- Resort Pool Events
- Preferred Vendors
- Signage
- Smoking
- Suite Events
- Theatre Events
- Zouk Events
- Ayu Events

43 SUSTAINABLE MEETINGS

- LEED Gold Certification
- GBAC Certification
- Hilton Clean Stay
- Upgraded Building Management Systems
- State-of-the-Art Indoor Air Quality
- Green Meetings
- Food Donation & Waste Reduction

45 TECHNICAL

- Technical & AV
- Rigging
- Lighting & Audio/Visual
- General Sessions & Breakouts
- Lifts & Material Handling
- Electrical
- Managed Network Services
- Digital Signage



BAR

COLD BEER

SPIRITS

COCKTAILS

COLD BEER
SPIRITS

把酒言欢

欢聚一堂

一口情深

难忘今宵

NORI 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

To qualify for Direct Billing:

- 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.

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

ACH/EDI Payments

Account Owner:

RESORTS WORLD LAS VEGAS LLC

Account Number: **7029102105**

ABA Number: **042000314**

Wire Payments

Account Owner:

RESORTS WORLD LAS VEGAS LLC

Account Number: **7029102105**

ABA Number: **042000314**

SWIFT Code: **FTBCUS3C**
(for international wires)

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 regardless of credit approval status or has been approved for credit. 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.

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.



ADA COMPLIANCE

The Hotel, to the best of its knowledge, complies with the public accommodations requirements of the Americans 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.

SERVICE ANIMALS

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA, regardless of whether they have been licensed or certified by a state or local government. The care or supervision of a service animal is solely the responsibility of his or her owner. Resorts World Las Vegas is not required to provide care, food, or a special location for the animal. Resorts World Las Vegas may exclude any animal, including a service animal, from our property when the animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. We may not make assumptions, however, about how a particular animal is likely to behave based on our past experience with other animals. Although we may exclude any service animal that is out of control, we should give the individual with a disability who uses the service animal the option of continuing to enjoy our property and services without having the service animal on the premises. There may be a few circumstances when we are not required to accommodate a service animal - that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur on our property, but when it does (for example, when a dog barks during a performance), the animal can be excluded.

EXHIBIT | TRADE SHOW CLEANING SERVICES

Resorts World Las Vegas is committed to maintaining the highest sanitation standards for exhibitions and trade shows. United National Maintenance, Inc. is the exclusive provider of all booth cleaning services, ensuring a consistently clean and well-maintained event environment.

Any exhibition or trade show space featuring booths or activations must utilize United National Maintenance for cleaning services throughout show hours, load-in, and load-out days. To uphold hygiene protocols, only United National Maintenance staff may perform custodial duties such as vacuuming and floor cleaning. While exhibitors are encouraged to conduct initial wipe-downs and recommended disinfection between attendee interactions, external Expo staff—including Exhibitor-Appointed Contractors (EACs) and Interior & Design companies—are not permitted to perform cleaning tasks. Failure to comply will result in a service charge based on booth square footage.

CUSTOMIZED BOOTH CLEANING SERVICES

United National Maintenance, Inc. offers tailored cleaning solutions designed to meet the unique needs of exhibitors, ensuring a seamless and sanitary event experience.

INDUSTRY-LEADING SANITATION STANDARDS

Resorts World Las Vegas is proud to hold GBAC STAR™ accreditation, the gold standard for cleaning, disinfection, and infectious disease prevention. Under the guidance of the Global Biorisk Advisory Council (GBAC), a division of ISSA, Resorts World implements rigorous sanitation protocols, further reinforcing its reputation as a leader in facility hygiene on the Las Vegas Strip.

COMPREHENSIVE BOOTH CLEANING SERVICES

United National Maintenance, Inc. delivers an extensive range of booth cleaning solutions, designed to align with Resorts World's heightened hygiene protocols. Services include:

- Waste & Trash Recycling
- Carpet Shampooing & Spot Treatment
- Warehouse Carpet Maintenance
- Hard Floor Maintenance
- Porter Services
- Bulk Vacuuming
- Pre & Post Show Cleaning
- Complete Exhibitor Services

FREQUENTLY ASKED QUESTIONS

Is booth vacuuming or damp mopping included with my booth space?

No, but these services may be ordered online.

Is daily trash removal available during show hours?

Only if hourly porter service has been scheduled in advance.

Can I schedule booth cleaning services at a specific time?

Yes, booth cleaning can be scheduled at a time that best suits your event needs.

Are booth, crate, and flooring disposal services available?

Yes, disposal services are available depending on booth size, with options for half or full dumpsters. If forklift assistance is required, exhibitors must coordinate with Show Management or the designated GSC. Booth dismantling labor is not included and must be arranged separately. Additionally, all bulk trash must be properly loaded onto pallets and prepared for pickup. Services must be pre-ordered, with fees calculated based on total booth square footage.

CONTACT INFORMATION

For booth cleaning and sanitation services, please contact:

📞 United National Maintenance, Inc. – 702-708-2064

✉️ boothcleaning@unitedhq.com

CLEANING SERVICES



CATERING & CONFERENCE SERVICE MANAGERS

The Hotel's Catering & Conference Services team will be in contact with the Meeting Planner immediately following the execution of the group's contract. At that time, a Catering & Conference Service Manager (CSM) will be assigned to the Group to serve as the group's primary contact. The CSM along with the Group Operations Manager, the AV Manager, and the Billing Services Manager will assist with the coordination of all program details.

GROUP OPERATIONS & 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 must be submitted on the hotel's rooming list template 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.

For guests not guaranteed to the master account, a security deposit will be required at check-in on a credit or debit card. The security deposit is \$150 per night per room, with a maximum security deposit of 4 nights (\$600) per room. Authorization holds take approximately 5 to 7 business days on domestic cards depending on your card company, to release. For international cards, it may take up to 30 business days to release.

PASSKEY POLICIES

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



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

Resorts World Las Vegas does not directly provide security services for conferences and events. However, we are pleased to offer a curated list of preferred security vendors who meet our insurance requirements and uphold the highest standards of safety and professionalism.

For further details or recommendations, please connect with your Catering & Conference Services Manager, who will gladly assist in coordinating security options that align with your event needs.

MEETING ROOM SECURITY

Group understands that meeting rooms cannot be secured. Hotel is not responsible for theft or damage to any items left in the meeting rooms. Hotel recommends that Group hire Security when they plan on leaving valuable equipment overnight.

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.
- Sporting events or events with physical altercations

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.

WEAPONS & FIREARMS

All forms of weaponry are prohibited on property. This includes, but not limited to, firearms, bladed weapons, blunt weapons, explosives, bows/arrows, tasers or stun guns and other weapons that might be consider dangerous. Replica, Prop or simulated weapons are considered dangerous in crowded environments are also prohibited.

In the event that a group, vendor, media company or other entity doing business with Resorts World Las Vegas wishes to bring simulated or real weaponry onto the property for the purpose of exhibition, education, or promotion, Resorts World Las Vegas Security Department must review and approve the request.



GENERAL

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 here: [Clark County Fire Department](#)

- 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 & APPROVALS

Function Space Requirements

- In accordance with Article 25, Division I, Section 25.112 of the Uniform Fire Code, all functions with attendance greater than 299 require a Clark County Fire Marshal-approved diagram to be on-site for the duration of the event.
- It is the sole responsibility of the group to coordinate the Fire Marshal permit at least 30 days prior to the scheduled function for events exceeding 299 attendees.
- The group acknowledges and agrees that Resorts World Las Vegas is not responsible for the production or development of any floor plan.
- The Fire Marshal-approved floor plan must be submitted to your Catering & Conference Manager no later than 21 days before the event.
- Any function with over 299 attendees that has not received Fire Marshal approval will not be permitted to proceed under any circumstances.
- The Catering & Conference Services Manager will coordinate an inspection time prior to the event kick-off. Any adjustments required by the Fire Marshal must be accompanied immediately or the event will not be able to kick-off.

- Resorts World Las Vegas is able to submit requests with "approval upon inspection". Please work directly with your CSM to coordinator all permit submissions.

Fees

Permits submitted by Resorts World Las Vegas are charged based on the square footage of each function space. Inspections scheduled on weekends or weekdays before 8:00 AM or after 4:00 PM will incur additional overtime charges, which are not included in the fee schedule below.

Standard Fee Schedule (Excluding Overtime Fees):

- \$400 per permit – Venues up to 12,000 sq. ft.
- \$800 per permit – Venues up to 24,000 sq. ft.
- \$1,200 per permit – Venues up to 70,000 sq. ft.

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 VEHICLES

All vehicles require a Fire Marshal permit and must comply with Clark County Fire Department (CCFD) regulations.

Fuel-powered Vehicle Policy:

All fuel powered vehicles must comply with the following on-site regulations::

- Fuel levels must not exceed 1/8 of a tank.
- Batteries must be disconnected.
- Gas caps must be securely locked.
- Ignition keys must be removed and cannot be stored with the vehicle. Keys should be turned in to the contracted security team or held by the vehicle owner.
- Propane tanks must be removed.
- Each vehicle must be equipped with its own fire extinguisher.
- Visqueen must be placed underneath vehicles to protect carpeted surfaces.
- A minimum 42-inch clearance must be maintained around each vehicle at all times.

Hybrid & Electric Vehicle Policy

- All hybrid and electric vehicles must comply with the following on-site regulations:
- If equipped with a quick-disconnect, the battery must be disconnected once positioned.
- Battery charge must not exceed 50%. Vehicles displayed for 1–2 days must not exceed a 25% charge, while those displayed for more than 2 days may have up to 50% charge.
- Charging is not permitted inside the facility.
- A D-Type fire extinguisher must be placed beside the vehicle, with daily thermal inspections conducted.
- Electric and hybrid vehicles may only be positioned on Level 1 (Casino) or outdoors.
- Gas caps must be taped, and fuel levels must not exceed 1/8 of a tank.
- Ignition keys must be removed and cannot be stored with the vehicle. Keys should be turned in to the contracted security team or held by the vehicle owner.
- A Safety SOP outlining emergency response procedure must be provided by the displaying group.
- Vehicle may not be located near any load-bearing columns or walls.
- Fire watch is required overnight.
- Visqueen must be placed underneath vehicles to protect carpeted surfaces.
- A minimum 20-foot clearance must be maintained around each vehicle at all times.

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, COLD SPARKLERS & HAZERS

The hotel requires that the Fire & Safety System be disabled any time pyrotechnics, flame effects, or hazers are in use, including during testing. All approved pyrotechnics, flame effects, and hazers require fire watch services from the hotel's designated life safety system provider.

- **Pyrotechnics** – Pyrotechnics are not permitted inside the building and require a Clark County Fire Permit for use outside. Fire watch services are required during use and testing, provided by the life safety system provider at a rate of \$300 per hour with a 4-hour minimum. Facilities and Security will monitor alarms and investigate any activations. If a true alarm event occurs, audible and visual alarms will be restored and activated in the affected area. The company providing pyrotechnics must submit a Certificate of Insurance indemnifying Clark County and Resorts World Las Vegas, its parent companies, and affiliates. The Fire Marshal must conduct a full test before the event.
- **Flame Effects** – Flame effects are not permitted inside the building and require a Clark County Fire Permit for outdoor use. Fire watch services must be present during use and testing, provided by the life safety system provider at a rate of \$300 per hour with a 4-hour minimum. Facilities and Security will investigate any alarm activations. If a true alarm event occurs, the alarm system audibles and visuals will be restored and activated in the area. The company providing the flame effect must submit a Certificate of Insurance indemnifying the hotel, Clark County, its parent companies, and affiliates. The Fire Marshal must conduct a full test before the event.
- **Cold Sparklers** – Cold Sparklers require a Clark County Fire Permit before they can be used. Fire watch services must be present, provided by the life safety system provider at a rate of \$300 per hour with a 4-hour minimum. Facilities and Security will monitor alarms and investigate any activations. If a true alarm event occurs, audible and visual alarms will be restored and activated in the affected area.
- **Hazers** – Fire watch services are required for all water-based hazers. All other hazers (chemical, oil-based, etc.) are strictly prohibited in conference spaces. The life safety system provider will oversee fire watch procedures at a rate of \$300 per hour with a 4-hour minimum. Facilities and Security will monitor alarms and investigate any activations. If a true alarm event occurs, audible and visual alarms will be restored and activated in the affected area.

Request Process for Fire Watch Services:

- All fire watch requests must be submitted to Fire Command at least 72 hours prior to the event.
- Fire watch approval is subject to confirmation of availability from the life safety vendor.
- If the Fire Command Center has not provided final approval, haze effects cannot be used during the event.

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.

Resorts World Las Vegas is the sole provider of all food and beverages served on property. Outside food and beverage is strictly prohibited. To ensure compliance with the Southern Nevada Health District's and Clark County's food-handling and beverage regulations, all food and beverage must be consumed on hotel premises during the contracted time, except for to-go meals arranged in advance. In compliance with Nevada Liquor Laws, Resorts World Las Vegas is the only authorized licensee able to sell and serve liquor; beer, wine, and alcoholic beverages in the banquet facilities. Resorts World Las Vegas reserves the right to refuse service to any person who visibly appears to be intoxicated. The legal drinking age in Nevada is twenty-one (21) and proper identification is required when attending a function where alcohol is served.

MENUS & PRICING

Resorts World Las Vegas may need to substitute ingredients and accompaniments based on market availability. Any menu changes will be communicated in advance when possible. Food and beverage pricing may be guaranteed up to (3) months in advance of event date upon request. Menus with quantity minimums require the minimum ordered regardless of group size. Packaged menus cannot be offered for less than ten (10) guests.

Food & Beverage pricing is subject to a non-taxable 20.5% Service Charge & a taxable 3.5% Admin Charge plus prevailing Nevada State Sales Tax. The service and admin charge will be calculated on the retail price of all food and beverage items including contractually negotiated and discounted pricing.

Receptions, except those preceding a dinner, require an \$85.00 per person food & beverage minimum expenditure, excluding tax and service/admin charges. Lunch buffets offered after 4 PM will be priced at prevailing dinner buffet menu pricing.

SPECIAL MEALS & DIETARY REQUESTS

Resorts World Las Vegas will accommodate, to the best of its ability, any food allergies or restrictions. All special meals and dietary requests must be communicated in advance in accordance with the guarantee schedule. Resorts World Las Vegas may use outside vendors to accommodate certain special meals and dietary requests, and if so, the group will be charged any applicable fees. Resorts World Las Vegas tracks the following allergens and dietary restrictions: Wheat (W), Dairy (D), Egg (E), Peanut (P), Tree Nuts (TN), Shellfish (SH), Soy (SOY), Gelatin (GEL), Sesame (SES) Gluten-Free (GF), Dairy-Free (DF), Vegan (V), Vegetarian (VG). All banquet food items will reference the allergen if the menu contains a particular allergen. Resorts World Las Vegas is not a nut-free facility, and all food items may contain nuts or may be prepared in shared environments. Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase the risk of foodborne illness, especially with certain medical conditions.

OVERSET AND MAXIMUMS

For seated buffet and plated meals, Resorts World Las Vegas will set and prepare 3% above the guarantee for events of 100 guests or more, not to exceed an oversight of 50 guests, including special meal requests. There will be no oversight for events with fewer than 100 guests. Special meal requests may be included in the guarantee or specified as part of the oversight. Special meal requests will be included in the guarantee when calculating the oversight.

OVERNIGHT FOOD & BEVERAGE EVENTS

Food and Beverage events which occur between the hours of 11 PM - 5 AM will incur an overtime staffing fee of \$350 and a service charge of \$350 per event.

ROOM SETS & ROOM TURNS

Seventy-two-inch (72") rounds of (10) shall be the standard room set for all dedicated banquet meal rooms. Alternative sets may incur a labor and service charge should additional staff be necessary to service a function. A minimum of two (2) hours is required for all basic room turns and sets. Room sets that require a "tight turn" or multiple resets throughout the day will incur a labor charge. Should a meal function require banquet service staff to set more than (2) hours prior to the meal function start time, an additional overtime labor charge will apply. Please consult your Catering Manager regarding all room sets, turn times, and service times for any applicable fees that may be applied.

STAGE RISERS & DANCE FLOOR

A limited number of 6' x 8' x 24" risers are available for group use at a cost of \$200.00 per riser. A limited number of 4' x 4' dance floor tiles are available at a cost of \$50.00 per tile. Please consult your Catering & Conference Services Manager regarding equipment availability and arrangements.

FOOD SERVICE DÉCOR

In accordance with the Southern Nevada Health District's requirements for food service, any decorative item used for food service such as but not limited to portable bars, display trays, specialty vessels, unique tables & station displays must have food safe compliant surfaces. Rented portable bar units are required to contain a hot water sink. Exceptions cannot be permitted.

LINENS

In accordance with Resorts World Las Vegas' commitment to 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 complimentary table linens are provided for plated meals and dinner buffets only. Groups requiring linens for all other functions are required to procure linens from an outside vendor at the Group's own expense.

GUARANTEE POLICIES

All menus are prepared to guarantee and are nontransferable to other events. The initial expected guarantee is due with the detailed schedule of events ninety (90) days prior to the first arrival date. All food and beverage selections are due no less than thirty (30) days prior to the first arrival date along with an updated expected guarantee. Banquet Events Orders (BEOs) must be signed and approved no less than fourteen (14) days prior to the first arrival date. Once the BEOs have been distributed, the expected guarantee cannot be reduced more than 10%. Should the expected guarantee be reduced more than 10% when the final guarantee is submitted, the group will be charged for the amount reduced more than 10%.

Once the final guarantees are received, they may no longer be reduced. If a final guarantee is not received as per the schedule below, Resorts World Las Vegas will use the agreed number noted on the BEO as the final guarantee. At the conclusion of the event, Resorts World Las Vegas will charge based on the final guarantee provided or the actual guest attendance, whichever is greater.

Final guarantees are due based on the below schedule

- 1 - 1,000 Guests: Five (5) business days prior to the scheduled function excluding weekends and holidays.
- 1,001 or more Guests: Seven (7) business days prior to the scheduled function excluding weekends and holidays.

Further advanced notice may be required due to menu complexity, holidays, deliveries, or other constraints. Should the number of attendees increase after the final guarantee has been submitted or add new food & beverage events within the guarantee period, the Hotel will add a supplemental surcharge and as noted below:

- 15% price increase if received within five (5) business days of the event date. The price increase will not apply to beverages ordered on consumption.
- 20% price increase if received within seventy-two (72) hours of 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 will be applied for any new food order placed within twenty-four (24) business hours.

CANCELLATION

Once the Banquet Event Order (BEO) has been distributed, the resort arranges staffing and initiates food procurement. Cancellations made after the BEO has been distributed, or within ten (10) business days or less prior to the event date, will incur charges based on the confirmed guest count outlined in the BEO. This policy ensures fairness to our vendor partners and staff by safeguarding against disrupted schedules and wasted resources.

FOOD & BEVERAGE ATTRITION

Should the group fall short of the contracted food and beverage minimum, the group will be charged the difference between the contracted minimum and the actualized food and beverage total, exclusive of taxes. A 20% non-taxable service charge will be added to the attrition amount due.

SERVICE STANDARDS

At Resorts World Las Vegas, we ensure all culinary functions are ready 15 minutes before the scheduled start time per the Banquet Event Order. If adjustments are needed due to event timing or venue availability, your Catering Manager will inform you in advance. To protect the integrity of our food presentations, quality, and maintain food safety, food will be displayed for a maximum of 120 minutes. For longer events, food orders may be staggered. Labor is reserved in four-hour increments, with service ratio minimums detailed below.

STANDARD SERVICE RATIOS

To ensure seamless service and an exceptional guest experience, Resorts World Las Vegas provides the following recommended staffing ratios based on event type and menu selection:

- Plated Breakfast: 1 server per 20 guests
- Buffet Breakfast: 1 server per 30 guests
- Continental Breakfast: 1 server per 75 guests
- Coffee Break: 1 server per 100 guests
- Plated Lunch: 1 server per 20 guests
- Buffet Lunch: 1 server per 30 guests
- Plated Dinner: 1 server per 10 guests
- Buffet Dinner: 1 server per 20 guests
- Tray-Passed Hors d'oeuvres: 1 server per 50 guests

Please note that staffing ratios are subject to adjustment based on event-specific requirements and menu selections to accommodate the unique needs of each group. Labor fees may apply for events that require enhanced or dedicated staffing.

BARTENDER | \$350 EACH

- Hosted Bar(s) on Consumption: 1 per 100 guests
- Package Bar: 1 per 100 guests
- Non-Host/Cash Bar(s): 1 per 150 guests

CHEF ATTENDANT | \$350 EACH

Applied to all stations, displays or preparation areas requiring a dedicated chef on the floor or back-of-house. The number of stations and chefs required will be determined by your Catering Manager and varies based on the number of guests, function room, and other factors. On average, chef attendant stations are 1 chef per 100 guests.

DEDICATED SERVER/ATTENDANT | \$350 EACH

- Reception Tray Passing
- Cocktail Service
- Additional Service Requested over Hotel Standard

BEVERAGE CONCESSION SERVICES

- \$350 per Terminal Setup
- \$875 ++ Beverage Minimum Per Bar Per Hour

IN-SUITE SERVICES

- A \$350.00 setup & preparation fee will be applied to all functions hosted in a Hospitality or Hotel Suite

FOOD CONCESSION SERVICES

Resorts World Las Vegas Banquets does not offer Food Concession Services. We are pleased to have an unmatched portfolio of casual and fine dining food and beverage options available for guests to enjoy.

PRODUCT SAMPLING & CORKAGE

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:

Corkage is extended when approval has been given to bring in a non-alcoholic food and beverage product. This is generally offered only to manufacturers of the product, but contractual exceptions can be made. Corkage will be charged at 50% of the current retail price + current tax + current service/admin charge on the retail price.

- Samples are limited to products manufactured by the Group or directly tied to the group's primary business market.
 - Food samples are limited to (1) ounce.
 - Non-alcoholic beverage samples are limited to (2) ounces.
 - Alcoholic beverage samples are limited to (0.25) ounces and must be served by a Resorts World Bartender.
- Hotel will charge additional fees if rental equipment, storage, or cleaning fees are associated with product samples and/or client provided products.
- Product liability insurance is required when sample food is distributed.

PRODUCT SAMPLING & CORKAGE (CONTINUE)

- An Itinerant Health Permit may be required if the Group is preparing food within the meeting space. Should the event be open to the public (ticketed or otherwise), the group will be required to provide a Special Event Permit. The Group may procure the permit directly from the Southern Nevada Health District at 702.759.1258, by email at environmentalhealth@snhdmail.org or via the SNHD website at Special Events – Southern Nevada Health District. Group will be responsible for all health permits and handwashing station charges as required by Clark County. Please consult your Catering Manager for details.
- A Southern Nevada Food Handlers Card and an Alcohol Awareness Card are required of anyone handling food and beverage within the convention or event space regardless of portion size offered.

MENU TASTINGS

Resorts World Las Vegas is happy to offer a single complimentary menu tasting to contracted corporate groups with a \$150,000 F&B minimum or greater upon request. Groups that are not contracted will be charged for the cost of the tasting and credited back for the cost should the group move to contract with the Resort.

The single complimentary tasting is offered for up to (5) five 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 (i.e. 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.
- A minimum of four (4) weeks’ notice is required to host a tasting and scheduling is subject to Culinary availability.
- Tastings must be hosted more than four weeks prior to event date but less than eight weeks prior.
- Any decor requested for the tasting (including, but not limited to linen, chairs, floral, etc.) will be charged to the Group.

OUTDOOR EVENTS & WEATHER

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 and/or above 110 degrees, 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 labor fee will be applied. The Hotel’s decision to move an event indoors is final.

UNIQUE VENUES

Events held in unique venues (suites, exhibit halls, pools, nightclubs, lounges, outdoors venues, etc.) may be subject to additional policies, special menus, and fees. Please consult your Catering Manager regarding venue specifics.

FIRE MARSHAL REQUIRED DIAGRAMS

In accordance with the Clark County Uniform Fire Code, all functions with attendance greater than 300 people and/or displays/exhibits require a Fire Marshal-approved diagram on the premises for and during each event. In addition, separate permits are required for vehicle displays and exhibit booths. Candles, open flames, and pyrotechnics are not permitted. Encore Productions can assist in creating and submitting any required diagrams and forms with the Fire Marshal for an additional fee and must be requested no later than sixty (60) days in advance.

Additional policies and essential information can be found in the complete The Meeting Professional's Guide available here: <https://www.rwlasvegas.com/meeting-events/resources/meeting-planner-guide>



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.

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](#).

RESORT FEE & CLARK COUNTY ROOM TAX

A daily Resort fee of \$55.00 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 includes guest internet access; smart TV casting ability; 15% off spa or fitness retail; 5% off spa or fitness treatments; 5% off cabana experience; 5% off 2 pool chair experience; unlimited local and toll-free calls; Access to 7000+ top newspapers and magazines from over 300 countries using the PressReader app.

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

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>



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:** For groups of 10 or more guests arriving or departing together, portage fees will be charged to the master account. The fee is based on the group's occupancy on the day of service and is set at \$5.85 per person each way. In certain cases, an auxiliary baggage room may be required to ensure a smooth arrival and departure experience for the group.

Groups cannot arrange or manage their own portage 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 4:00 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.

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.

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.

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.

GROUP TRANSPORTATION

All Group arrivals and departures of 10 or more 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 \$11.70 per guest (\$5.85 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

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:

- **Room Deliveries:** \$5.50 up to two items and \$1 each additional item
- **Non-Luggage Bell Cart Deliveries:** \$30.00 per cart
- **Business Center Deliveries:** \$5.00 per item (up to 4 items); \$30.00 Cart Fee will apply if a cart is required

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.

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.

EVENT PLANNER PROGRAM - GLOBAL

Only the individual stipulated in the contract is eligible to receive Event Planner Bonus Points on eligible charges associated with the event. The individual that signs the contract does not need to be the individual that receives the Event Planner Bonus Points. Event Planner Bonus Points must be included in the event contract.

The Event Planner Bonus Point recipient does not need to be a registered guest or attend the meeting. The Event Planner Bonus Point recipient must be a Member of Hilton Honors to receive Points in connection with the event.

The Hilton Honors Event Planner program is available to any Hilton Honors member, including, but not limited to, individuals, professional meeting and event planners, individuals booking events on behalf of their employer (including B2B Pooled Accounts), tour operators, and travel agents/travel sellers/conference planners that book a qualifying event. Hilton employees and/or hotel team members are not eligible to accrue Points when contracting business on behalf of Hilton at any property within the Hilton portfolio.

Members will earn 1 Hilton Honors Bonus Point per \$1 USD spent on eligible charges for qualifying events. Points awarded will be based on local currency converted to U.S. dollars. Local currency will be converted to U.S. dollars on the day final payment is received for the event using a published rate of exchange in effect at time of conversion. This rate will be determined at Hilton Honors' sole discretion, based on standard currency conversion methods.

A qualifying event may include, but is not limited to, a group or business meeting, conference, room block, wedding reception, family reunion or other event contracted through the sales or catering department and sold at published rates. Offer is valid for new event bookings only.

Eligible charges include event-related spending listed in the contract and paid for by the individual named in the contract (such as meeting room rentals, guest rooms, catering, audio/visual, etc.) and excludes taxes, service charges, rebates and commissions. Event Planner Bonus Points must be awarded for meeting room and guest room charges; eligibility of all other charges is at the sole discretion of the hotel. In the case where room rental/room hire is included as part of a per person meeting package, awarding points on a portion of the package is at the discretion of the hotel.

If guest rooms are included in the contract, Members who reserve and pay for rooms under their own account are also eligible to earn Points for stays in accordance with Hilton Honors Terms and Conditions. If guest rooms are included in the contract and charged to a master bill (where charges for multiple rooms are placed on one hotel bill and billed to a company or common address or settled at check-out by one individual), Members are not eligible to earn Points. Incidental charges (those charged to a Member's room) paid for directly by the Member at check-out are eligible for Point credit. Incidental charges billed to a master bill are not eligible for Point credit.

Event Planner Bonus Points can be awarded on charges up to \$100,000 USD. There is no maximum on the number of Points that can be awarded per event. Please allow 6-8 weeks after the event has been paid for in full, for posting of Points to Member's account.

The Hilton Honors Event Planner program is available globally at participating hotels in the Hilton portfolio. If a Member requests Hilton Honors Event Planner Points from one of these hotels for a qualifying event, the hotel must award them.

No Hilton Honors Points will be awarded for "no show" or cancelled events when a Member has booked an event guaranteed with a credit card but then does not hold the event--irrespective of whether or not the Member's credit card is charged for any portion of the event per the hotel's "no show" or cancellation policy.

Hilton Honors membership, earning of Points, and redemption of Points are subject to Hilton Honors Terms and Conditions. Event Planner earnings are void where prohibited or restricted by local law. Hilton Honors Event Credits are vouchers that can be obtained by redeeming Hilton Honors Points, and can be used as a credit against future bookings. Event Credit vouchers may be redeemed at any hotel in the Hilton Portfolio, even if the hotel is not an Event Planner program participating hotel. Event Credit vouchers are available in the following increments:

25,000 Points = \$50 USD
50,000 Points = \$100 USD
75,000 Points = \$150 USD
125,000 Points = \$250 USD
250,000 Points = \$500 USD

Members can redeem Points for Event Credits by calling the nearest [Hilton Reservations and Customer Care](#) office. The Event Credit voucher for the corresponding amount will then be sent to the Member via email. The Member will then present the voucher to the hotel at time of payment to receive the corresponding discount (US \$50, \$100, \$150, \$250 or \$500).

For currencies other than US Dollars, conversion will be based on the prevailing month-end exchange rate on the day the final bill is created for the event. Conversion rates can be obtained from the hotel's finance department.

Multiple vouchers may be redeemed at the same time.

Vouchers will expire one year from the date of issuance.

If the total bill is less than the value of the Event Credits, Member will forfeit any remaining value.

IN-ROOM SAFES

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

KEYS

For guestrooms, keycards are issued at the Front Desk upon check-in. Attendees can utilize the Resorts World's Digital Check-in for expedited check-in with digital key option and express check-out. For additional information and instructions, please visit www.rwlasvegas.com/apple-wallet-room-key.

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. Sponsorship and production fees will apply. For more information and pricing, please contact your CSM.

PARKING

SELF-PARKING

- Flat Rate: \$18 per entry for non-hotel-stay guests.
- Complimentary: For Genting Rewards members at Elite, Prime, Monarch, and Imperial tiers.
- Nevada Residents: The first three (3) hours are free; after three hours, the rate is \$18.
- Hotel Overnight Guests: May register at the Front Desk upon check-in to use their room key for garage access at \$18 per night. Parking fees will be charged to the room for convenience.

VALET-PARKING

- Rates: Starting at \$40.
- Location: Accessible off Goh Tong Way at the South Entrance.

SPECIAL EVENTS & PEAK PERIODS

- Event Pricing: May apply for non-hotel-stay guests during peak holidays or large events.
- Signage: Guests will be notified of any temporary rate increases before garage entry.

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.

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.

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.

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

INSURANCE & EVENT HELPER

At all times during Group's use of Hotel's function space under this Agreement, Group shall, at its own expense, obtain and maintain the following insurance policies for claims which may arise from or relate to the acts or omissions of Group, its employees, agents, vendors, and/or subcontractors in connection with this Agreement:

- a. \$1,000,000.00 USD for general liability insurance each occurrence and \$2,000,000.00 USD aggregate for property damage and bodily injury.
- b. \$1,000,000.00 USD for business automobile liability insurance for both owned and none owned borrowed, rented, hired, or leased vehicles (but only to the extent Group and/or its employees, agents, vendors, or subcontractors will be operating vehicles on Hotel's property).
- c. \$2,000,000.00 USD umbrella/excess liability insurance for each occurrence/aggregate. The umbrella/excess liability insurance policies must be "follow form" and/or excess over the primary commercial general liability and business automobile liability policies.
- d. Proof of statutory workers compensation insurance in compliance with the laws of the State of Nevada (to the extent applicable to Group and/or its employees, agents, vendors, or subcontractors).

No less than fourteen (14) calendar days prior to the first arrival date (or as soon as practicable if arrival date is sooner), Group, its subcontractor(s) and vendor(s) (as applicable) shall provide Hotel with Certificate(s) of Insurance to evidence the required policies and limits. All of Group's 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. All required Certificate(s) of Insurance shall provide for not less than thirty (30) days prior written notice of cancellation to Hotel and shall be delivered to Hotel in electronic format via email to riskinsurance@rwlasvegas.com. 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. Group will require that any contractor, agent, subcontractor and/or vendor will meet all the above insurance requirements and will obtain the appropriate Certificate(s) of Insurance, which may be reviewed by Hotel, at its request.

Certificate(s) of Insurance holder for Group, its subcontractor(s), and vendor(s) policies required hereunder (as applicable) must be made out to:

Resorts World Las Vegas LLC
3000 Las Vegas Blvd South
Las Vegas, Nevada 89109
Attn.: Risk Management

The additional insurance and indemnification section of the Certificate(s) in Insurance (listed in the description of operations box or page two (2) of the Accord form) needs to read as follows (WITHOUT CHANGES):

"Resorts World Las Vegas LLC including all subsidiaries, affiliates & allied companies, corporations, or entities owned or controlled, now in existence or as may hereafter be created. Resorts World Las Vegas LLC its parent company, subsidiaries, joint venture partners, affiliates and their respective directors, officers, and employees are included as additional insured in accordance with the policy provisions of the general liability (GL) and auto policies. The GL endorsement is primary and non-contributory. A waiver of subrogation is granted in favor of Resorts World Las Vegas LLC its parent company, subsidiaries, joint venture partners, or affiliates and their respective directors, officers, and employees in accordance with the policy provisions of the policies, by written contract and or agreement. 30-day Notice of Cancellation applies as agreed by written contract."

EVENT HELPER

To assist groups, vendors, and subcontractors with quick and easy special event insurance, Resorts World Las Vegas has partnered with The Event Helper, Inc. to provide coverage that meets Resorts World's event insurance requirements. The cost for policies will vary based on the size and scope of your event or provided service. Event Helper policies start at \$750.00 per event.

Full-coverage policies can be purchased using the following link: www.theeventhelper.com/#RWLV

Please note, if employment liability is not provided, the Independent Contractor Waiver of Worker's Compensation Coverage must be completed. Please contact your Convention Services Manager for this form

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 | SPONSORSHIP | BRANDING

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.

Sponsorship and branding within the public areas of the convention space and resort including the digital LED surfaces, walls, glass, carpeted areas and hotel provided tables are subject to sponsorship/branding fees and may be subject to exclusive installation by FedEx or Encore. Please consult your CSM for the Sponsorship Guide for additional information, specifications, and fees.

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.

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.

EXCLUSIVE AND NON-EXCLUSIVE SERVICES

Resorts World Las Vegas has exclusive providers for electrical, plumbing, cleaning, IT, dock security, recycling / waste removal, business center (all in-board/shipped items not sent via a GSC/Décor company), audio visual, rigging, branding/sponsorship and food & beverage. You can also obtain assistance by contacting the Catering and Convention Services Office at 702.676.6453.

Exclusive Services:

- Catering/Food & Beverage
- Show Cleaning
- Electrical
- Internet/Telecommunications
- Plumbing
- Audio Visual (Breakouts)
- Rigging and Theatrical Lighting Labor/Truss and Motor Equipment Rental
- Satellite Services
- Installation of branding/sponsorship on resort surfaces

Non-exclusive Services

- Audio/Visual Equipment Rental
- Theatrical Lighting Equipment Rental

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. Ground supported trussing must be inspected and approved by Encore for proper safety and weight distribution.

FedEx is the exclusive installer for ALL branding and items affixed to any surface or hotel owned item within the facility. Outside vendors are not permitted to attach or affix any item to a wall or surface. Please consult with your Catering and Conference Services Manager for additional details.

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

- Electrical services are provided exclusively by Encore Global Technologies. Please work with your Encore Sales Manager for all electrical needs and exhibit orders.
- Resorts World Las Vegas has limited plumbing options for in-ballroom events. Plumbing needs will be evaluated on a case-by-case basis.
- Compressed gas can be arranged through Resorts World Las Vegas' vendor, Desert Industrial. Arrangements for compressed air must be coordinated through the Facilities Department.

BUSINESS CENTER | FEDEX OFFICE

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: 8:00 AM – 5:00 PM
- Saturday & Sunday: 8:00 AM – 2:00 PM

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.

OFFICE 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.

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.

TELECOMMUNICATIONS

All phone lines and services required can be arranged through our IT 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.

A limited number of Polycom phones are available at a rate of \$300.00 per phone per day.

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 across from the Conrad Porte Cochere and main entrance.

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.

CONTRACTOR & VENDOR ENTRANCE & BADGING

Contractor/Vendors must be on the approved vendors list submitted to the Convention Services Manager by show management 14 days prior to load-in. Any company not on the approved list will not be granted access.

Vendors/companies working on property must provide a spreadsheet with Vendor/Company Name, Supervisor Name and Cell Phone Number along with ALL Expected Laborer names. If laborers are not on the provided list, Resorts World Security will refuse entrance to the building.

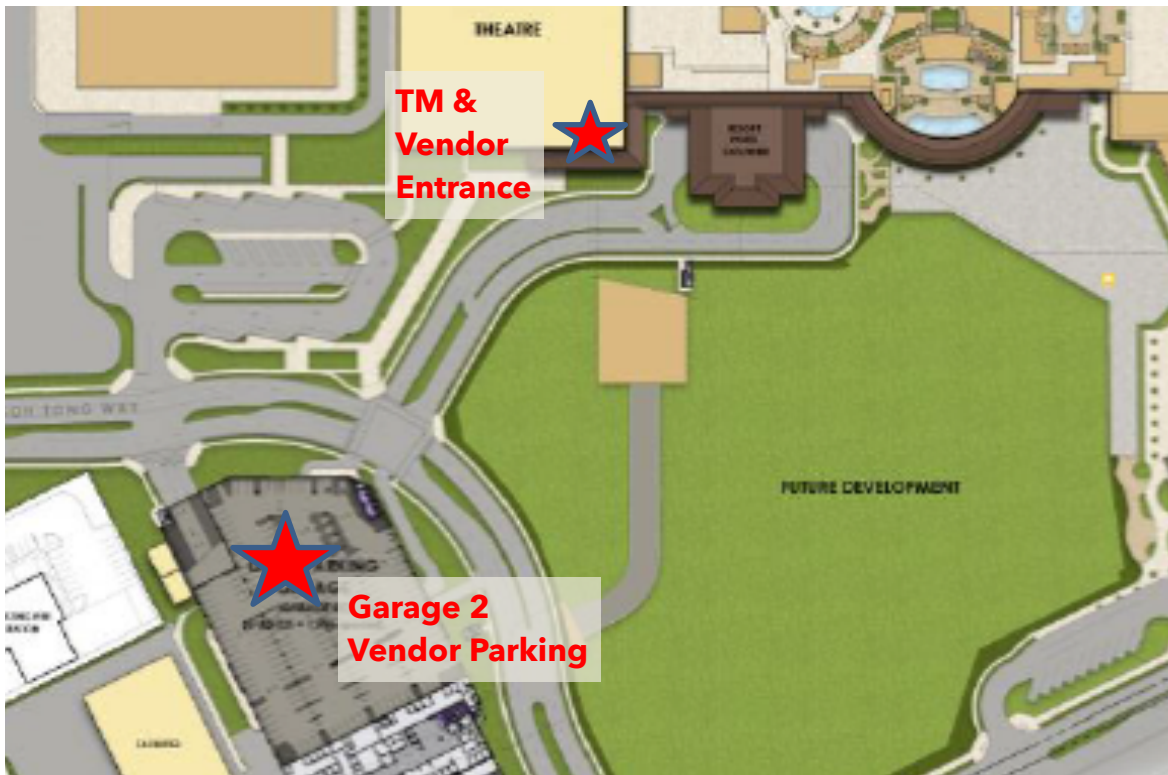
Vendors and Laborers will need to enter through the Resorts World Team Member Entrance to check-in and receive a vendor badge/wristband. No one will be permitted to be in the back of house areas or on the loading dock without a badge/wristband. Drivers assisting with loading/unloading at the dock will need to walk from the dock to the Team Member Entrance to receive a badge/wristband prior to loading/unloading.

Events held within Zouk/AYU/Rose Ballroom/Event Center will still require Security Check-in at the Team Member Entrance. No exceptions will be made.

Any Resorts World Employee may request to view a Vendor/Contractor badge/wristband at anytime. Failure to show a Resorts World Employee the vendor badge will result in removal from property.

Contractors/Vendors/Laborers are permitted to park in Garage 2. Vendors/Contractors/Laborers found parking in Garage 1 (Hotel Guest Parking) will be asked to move and/or be towed from property.

CONTRACTOR/VENDOR/LABORER PARKING LOCATION AND TM/VENDOR ENTRANCE:



CONTRACTOR/VENDOR/LABORER CHECK-IN AND MAP TO LOADING DOCK/CONVENTION FREIGHT:



DOCK ACCESS

Due to limited dock availability, access to Resorts World's docks including the Event Center and Rose/ZOUK docks must be scheduled in advance with your Convention Services Manager. During the operating hours of 5 AM – 2 PM daily, three (3) dock splits are available at the main dock and one (1) dock slip is available at the Rose/ZOUK dock. Outside of operating hours, all slips are available.

A specific dock slip and load-in/out time will be assigned for each vehicle by your CSM. Vehicle information along with driver name and contact number will be required. Vehicles who remain in the dock slip past their allotted time will incur a charge of \$250 per half-hour over for the convention group. Each single vehicle will be allowed (2) two hours of dock time.

A security officer is required for all load-in/outs scheduled at each individual dock outside of normal business hours. A charge of \$300.00 for up to 4 hours and \$75.00 for each hour after will be charged. 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.

There is no marshalling yard at Resorts World Las Vegas. All staging and marshalling must be coordinated off property.

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.

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.
- Electric or propane lifts are approved within the ballroom space, no gas fueled vehicles are permitted.
- Plywood must be used when forklifts are in a turning position.
- Lifts must be parked outdoors and cannot be left inside the building or loading dock.
- Group will be responsible for any property damage incurred.

FREIGHT ELEVATORS

The useable space of the East Convention Freight Elevators is 120" Width x 150" Length x 120" Height and can bear 10,000 lbs. The useable space of the Rose Ballroom Freight Elevators is 116" Width x 264" Length x 120" Height and can bear 12,000 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 \$95.00 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

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 area or \$2,500.00 per individual furniture 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. FedEx is the exclusive installer for any branding or sponsorship affixed to a resort surface or item.

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 \$50.00 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. Group's logo can be applied to the contracted individual meeting room boards only at a rate of \$150.00 per board per day. Only one image can be displayed per room per day.

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.

CARPET PROTECTION

Floor marking can only be done with freight tape (white tape). If any other products are used additional fees could be charged for cleanup.

Carpet decals are only allowed in specific areas in the Convention Center. They cannot be adhered to marble flooring or the walkway leading from the casino or hotel elevators. FedEx is the only vendor permitted to install carpet decals and approval must be granted by Resorts World Las Vegas.

Only hand-pushed carts may be moved across the carpet without placing adhesive visqueen down prior. Any pallet jack or electric cart MUST have adhesive visqueen installed prior to movement on the carpeted areas.

Cutting, building or painting is not allowed in carpeted areas without protection between the material and the carpet. Any costs for damage or special cleaning caused by violation of this will be the responsibility of the contractor or show management.

Carpet on carpet requires the below listed process:

- Low-tack adhesive visqueen called Carpet Protection, Carpet Mask, Carpet Shield or Gymguard and must be placed on top of our carpet then fiber line tape or double-sided tape affixed to it and the show carpet placed on top. This policy also applies to carpeted hotel risers.

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).

DECOR, BALLOONS, CONFETTI, FLORAL

Resorts World Las Vegas offers custom floral and horticulture services including plant rental and custom floral arrangement designs. The Floral and Horticulture team can be reached at floral@rwlsvegas.com for all floral, plant rental and light décor requests. Please visit us at www.floral.rwlsvegas.com for our floral, balloon and décor options. Special requests are welcome.

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, unless ordered through our in-house team via floral.rwlsvegas.com.

Confetti and streamers may only be used with written approval from the hotel. Appropriate cleaning time must be scheduled and a minimum cleaning fee of \$5,000.00 will apply. Cleaning fees may increase depending on the scale of the clean-up and required labor.

MEETING ROOM SETS & 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.

TABLE-TOP EXHIBITS

- Resorts World Las Vegas is pleased to offer meeting professionals complimentary table-top setups to enhance their event experience. We provide up to 15 table-tops, available in 6-foot or 8-foot options, along with 2 chairs and 1 wastebasket per table at no cost. Additional tables, up to a maximum of 25 tables, will incur a \$300.00 fee per additional setup.
- Events requiring more than 25 tables will be classified as full exhibition rooms, necessitating an external General Service Contractor (GSC) to manage the setup and overall space. United Cleaning Services will also be required to provide cleaning services for rooms with more than 25 tables.
- Resorts World is happy to recommend several exceptional GSCs familiar with our facility to ensure seamless execution.

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:

- Music must end no later than 11:00 PM (Sunday - Thursday) or 12:00 AM (Friday & Saturday).
- Hotel may adjust these times as needed based on other functions or needs by the Hotel or its guests.

OUTDOOR EVENTS

Weather Conditions & Relocation Policy

- All outdoor events will have a designated indoor backup location reserved as a contingency for inclement weather.
- The hotel reserves the right to relocate an outdoor event to an available indoor space if any of the following conditions occur:
 - Wind gusts exceed 20 mph
 - Temperatures fall below 60°F or rise above 110°F
 - There is a 30% or higher chance of precipitation in the area
- The hotel will notify the group of potential weather conflicts at least 48 hours prior to the event date.
- The group must confirm whether to proceed outdoors or relocate the event within the following timeframes:
 - Events scheduled between 6:00 AM – 12:00 PM → Decision required no less than 12 hours prior to the event start time
 - Events scheduled between 12:01 PM – 10:00 PM → Decision required no less than 6 hours prior to the event start time
- Failure to confirm a timely decision may result in an event movement fee, with the hotel's determination considered final.
- An event diagram for the indoor backup location must be finalized and provided to operations at least 48 hours prior to setup if weather conditions necessitate relocation.

Music Restrictions

- Outdoor events with music must adhere to the following time limits:
 - Sunday – Thursday: Music must end by 11:00 PM
 - Friday & Saturday: Music must end by 12:00 AM

Permit Requirements

- A permit from the Clark County Fire Department (CCFD) is required for the operation or installation of certain structures, including:
 - Air-supported temporary membrane structures
 - Tents larger than 200 sq. ft.
 - Canopies exceeding 400 sq. ft.
 - Events with 299 or more attendees require an approved event diagram from CCFD.
- The event group is solely responsible for securing all necessary permits and covering related fees.

Security Requirements

- Security personnel must be present at all outdoor events, including load-in and load-out periods. (Exceptions: Rose Rooftop & Rose Terrace events).
- All security arrangements must be coordinated in advance with hotel management.

Outdoor Event Charges

- Outdoor catered events (excluding Rose Rooftop & Rose Terrace) may incur additional costs related to load-in, setup, and load-out logistics.
- Charges will be determined during the planning phase based on event-specific requirements.

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](#).

PREFERRED VENDORS

Resorts World Las Vegas is proud to collaborate with the industry's leading vendors, including destination management companies, general service contractors, and premier décor and event specialists. For a comprehensive list of our trusted partners, please reach out to your Catering and Conference Services Manager.

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.

SMOKING

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

SUITE EVENTS

- Groups MUST communicate all 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 4:00 PM, then they must reserve the hospitality suite for the night before.
- Group may contact a Resorts Services supervisor to give permission to provide room numbers to inquiring guests.

- 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.
- Food and beverage services for suite events are provided exclusively by the hotel's Ghost Kitchen. Your Catering Manager will facilitate an introduction to the Ghost Kitchen team, ensuring seamless coordination of your food and beverage requirements.

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](#).

EVENT CENTER EVENTS

The Events Center at Resorts World Las Vegas offer 70,000 sq. ft. of open event space. Fully carpeted with temperature control, this venue is perfect for large food and beverage functions, concerts, exhibits, and general sessions. As this is a tented structure, smoking is not permitted. The Event Center must be vacated if wind gusts are in excess of 30 mph or monsoon rains are anticipated per temporary structure safety regulations.



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.

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.

TECHNICAL & AV

Encore is the preferred partner for technical production services at Resorts World Las Vegas. Some services are exclusively provided through Encore. This document contains a detailed description of those services to aid in the planning of your event.

RIGGING

For all event types, locations, and utilization Encore is the exclusive provider of all ground and ariel rigging services to include labor, equipment rental (truss, motors, and rigging accessories), rigging plan approval, and oversight of safety.

All ground-supported items must be approved by Encore and could require additional safety measures such as safety-ties, additional ballast, etc.

The client shall be responsible for all charges related to rigging equipment rental and handling. Specialty rigging equipment can be accommodated with advanced notification.

All rigging plans, information, drawings, utilization, operation, and equipment must be submitted to and approved by Encore 30 days prior to the event's first day of load in. Incomplete/inaccurate information or late submittal may result in additional costs and/or delays to the event.

LIGHTING & AUDIO/VISUAL

Encore is the preferred partner for lighting and audio/visual equipment rental and labor but is not the exclusive provider (except for Breakout Meetings).

GENERAL SESSIONS & BREAKOUT MEETINGS

Each event is permitted to provide production services which are not exclusive to Encore for one General Session.

Except for one General Session per event all other meetings within an event are considered Breakout Meetings. All equipment, labor, and production services for Breakout Meetings are provided exclusively by Encore. Events for the purpose of receptions, pool functions, or hospitality rooms are not exclusive to Encore.

All events require utilization of an Encore Project Manager to assist in planning and managing the event.

LIFTS & MATERIAL HANDLING

The handling, moving, and delivery of all materials related to the exclusives of Encore shall be provided solely by Encore labor and equipment.

All material lifts and personnel lifts must be operated and rented through Encore.

ELECTRICAL

Encore is the exclusive provider of all equipment and labor for the installation, operation, management, and dismantle of Temporary Electrical Services.

MANAGED NETWORK SERVICES

Encore is the exclusive provider of all equipment and labor for the installation, operation, management, and dismantle of Managed Network Services.

DIGITAL SIGNAGE

Encore is the exclusive provider of all equipment and labor for the installation, operation, management, and dismantle of digital signage and advertising space built into the facility's meeting and event space. Fees for use include a branding and administration fee.

GENERAL AV LABOR

- Unless otherwise noted, all positions require a 4-hour minimum with an additional 2-hour minimum following each meal period.
- Certain positions require an 8-hour minimum if 5 hours are worked.
- Standard Rate for General Labor is \$110 and Specialty Labor is \$121 or above.
- Overtime is billed as 1.5x the Standard Rate for hours 9-12 of a worked shift, and any hours worked between 12 AM - 6 AM. 2x the Standard Rate for all hours worked more than 12 hours.
- All work performed by an employee on the employee's 6th consecutive day of work in a 7-day period is billed at 1.5x the Standard Rate. The work week begins on the employee's first day of work regardless of the day of the week.
- All work performed by an employee on the employee's 7th consecutive day of work in a 7-day period is billed at 2x the Standard Rate. The work week begins on the employee's first day of work regardless of the day of the week.
- All employees are to receive a meal period (minimum of 30 minutes) every 5 hours worked. If an employee is required to work through their meal period, an additional 1 hour of Standard Rate is billed in addition to the prevailing rate until a meal period is given.
- The AV Liaison from Encore will be required to help support load in and load out for any outside production crews at a 4-hour minimum and is not part of the working crew.
- Work performed on the following holidays is billed at 2x the Standard Rate: New Year's Day, MLK Day, Easter Sunday, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

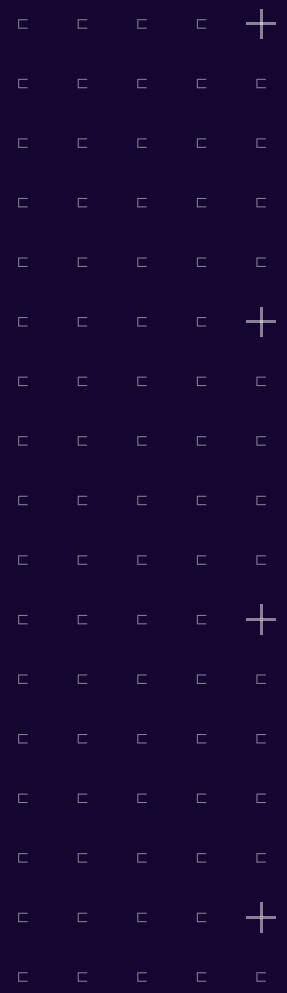
Please refer to Encore's Production Guide for Additional Information and rates.

MEETINGS

— AN —

EVENT

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@rwlasingas.com

3000 South Las Vegas Blvd.
Las Vegas, Nevada 89109

(702) 676-6045

