



## **HOTEL POLICIES & PROCEDURES**

### **CHECK-IN / CHECK OUT**

Guest check-in time is 3:00 p.m. If rooms are requested prior to check-in time, early arrivals will be accommodated, as rooms become available.

Check-out time is 11:00 a.m. Our Bell Staff can store luggage on a complimentary basis for those guests who have checked out, but are not yet departing the hotel. For those guests not wanting to stop at the Front Desk on the way out, Express Check-out forms can be found in the sleeping room.

### **BAGGAGE SERVICE - GROUP**

Guests arriving in a single group or in "batch" arrivals will arrive at the West Tower entrance. Bellpersons will take the luggage off the group's bus or shuttle while guests enter the hotel to register. Luggage will be delivered to the guestrooms once rooms are available. Group arrivals are subject to a baggage handling charge, currently \$6.00 per person and subject to change. This is an automatic charge when luggage service is used. This charge covers the handling of baggage both in and out of the hotel.

### **GROUP ARRIVALS**

Group arrivals can be handled most efficiently at the Front Desk. If appropriate, separate check-in windows, specifically for your group, can be accommodated at our group desk.

### **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 for the first item. Additional items will be charged \$1.00 each.

### **PRINTED MATERIALS**

We request that your sales contact and Convention Service Manager 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.

### **STAFFING**

Hotel will, as applicable, provide additional staffing, at Meeting Group's expense, including but not limited to: public area security; ushers; ticket sellers and takers; production staff; stage hands; technical personnel; electrical personnel (including contracted services through Circus Circus Technical Services at Meeting Group's expense); cleaning personnel; and first aid services for Meeting Group's function or event ("Function"). Such expenses will be reimbursed to Hotel by Meeting Group at the prevailing rates in existence at the time of Meeting Group's Function. Meeting Group shall obtain Hotel's written approval prior to Meeting Group employing musicians; front of house staff; back of house staff, including stagehands; security; and all other personnel not provided by Hotel. At least thirty (30) calendar days prior to Meeting Group's Function, Hotel and Meeting Group's designated representatives shall meet to discuss, at a minimum, the appropriate staffing levels, production and audiovisual requirements for Meeting Group's Function. Hotel retains the sole right to determine the appropriate number of staff and security personnel for Meeting Group's Function.

### **ENTERTAINMENT**

In addition, Circus Circus has the Adventuredome, America's largest indoor theme park with 25 attractions spread over five acres. The Adventuredome is a fully enclosed and "Climate Controlled". It is designed in a southwestern motif, encompassing Indian cliff dwellings, desert canyon walls and cascading waterfalls. It's unique blend of ride and attractions bring out the kid in everyone. For group events or for more information please contact Scott Townsend at stownsend2@mrgmail.com or via telephone at 702-794-3906.

### **RENTAL CARS**

Avis Rent A Car has designed a special program for Circus Circus to meet your group's car rental needs. For your convenience, Avis Car Rental is located at the hotel's front desk and is open daily from 7:30 a.m. - 5:00 p.m. For more information, please contact Avis Rent A Car at 702-691-5868.

### **SHIPPING AND RECEIVING**

There is limited storage space available at Circus Circus. Therefore, shipments to the Hotel more than three (3) days in advance of the arrival date cannot be accepted. Shipments that require special handling should be coordinated with the Sales Manager or the Business Services Center prior to shipping. Cash on delivery will not be accepted. Any forklift services will be charged \$100 per pallet in and out.

For ease of handling, packages and boxes should not be heavier than 100 pounds. Any boxes that are heavier must receive prior approval from the Sales Manager. There is a handling fee for each box sent to or from the Hotel. The following fees are current and subject to change:

0 - 15 lbs.	- \$7.00 each
16 - 30 lbs.	- \$10.00 each
31 - 50 lbs.	- \$15.00 each
51 - 75 lbs.	- \$20.00 each
76 - 100 lbs.	- \$25.00 each
Over 100 lbs.	- \$.50 per lb

Boxes being shipped to the Hotel should be addressed as follows:

Hold for: (Guest's name)

Group Name

Arrival Date

CIRCUS CIRCUS HOTEL

2880 Las Vegas Boulevard South

Las Vegas, NV 89109

### **POOL POLICIES**

There are specific guidelines for use of any areas surrounding the pool, including start times, minimum and maximum attendance in specific areas, as well as labor/lighting costs and food and beverage minimums. Additional information can be provided by the Catering Manager.

### **FIRE MARSHAL REGULATIONS**

One month prior to your show, approved floor plans, drawn to scale, for any work to be handled by an exhibit, production or decorating company must be submitted to Hotel. In addition, floor plans must be submitted by the Hotel to the Fire Marshal for any meal functions or meetings of 300 persons or more. Therefore, it is necessary to have all audio-visual and set-up requirements for functions of 300 or more at least 45 days prior to the function date. Currently, the Clark County Fire Department charges \$60.00 per plan and \$120.00 per plan to expedite within 10 days of the event. These charges must be pre-paid or posted to Meeting Group's Master Account.

Specific rules and regulations regarding fire regulations can be found in the Meeting Planner's Guide.

### **MGM RESORT EVENTS**

An exceptional advantage for our clientele stems from the partnership philosophy existing from within MGM RESORTS International. Circus Circus exclusively recommends MGM RESORT EVENTS to design and produce décor and graphic elements for your meetings and events. We have floral, graphics and carpentry departments, a warehouse full of spectacular themes, and dynamic sales and wedding professionals available to meet your every need.

Experience a glimpse of MGM RESORT EVENTS' award-winning work by visiting [www.mgmresortsevents.com](http://www.mgmresortsevents.com). For more information please contact King Dahl, Senior Director of Sales and Operations, for MGM RESORT EVENTS at 702-792-7934.

### **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, officer or employees or those of any affiliate of Hotel shall be made.

Initials\_\_\_\_\_ Date\_\_\_\_\_

**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 may only be hung or posted by the Hotel Audio Visual department. It is the policy of Hotel that all signage approved by Hotel must be 28" high x 22" wide and must be professionally printed. 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.

**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.

**BROADCAST, TAPE OR RECORD**

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

**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.

**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, 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.

**NEVADA CLEAN AIR ACT**

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

Within Circus Circus Convention Center, smokers will be limited to designated smoking areas located outdoors. Depending on what portion of our meeting space your event is in, reaching a designated smoking area may be as easy as walking across a hall. From other parts of the meeting space, smokers may be required to make a short walk to reach a smoking area. The new law provides no exemption for private events; therefore, groups do not have the option of waiving the no smoking regulations for a closed event.

Initials\_\_\_\_\_ Date\_\_\_\_\_