

GENERAL INFORMATION

Welcome to NATPE 2008 at Mandalay Bay Resort & Casino. This packet is a supplement to Mandalay Bay's website information (www.mandalaybay.com) and as such will supersede several policies listed in our regular packet of information.

RESERVATION PROCEDURES:

1. All reservations must be made using the NATPE Suite Contract and Agreement.
2. All format details must be completed on the Reservation Form.
3. All rooms published or advertised in any fashion or used in any manner other than a sleeping room shall adhere to the following: **The room must be rented 1 day prior to date the room is occupied or advertised and 1 day after departure of the occupant or used for advertisement.** Keys to this room will be made available to the company after 3 PM on the *day the suite is occupied or advertised*. Should you need the keys earlier in the day, Mandalay Bay will do its best to accommodate all requests; however these requests are subject to availability. **All exhibit suites must be rented for Monday, January 28 through Friday, February 1.** Please note there will be no furniture removal or moving allowed in any of the hotel exhibit suites or sleeping rooms.
4. All rooms used as screening or meeting rooms must be listed on the rooming list as: Last Name (Your Company's name), First Name {Meeting Room (i.e. 1, 2, 3, etc.), or Screening Room (i.e. 1,2,3,etc.)}, Arrival Date, Departure Date, Event Start Date (this is first the date which the suite will be occupied and used for meetings or screenings), Event Stop Date (this is the last day you will use the suite for meetings or screenings) – REMEMBER Check-out time is 11:00AM – should you have a meeting scheduled that goes beyond 11:00AM you must rent the suite for an additional day.
5. All suites used as meeting or screening rooms must have room and tax prepaid for all nights. A credit card must be supplied upon check-in for incidentals and any damages incurred following inspection.
6. For all exhibit suites, a walk through will be required at the time of check-in and again upon check-out to determine if there have been any damages to the suites. The walk through will be conducted by personnel from hotel operations, accompanied by an authorized signer.
7. For all rooms used as screening or meeting rooms, a primary contact must be provided. This individual will be responsible for checking the suite in and out, all incidental charges and must be an authorized signer for the suite and group's master account.
8. Any authorized signer wishing to check-in a room for a colleague not physically present at the Front Desk must supply a credit card for the room's incidental charges.
9. Any sleeping rooms that need to be **pre-assigned the day before the guest's arrival**, requires an **additional night's rental prior to the actual arrival date of the guest**. For simplicity, utilize the Event Start Date as explained in item 3 of the topic to communicate your guest's actual arrival date.
10. All reservations must be accompanied by check, credit card or wire transfer. All room & tax must be 100% prepaid prior to arrival.
11. All rooming lists must be submitted no later than the established contracted room's cut-off date.

SUITE BILLING METHODS:

1. Billing methods (if a Mandalay Bay Master Account has been approved) are as follows:
For all groups, ROOM & TAX must be 100% Prepaid : (Room Rate and Occupancy Tax needs to be 100% prepaid, Individual Charges will be the sole responsibility of the registered guest).
 - a) **ALL MEETING CHARGES TO MASTER INCLUDING GRATUITY** (All Other Mandalay Bay Resort & Casino Meeting Related Charges (excluding All Leased Restaurants/Outlets) are billed to Company's Master Account. Please note that a group can only apply for a master account if their estimated meeting related charges exceeds \$20,000.00. All groups with estimated charges below \$20,000.00 will be on a 100% pre-payment status.

2. Billing methods (if Mandalay Bay Master Account has not been arranged) are as follows:
 - a) **CREDIT CARD** (Supplied at the time of rooming list). This card will be charged 100% of non-refundable room and tax at the time of booking.
 - b) **WIRE TRANSFER**

BANK OF AMERICA
P. O. Box 98600
Las Vegas, NV 89193
Routing Number: 0260-0959-3
Account Number: 990 124 893

- c) **PERSONAL OR COMPANY CHECK** (Supplied 30 Days prior to arrival date.) Within 30 Days of arrival all payments must be made by Certified Check or Wire Transfer.

AUTHORIZED SIGNERS:

For All Groups with Mandalay Bay a list of Authorized Signers is required. This list provided by you to the hotel authorizes those listed to place charges on the Company's Master Account. As such, any and all charges approved by an Authorized Signer will be the sole responsibility of the Company for payment to Mandalay Bay Resort & Casino. This list shall be due to Mandalay Bay 30 Days prior to arrival.

FRONT OFFICE CHECK-IN PROCEDURES:

1. All meeting rooms that require the installation of rental furniture must be rented (24 hours) prior to actual event date. All suites requiring additional data or phone lines must be rented a least (24 hours) prior to the start of the actual event date. The hotel can make keys available to your set-up crew by 3pm the first day the suite is held; however, it is understood that the hotel must have unlimited access to the suite during the setup day(s). The hotel will also work on a case by case basis with each participant to determine the number of days advance set-up is required in all cases the maximum number will be 2 days.
2. Check-in time is 3pm. Checkout time is 11am.
3. Up to two suite keys can be made for each screening or meeting room.

BANQUET SETUP:

Standard banquet tables and chairs are available through the Banquet Setup Department. Requests for this type of equipment must be made through a setup manager. A manager or office assistant can be reached at 702-322-5773 or 702-303-9757. There is a delivery/removal charge of \$350.00 per delivery per room/suite applied to all equipment provided by Mandalay Bay. All standard BANQUET hotel inventory (tables and chairs) will be provided to NATPE Meeting Room Suites only on floors 3-6 at no charge based on available hotel inventory. In the event the hotel depletes its inventory, rental charges may apply.

CLEANING

All Suite Exhibitors will be required to pay for the cleanup of their Move-in and Move-out of their meeting room (Silk – 3rd Floor, Mahogany – 4th Floor, Granite – 5th Floor and Marble – 6th Floor), which will be performed exclusively by ACCESS. Use the ACCESS cleaning order form in the Exhibitor Service Manual. All Suite Exhibitors will be required to have a credit card on file with Mandalay Bay Exhibitor Services for this item. Charges will be billed at the close of the event, after labor hours are calculated for each individual meeting room. Labor will be billed at \$16.00 per man hour.

BUSINESS CENTER RENTAL EQUIPMENT:

Mandalay Bay's Business center is happy to make arrangements for copiers, fax machines and other office equipment. Please refer to the separate form for pricing information. Please make sure you coordinate any rental equipment through Business Center Manager, Rick Dalley (702) 322-5701 rdalley@mandalaybay.com.

FURNITURE RENTAL:

Furniture Rental is available through Freeman. Freeman has extended the NATPE furniture rental rate to all companies participating here at Mandalay Bay, with an added labor charge for time required to deliver and pick-up furniture. The NATPE Exhibitor Manual includes color brochures and rental forms. All forms should be sent directly to Freeman as per the kit's directions. Please note that any furniture deliveries may not take place until the date keys are issued to your group. A representative from your company must be available in the Suites when furniture is delivered and picked up. This can be coordinated directly with Freeman.

USE OF THEhotel TELEVISIONS:

1. All Mandalay Bay and THEhotel televisions/plasma screens are to remain in their respective locations and are not to be disconnected from the hotel's hospitality network. Each plasma screen in the parlor area of the suite comes connected to a DVD player.
2. Mandalay Bay will not allow the removal of Televisions from the Armoires or Entertainment Centers.
3. Under no circumstances shall any guest disconnect or reconfigure any Mandalay Bay Television.
4. Any unauthorized use of a Mandalay Bay Television as a monitor is strictly prohibited and will result in a fine related to the damages incurred.
5. Should you need additional televisions, monitors or audio visual equipment brought to the exhibitor suites or meeting rooms on levels 3, 4, 5 or 6, please contact AVW-TELAV at (702) 263-1484. They will be happy to provide all required televisions, VCR's, DVD's, monitors, etc. If you need additional AV equipment in the suites (sleeping rooms) on any levels, please contact Encore Productions at 702-322-5900.

SIGNAGE:

1. Displays, signs, and/or decorations may not be used unless and until Mandalay Bay gives written approval for them. If approved, the patron agrees to be responsible for any damage done to equipment or function room during the time the premises is under their control, including damage or excessive cleanup made necessary by florists, decorators, or outside agencies during setup or tear-down. Signage is not permitted on the guest room levels, elevators, main lobby areas, or the building exterior.
2. The hanging of any item from a Fire System detector or sprinkler is strictly prohibited.
3. In order to denote locations of suites per floor, meeting room / suite assignments will be posted on the Janus Board located inside THEhotel lobby, as well as on each floor as you enter the hall area.
4. Only the four approved signs approved by Mandalay Bay can be used outside or inside the suites; Door Knob Hanger, Wreath Hanger, Picture Cover and Retractable Banner Stand Single Sided. Exact specs and guidelines on Suite Signage Form in the Exhibitor Service Manual.

SHIPMENTS INTO THE HOTEL:

All freight shipments should be sent to **Freeman**.

Freeman has exclusive control of the loading/unloading and access to/from the loading docks.

WAREHOUSE SHIPPING ADDRESS: (prior to 1/16/08)

NATPE 2008

THEhotel

(Include Exhibiting Company Name)

Suite # _____

Cell # _____

C/o Freeman

6675 West Sunset Road

Las Vegas, NV 89118

To avoid additional after deadline charges, materials must arrive by January 16, 2008. Freeman will accept crated, boxed or skidded materials beginning **December 28, 2007**, at the above address.

SHOW SITE SHIPPING ADDRESS: (schedule to arrive the day access is gained to the exhibit room or suite)

NATPE 2008

THEhotel

(Include Exhibiting Company Name)

Suite # _____

C/o Freeman

Mandalay Bay Convention Center

3970 Las Vegas Blvd. South

Las Vegas, NV 89119

Do not ship anything larger than envelopes c/o THEhotel, as shipments will not be accepted.

In all cases, Mandalay Bay has sole authority to direct and/or modify deliveries of freight, AV equipment, additional furniture and materials to all suites.

**Time and material for delivery of furniture to the suites from the exhibit hall and removal at the end of the show will be charged, in addition to the prices quoted in the kit. Prices quoted for material handling of freight include all time & materials (to include any overtime).

In All CASES Mandalay Bay has sole authority to direct and or modify deliveries of freight, AV Equipment, additional furniture and materials to all suites.

TELEPHONE CHARGES:

Mandalay Bay has agreed to a special NATPE telephone pricing structure as follows:

- Local calls: 800/Toll free calls: \$1.00 to connect & free for the first 30 minutes. After that it is \$0.10 per minute.
- Long Distance Calls: \$1.00 to connect + per minute fee (which varies by destination)
- International Calls: \$1.00 to connect + per minute fee (which varies by destination)

TELEPHONES - THEhotel:

All standard suites have been equipped with a telephone in the bedroom and living room. The telephones in the living room areas are both two-line phones with a data port on the right side. This allows guests to talk on the telephone and work on-line at the same time. Standard Hotel pricing applies for all long distance and local calls. Standard THEhotel suites have two telephone lines.

MODEM/ DATA PORTS - THEhotel:

Guests who require Internet access via computer modem, will be pleased to note that all suites have been equipped with one data port. Guests must provide their own laptop and telephone line cord. Standard Hotel pricing applies for all long distance and local calls placed via the data port.

HIGH SPEED INTERNET ACCESS - THEhotel:

All of our suites have been equipped with High Speed Internet Access. Guests will need to have a laptop that is equipped with an Ethernet card to use this service and will be charged a flat rate of \$12.99 per laptop / per 24 hour period.

FAX MACHINES IN THEhotel SUITES:

Please take note: suites no longer have fax machines or printers. Fax machines for use in THEhotel suites must be arranged in advance with your Executive Meetings/Catering Manager. Fax machines are available on a limited basis for rent, and additional telecommunications installation fees will apply.

Video Check-out – THEhotel:

Guests may request a copy of charges accrued during their stay to be sent to their address or email on record. This service is offered from 5am – 1pm daily by following the directions on any of the in-suite televisions.

INTERNET ORDERS GENERAL INFORMATION

1. Mandalay Bay I.T. Department is the exclusive provider of Internet services at Mandalay Bay Resort and Casino. They are supported by Cox Communications in each of the hotel towers. If you require assistance for wireless Internet in our hotel rooms such as login, troubleshooting etc. please contact Hospitality Network at 702-507-2044 and or In-house direct dial to Hospitality Network at ext: 79222.
2. All participants shall be responsible for insuring that computers are Internet ready. This means having Ethernet cards, drivers, adapters, TCP/IP software, Internet software (web browser, e-mail, etc.) installed for each machine you wish to connect.
3. Required Equipment (i.e. hubs, cables, etc.) is available on-site at an additional charge from the Mandalay Bay IT department at (702) 322-3008
4. Mandalay Bay does not permit DHCP within your event unless special arrangements have been made prior to event move-in. It is recommended that you use a firewall for this configuration to protect your network from others.
5. Network Address Translation (NAT) routing is permitted but must be discussed with Mandalay Bay I.T. Dept. prior to event move-in.
6. Mandalay Bay assumes the customer has access to basic technical competence, as well as the ability to independently obtain and configure the necessary software and hardware. Extended service calls and technical support other than configuration assistance will result in additional charges.

FLOOR PLANS

Floor plans must be submitted to process furniture additions and AV equipment. Included on the floor plan should be the date and time, the equipment type, and the location within the suite. Floor plans for meeting suites in THEhotel on levels 3, 4, 5 and 6 are highly encouraged. Please contact your Executive Meetings/Catering Manager to facilitate creation of a diagram if Freeman will not be submitting. Please note: All suite or banquet rooms that will have banquet food and beverage located in the room will need to have a diagram approved by your Executive Meetings/Catering Manager.

TOWER SERVICE ELEVATOR SPECIFICS - THEhotel:

Mandalay Bay has designated one Tower Service Elevator for NATPE exclusive use during move-in and move-out. The dimensions for all Tower Service Elevators at THEhotel are:

- The door to the Elevator is 4' wide and 7' high
- The car itself is 5'8" wide, 7'11" long and 7'4" tall.

GUEST ROOM DOORS - THEhotel:

The standard single door entry clearance to all THEhotel Suites is: 35" wide, 89" high

The standard THEhotel hall clearance (leading to parlor / living room area) is: 46 ½" wide

GUEST ROOM APPOINTMENT (Measurements):**

****Please note all measurements are approximate****

THEhotel Queen Suites: ---

- Measurement from the door to the parlor / living room area carpet is: 96"
- Measurement from the edge of the carpet to the window is: 196"
 - Measurement from the edge of the carpet to the front of the desk is: 150"
 - Measurement from the back of the desk to the window is: 46"
- Measurement from the edge of the entertainment center to the edge of the couch is: 68"
- Measurement from the wall to the bedroom door is: 128"
- Measurement from the edge of the bed to the dresser is: 41"
- Measurement from the edge of the bed (closest to the window) to the window is: 42"

THEhotel King Suites: ---

- Measurement from the door to the parlor / living room area carpet is: 96"
- Measurement from the edge of the carpet to the window is: 200"
 - Measurement from the edge of the carpet to the front of the desk is: 150"
 - Measurement from the back of the desk to the window is: 50"
- Measurement from the edge of the entertainment center to the edge of the couch is: 70"
- Measurement from the wall to the bedroom door is: 128"
- Measurement from the edge of the bed to the dresser is: 39"
- Measurement from the edge of the bed to the bathroom door is: 60"
- Measurement from the edge of the bed to the window is: 92"

THEhotel V Suites: ---

- Measurement from the door to the parlor / living room area carpet is: 96"
- Measurement from the edge of the carpet to the window is: 218"
 - Measurement from the edge of the carpet to the front of the desk is: 182"
 - Measurement from the back of the desk to the window is: 36"
- Measurement from the edge of the entertainment center to the edge of the couch is: 72"
- Measurement from the wall to the bedroom door is: 134"
- Measurement from the edge of the bed to the dresser is: 41"
- Measurement from the edge of the bed (farthest from the window) to the window is: 62"

FOOD & BEVERAGE GUIDELINES

The following guidelines shall be used for all Food & Beverage taking place in traditional Mandalay Bay Meeting Space and THEhotel levels 3, 4, 5 and 6. For guidelines referring to Guest Suite floors other than listed above, please refer to the Room Service Hospitality Manager.

PRICES

- Prices listed are current and are subject to change without notice.
- All prices exclude the current sales tax and 20% gratuity.

ORDERS

Please place all of your food and beverage orders for Mandalay Bay Meeting Space and THEhotel Levels 3, 4, 5 and 6 through your Executive Meetings/Catering Manager. Banquet Menus will be used for all food and beverage orders which can be supplied by your assigned Manager. Please note: All food and beverage orders are due 30 days prior to function date. Your assigned manager will create Banquet Event Orders for your review and approval. Guarantees are due 72 hours prior to function.

Please note: Billing for all food and beverage events must be established a minimum of 45 days prior.

GUARANTEES

- Guarantees for all functions must be given to the Catering Office seventy-two (72) hours prior to a function. If no guaranteed minimum number is received, you will be charged the expected number set forth on the special function arrangement sheet, as a guarantee or the number of people actually served, whichever is greater. In addition, we will not be obligated to serve or setup more than 3% above your guaranteed number. Should you need to cancel your function within 72 hours, you will be billed for food charges only.

SERVICE CHARGES

- Food functions -- 25 persons or less - will have a \$100 service charge added to the check.
- Food functions -- 12 persons or less - will have a \$150 service charge added to the check.
- Continental Breakfast and Coffee Breaks with 25 people or less will have a \$50 setup charge added to the check.
- Cash food and beverage functions - a setup charge of \$150 per station will be added to the check and a minimum of \$1,500 in cash sales will be required.
- Cash liquor/food service - a labor charge of \$135 per cashier will be added to the check.
- Liquor service - a labor charge of \$135 per bartender will be added to the check.
- All food items must be supplied and prepared by the Hotel. The guest may not remove food from the premises. No food or beverage of any kind will be permitted to be brought into the Hotel by the guest or any of the customer's guests or attendees.

HOSPITALITY SUITES – THEhotel Levels 3, 4, 5, 6

- Should you require a Hospitality Suite setup during your stay, please be advised that all liquor, beer, wine, and food must be purchased through Banquets/Catering. Pursuant to Hotel policy and terms of our liquor license, we are precluded from providing setup service for bars not serviced by the Hotel.

BILLING

(This Billing Policy pertains only to functions booked directly through the Catering Department for the Convention Center and THEhotel Levels 3, 4, 5 and 6)

- A deposit equal to 30% of the estimated charges will be required within 10 days of booking the function. Should an event be booked within 30 days of the actual function, a 50% deposit will be required. Cancellation Policy #16 of the catering policies will apply to all deposits.
- Payment, based on the anticipated attendance, shall be made in full by cash, certified check, or by bank check at least fifteen (15) working days prior to the event unless direct billing privileges have been established through the Hotel Credit Department forty-five (45) days prior to arrival. Direct billing will be established only for accounts of \$5,000 and over.
- If payment has not been received within the specified time limits, Mandalay Bay maintains the right to cancel the event and retain the deposit. In the event direct billing has been approved, all payments will be due upon receipt. After thirty (30) days, the account will be considered past due.
- The function sponsor agrees that by signing the check for food, beverage, and/or other services, he/she acknowledges the fact that there is no dispute over such services and the sponsor is solely responsible for the payment of the total amount due.

CANCELLATIONS

(This Cancellation Policy pertains only to functions booked directly through the Catering Department)

- Should it be necessary to cancel a catered function, the following policy concerning refunds will apply:
 - 90 days or more prior to your event - full refund
 - 90 days and more than 30 days prior to your event - 50% refund
 - 30 days or less prior to your event - no refund

LIQUOR SERVICE

- Mandalay Bay reserves the right to refuse service to any person who visibly appears to be intoxicated and all guests must be 21 years of age or over before alcoholic beverages are permitted to be served.

DISPLAYS/SIGNS

- Displays, signs, and/or decorations may not be used unless and until Mandalay Bay gives written approval for them. If approved, the patron agrees to be responsible for any damage done to equipment or function room during the time the premises is under their control, including damage or excessive cleanup made necessary by florists, decorators, or outside agencies during setup or tear-down. Signage is not permitted on the guest room levels, elevators, main lobby areas, or the building exterior.
- Additional charges will be incurred to handle any banners, posters, and signs. All charges relating to audiovisual and lighting will be quoted as per current rate sheet. The Hotel will not allow the affixing of anything to the walls, floors, or ceilings of rooms with nails, staples, tape or any substance unless approved, in advance, by the Catering Department.

SECURITY

- If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide at your expense, security personnel supplied by a reputable licensed guard or security agent doing business in the city or county in which we are located, which agency will be subject to our prior approval.

LIABILITY

- Your organization agrees to protect, indemnify, defend, and hold harmless Mandalay Bay and its employees and agents against all claims, losses, or damage to persons or property, government charges, fines, and costs (including reasonable attorney's fees) arising out of or connected with the use of the facilities, including but not limited to the installation, removal, maintenance, occupancy or use of the premises, or any part thereof, by Organization, or any guest, invitee or agent of Organization or any independent contractor hired by Organization, except those claims arising out of sole negligence or willful misconduct of Mandalay Bay.
- Mandalay Bay is not responsible for loss or damage to any property, which the organization or its guests bring to Mandalay Bay before, during, or after the use of the facilities.

MISCELLANEOUS

- If our obligations under this agreement are not met for any reason beyond our control, our failure is completely excused and we may cancel this Agreement by returning your deposit. The following is a partial list of events that, if they occur, would be considered reason beyond our control: strikes, labor disputes, accidents, government restrictions on travel, hotel operations, goods or supplies, acts of war and acts of God. If, for any reason, the reserved space is not available for the function, other space of comparable quality in the Hotel will be substituted for and accepted by you.
- Tax exempt organizations must furnish a Certificate of Exemption to the Hotel prior to the event.
- The Hotel reserves the right to make the final decision concerning the suitability of holding a function outdoors or relocating it indoors due to inclement weather. The decision of the Hotel will be final. All contracted entertainment must conclude no later than 10:00PM. Events may continue until 11:00PM. Set up times will be determined by the Catering/Convention Services Departments. To permit hotel guests to enjoy the pool area and its facilities, a minimum of one section of the pool area or Lagoon is required to remain accessible to hotel guests until 5:00PM.
- Any function that has an admission charge or fee, or has merchandise for sale, must be approved and licensed with the Clark County License Board. A copy of the Certificate must be presented to the Catering Office three (3) days prior to the event.
- There will be a handling charge for incoming and outgoing packages. Contact the Business Services for more information.

FLOOR PLANS

Floor plans for meetings and food and beverage functions with 300 people or more must be approved by the Clark County Fire Department thirty (30) days prior to the date of the function(s). Therefore, all decorations, audiovisual, and room setup requirements must be received by the Catering Department no later than forty-five (45) days prior to function(s).

Floor plans are final once they are approved by the Fire Department. Therefore, no changes or alterations can be made with the exception of deleting equipment, tables, and decorations.

If requirements are not received by the Catering Department forty-five (45) days prior to function(s), the room setup will be at the Hotel's discretion.

DECORATIONS

It is the responsibility of the organization to ensure their contracted decorator provides the Clark County Fire Department with all proper certification of fire-retardant materials. This must be done in advance of the function. The decorator must also have in their possession at the time of setup in the Hotel copies of such certificates for presentation upon request by Hotel and/or Fire Department.

