

## **POLICIES & PROCEDURES**

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

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

### **ADDITIONAL PERSON CHARGE**

A charge of \$35.00 will be added for each guest over double occupancy (regardless of age) with a maximum of four (4) guests per room.

### **AUDIO VISUAL**

Encore Event Technologies is our preferred audio visual provider. Encore is located on property to help service your audio visual production needs. Encore is the exclusive provider of all rigging and power equipment and services. This includes but is not limited to: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. Please contact Encore Event Technologies for quotes and additional information. An outside AV/Production company may work within Luxor Hotel & Casino as long as they follow our production guidelines and contractor vendor policies. Meeting Group is required to use Encore Event Technologies for all meeting and breakouts or utilize the Client Assurance Package that will include additional fees.

### **BAGGAGE SERVICE - INDIVIDUAL**

Guests arriving individually are greeted at the front door by Hotel bell staff and given a claim check for their luggage. The guest will then call from their room to arrange for delivery of luggage.

### **BAGGAGE SERVICE - GROUP**

Guests arriving in a single group or in "batch" arrivals will arrive at Hotel's North entrance and are subject to a mandatory baggage handling charge, currently \$8.00 per person and subject to change. This charge covers the handling of baggage both in and out of the hotel.

### **BROADCAST, TAPE OR RECORD**

Meeting Group may not broadcast (either live or on a delayed basis) or tape or record the function for any purpose or by any means without first receiving the prior written permission of Hotel.

## **CATERING FOOD AND BEVERAGE**

To insure compliance with County Board of Health food handling regulations, food will be consumed in the banquet facilities at the contracted time. Hotel is the sole provider of all food and beverages served in the banquet facilities. Hotel is the only authorized party able to sell and serve liquor, beer and wine in the banquet facilities. Food and beverage pricing is subject to change without notice. Pricing may be guaranteed up to six (6) months if requested and confirmed in writing.

Group agrees that by signing the check for food, beverage, and/or other services, Group acknowledges the fact that there is no dispute over such services and Group is solely responsible for the payment of the total amount due.

## **CATERING GUARANTEES**

Guaranteed numbers of attendees must be received by the Catering Office no later than 12:00 p.m. Pacific Time, three (3) business days (excluding Saturday, Sunday and National Holidays) prior to the commencement of your event(s). Group will be charged the guaranteed number, or the number of people actually served, whichever is greater. For groups with assigned seating, Group's diagram must be submitted with Group's guarantee. Hotel will set for no more than 5% above Group's guaranteed number. If no guarantee is received, the number of guests indicated on the Banquet Event Order will be the guaranteed attendance. Hotel reserves the right to charge room rental, service charges and/or relocate Group to a smaller room if there is a reduction in the guaranteed numbers.

## **CATERING SERVICE CHARGES**

Bartenders:	\$175.00 each (1 per 100 guests)
Cashier:	\$175.00 each (1 per 100 guests)
Attendant/Chef/Carver:	\$175.00 each

A \$200 labor charge per event will apply for any food and beverage function at which twenty (20) or less guests are served.

No changes to menu items will be permitted within two (2) weeks of the event. Should an exception be requested, an additional service charge may be applied.

## **CATERING TAX AND GRATUITY**

Food and beverage prices are subject to a gratuity and sales tax at the prevailing rate. Current gratuity and sales tax are 22% and 8.15%, respectively, subject to change. Tax exempt organizations must furnish a Certificate of Exemption to the Catering Office at least two (2) weeks prior to the event

## **CONVENTION SERVICES**

The Convention Services Department will be in contact with Meeting Group following receipt of the signed agreement. The Convention Services Manager becomes the main contact for all details involving function arrangements, reservation and billing procedures, as well as providing recommendations for outside services if necessary.

## **DAMAGE TO PROPERTY**

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

## **DISPLAYS, SIGNS AND DECORATIONS**

Displays, signs and decorations must be of professional quality and may not be used unless Hotel approves them in advance. Affixing any materials to the walls, floors, ceilings or furnishings is not permitted. Banners must be hung by Hotel staff at a charge of \$40 per banner. Decor of any kind that causes damage to the property is prohibited. Meeting Group agrees to be responsible for any damage done to the Hotel during the time the premises are under the Meeting Group's control. This also includes any excessive cleanup made necessary by Meeting Group and/or decorators/outside agencies during set-up or teardown. Decorations using candles or flames are strictly prohibited.

## **EARLY CHECK-IN /LATE CHECK OUT**

Check-in time is 3pm and checkout is 11am. If rooms are requested prior to 3pm at the time of check-in, they will be accommodated based on availability at no additional charge. Any guest wishing to guarantee early check-in will have the option to pay an early check-in fee at the time of booking based on availability. Departures dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. Should a guest depart before their scheduled and confirmed departure date, room/tax for those additional nights will be charged. Luggage can be stored on a complimentary basis for guests who have checked out but are not yet departing the hotel.

## **EXCLUSIVE SERVICES**

Luxor Hotel & Casino is the exclusive provider for the following services: Audio Visual, Truss & Rigging, Staging and Lighting, Electrical and Plumbing, Telecommunications, Broadband Internet Connections (provided that attendees may use personal devices to connect to the Internet on unlicensed frequencies and third party networks not controlled by Luxor Hotel & Casino or the Meeting Group or its affiliates), Showroom and Booth Cleaning and Computer Rentals. Tradeshow Policies and Procedures outlining additional costs will be sent once the Agreement has been fully executed and a Convention Services Manager has been assigned. Any damages caused by Meeting Group, Meeting Group's attendees, and Meeting Group's exhibitor and/or exposition company will be the responsibility of the Meeting Group.

## **FLOORPLANS**

Floor plans for events with 300 people or more must be approved by the Clark County Fire Department forty-five (45) days prior to the date of the event(s). Therefore, all decorations, audio/visual, and room setup requirements must be received by the Catering Department no later than forty-five (45) days before the event(s). A service charge will be added to the check for each floor plan submitted for approval. If requirements are not received by Hotel forty-five (45) days prior to function(s), the room set-up will be at the Hotel's discretion.

## **FREIGHT**

### *Inbound:*

The Convention Services/Catering Department is responsible for the coordination of incoming freight. Hotel's Guest Services employees are required to move all items from/to the dock, unless special arrangements have been made through the Convention Services/Catering Department. If a Meeting Group representative must access any stored freight, a Hotel Security escort is required. Hotel is unable to receive, store, or ship freight which is larger than a standard pallet (40" x 48") unless special arrangements have been made.

Freight can only be received between the hours of 7:00 a.m. and 3:00 p.m. on weekdays and 7:00 a.m. and 2:00 p.m. on Saturdays. Please note the Hotel Receiving Department is closed on Sundays.

Incoming shipments that do not include the proper information on the label and/or shipments that arrive after hours may be refused unless the proper arrangements have been made. The following information must be provided to the Convention Services/Catering Department at least seven (7) days prior to the arrival of the shipment:

Company transporting the freight

Delivery date & time

Contact name and information for pickup from the Banquet Department

# of pallets and estimated weight

### *Inbound:*

The following will not be accepted by the Hotel Receiving Department:

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

### *Outbound:*

Shipping requisition forms are required and must be obtained from the Hotel Receiving Department. After completing the forms, freight will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. It is the responsibility of the guest to notify the transportation company of pickup date and time. The Hotel Receiving Department must receive notification of the intent to ship outbound at least one day prior to ship date. Freight can only be shipped between the hours of 7:00 a.m. and 3:00 p.m. on weekdays and 7:00 a.m. and 2:00 p.m. on Saturdays. Please note the Hotel Receiving Department is closed on Sundays.

## **GIFT CARDS**

Luxor Gift Cards are available in any denomination should you wish to purchase them for your attendees. The cards are redeemable at participating merchants at participating MGM Resorts International Properties. Gift Cards are not refundable or redeemable for cash, credit or gaming activity. Contact your sales or service manager for additional details.

### **HANDLING FEES**

In addition to shipping costs, the following handling charges (subject to change) will apply for all incoming and outgoing packages:

Letter Package	\$ 6.00 per parcel
1 - 15 LBS	\$ 7.00 per parcel
16 - 30 LBS	\$12.00 per parcel
31 - 40 LBS	\$15.00 per parcel
41 - 60 LBS	\$20.00 per parcel
61 - 75 LBS	\$25.00 per parcel
Over 75 LBS	Total Weight X \$.60

### **LOST OR STOLEN PROPERTY**

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

### **MEAL COUPONS**

Coupons are available for purchase through your Hotel Sales or Convention Services Manager to More the Buffet at Luxor.

### **MEETING GROUP ENTERTAINMENT**

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

### **MGM RESORTS EVENTS**

An exceptional advantage for our clientele stems from the partnership philosophy existing from within the MGM Resorts International Corporation. The Luxor exclusively recommends MGM RESORTS EVENTS to design and produce décor and graphic elements for your meetings and events. MGM RESORTS EVENTS operates a full-service design facility. Here, floral, graphics, and carpentry departments, a warehouse full of spectacular themes, and dynamic sales and wedding professionals are available to meet your every need. Experience a glimpse of MGM RESORTS EVENTS' award-winning work by visiting [www.mgmmirageevents.com](http://www.mgmmirageevents.com). For more information please contact King Dahl, MGM RESORTS EVENTS at 702-696-7000.

## **NETWORK AND INTERNET CONNECTIONS**

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

## **NEVADA CLEAN AIR ACT**

Smoking is not permitted in any other indoor public space, including: restaurants, lounges where food is served, hotel lobbies, elevators, guestrooms, guestroom hallways, theaters, arenas, arcades, retail stores, meeting and convention areas, and other indoor public spaces.

## **PARCELS/PACKAGES**

### *Inbound:*

Parcels must be properly labeled and will be held for guest pickup at the Business Center.

### *Outbound:*

Shipping requisition forms are required and must be obtained from the Business Center. After completing the forms, parcels will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. Outgoing parcels must be delivered to the Business Center no later than 1:30 p.m. for same day shipping.

## **PARKING**

Vehicles that are self-parked at any MGM Resorts parking facility for longer than one hour will be subject to a parking fee. The self-parking fee is \$5.00 for vehicles parked between 1-2 hours, \$8.00 for vehicles parked between 2-4 hours and \$10 for vehicles parked between 4-24 hours at Luxor Hotel & Casino.

The valet parking fee is \$10.00 for the first 4 hours (no grace period) and \$15.00 for between 4-24 hours. All parking fees repeat every 24 hours. Parking fees may be higher during special events.

Self-parking is complimentary for M life members level Pearl and higher and valet parking is complimentary for M life members level Gold and higher. All complimentary parking is subject to availability.

For registered hotel guests, the 24 hour parking fee (self or valet) includes "in and out" privileges at the guest's originating MGM resort and also includes the same "in and out" parking privileges at any other MGM resort within the same 24 hour period, subject to availability.

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

### **PRINTED MATERIALS**

We request that the Hotel Sales Manager review and be placed on your mailing list to receive all materials concerning Hotel. In this way, we can share with our staff all printed materials in the possession of your prospective attendees.

### **ROOM DELIVERIES**

Items will be placed inside the sleeping rooms (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival. All deliveries will be charged \$2.50 per room per item. Heavy or larger items may incur an additional cost.

### **SAFE USE OF FUNCTION SPACE**

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

### **SALE OF MERCHANDISE**

Meeting Group may not utilize Hotel function space or property for the purpose of selling merchandise or services without the prior written approval of, and under the conditions established by Hotel, Meeting Group, its agents, contractors and employees. All permits and licenses required by law for such activity in Clark County are the sole responsibility of Meeting Group. A copy of the certificate must be presented to the Catering Office two (2) weeks prior to the event.

### **SECURITY**

Hotel does not assume liability for any items left unattended in function area. Hotel may require security officers for certain events. In order to maintain adequate security measures Group may be required to hire Hotel security personnel as determined by the Hotel Director of Security.

Security Officers are available to assist groups with private security needs. Although security coverage within your contracted space is generally at your discretion, Hotel reserves the right to require specific coverage, when and where it is deemed to be necessary. A minimum of two weeks' notice of your security requirements is required to ensure proper scheduling of personnel. Please note that Hotel is the sole provider of security for meetings and events and does not permit the use of outside security companies. Please contact your Convention Services Manager and/or Catering Manager for details regarding Hotel Security.

## **SHIPPING PROCEDURES & FEES**

Hotel will accept most packages and freight up to seven (7) days prior to arrival. Handling fees will apply for all incoming and outgoing shipments. Hotel policy requires that only the addressee may sign for and receive packages and freight. A photo I.D. is required. All packages should be sent to the following address:

Luxor Hotel & Casino  
3900 Las Vegas Blvd. South  
Las Vegas, NV 89119  
Hold for: Guest's Name/Group Name  
Arrival Date:  
Box: # of #

The Hotel Sales and Catering Departments must be notified of any incoming packages and freight at least seven (7) days prior to the arrival of the shipment.

## **SIGNAGE AND DISPLAY ADVERTISING**

Hotel retains exclusive rights to all display advertising within the function space and all other space on the Hotel property. Meeting Group may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on Hotel property, and may not place any signage or banners in the function space or on Hotel property without prior written consent of Hotel. In the event Hotel grants its consent for Meeting Group to advertise within the function space or on Hotel property, it shall be a nonexclusive right to advertise. Any signage or banners approved by Hotel must be professionally made and may only be hung or posted by the Hotel Audio Visual department (subject to charge). No flyers, advertising materials or free samples shall be produced, placed or distributed, without the prior written approval of, and under the conditions established by Hotel, Meeting Group, its agents, contractors and employees, may not affix signage to any wall located on the Hotel property.

## **SMOKING POLICY**

Smoking is not permitted in any part of the Hotel function area. A designated smoking area is available outside of the function area.

## **SUITE POLICIES**

Maintaining the integrity of suite furniture arrangement is vital. Furniture, fixtures, artwork, etc. may not be moved or removed. Additional furnishings, including folding tables, may not be added to suites. As many as two (2) chairs may be rented on a daily basis. Contact your sales or service manager for details.

Please note exhibits and displays are not permitted on guest room floors or in the suites, and signage is not permitted in the corridors, elevator foyers, or on doors. Furthermore, taping or affixing of any materials to walls, floors or ceilings is not permitted.

Food and beverage for suites should be ordered well in advance of your arrival through the Hotel Room Service Department. No outside company or vender will be permitted to provide items or catering for the suites.

Please be advised suite numbers cannot be pre-assigned or confirmed in advance.

**TRADEMARK**

Neither party is authorized to use any trademark, trade name, nor service mark owned or registered by the other party, its parent, subsidiaries or affiliates. Neither party may, without prior written approval of the other party, copy, reproduce, distribute or use any trade name, trademark, copyrighted material, or service mark of the other party, its parent, subsidiaries, or affiliates.

**WIRE TRANSFER INSTRUCTION**

Should you choose to forward deposit(s) and payment(s) via bank wire transfer, please follow the procedure outlined below. All funds should indicate the group name and be directed to your Hotel sales contact. The bank information is outlined below:

ABA #: 026009593  
ACCOUNT #: 990 099 723  
ACH #: 122400724  
SWIFT #: BOFAUS3N

Parent Company: MGM Resorts International  
C/O Ramparts, Inc. DBA Luxor Hotel Casino  
Bank of America  
300 South 4th Street, Suite 502  
Las Vegas, NV 89101

When transferring funds, a processing fee will automatically be deducted from the funds. Please add \$25.00 to the amount you are transferring for this fee.