

# Catering and Conference Services

Policies and Procedures





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## **CONVENTION SERVICES POLICIES & PROCEDURES**

The M Resort is honored that you have chosen us to host your event. Your Catering & Convention Services Manager (CSM) becomes the main contact for all details involving function arrangements, reservations and billing procedures, as well as, providing recommendations for outside services if necessary.

These Policies and Procedures are being provided to help ensure that all guests of M Resort Spa Casino receive uniform excellence in service. Please review them carefully.

### **ADDITIONAL LABOR CHARGES**

Additional labor charges may be incurred if a group requests changes to the room setup after the initiated room has been set. The M Resort will do their best to accommodate the room setup changes; however, it will be based on business levels and availability of our convention staff. At the time the change is requested, your CSM will advise whether or not the room setup change can be accommodated, the approximate time it will take to complete the changes, and if additional labor charges will apply.

### **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 Banquet's personnel.

### **ALCOHOLIC BEVERAGE CASH SALES**

1. A \$500.00 ++ beverage minimum per bar/per hour will apply. Client will be charged the balance plus service charge/admin charge if the beverage minimum is not met.
2. Bartenders are charged at a rate of \$250 per Bartender per 100 guests.
3. All alcoholic beverages must be dispensed by The M Resort.

The legal drinking age in Nevada is 21. Proper identification is required when attending a function with alcohol in order to be served. The M Resort reserves the right to refuse service to any person who visibly appears to be intoxicated.

### **AMERICANS WITH DISABILITIES ACT**

Hotel shall, with respect to its performance required under your contracted agreement, to the best of its knowledge, comply with all laws including The Americans with Disabilities Act and the Hearing Capacity Act of 1988 and the regulations and guidelines. Pursuant to the ADA Act of January 26, 1992, Meeting Group agrees to provide proper ramp access to all elevated exhibit booths and/or nonpermanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility impaired persons.

We will work with you to meet the ADA requirements specific to your function. Segway scooters (at walking speed only) are permitted in public areas of the hotel only when the operator represents that



the equipment is a mobility assistance device for a disability condition. Other operators without reported disability should be advised that the equipment is not accepted for use in public areas, including, but not limited to the Convention Center. In such cases of exclusion, a guest will be offered the use of a balanced wheeled mobility device such as a wheelchair or motorized scooter.

### **ANIMALS**

Permission for any domesticated animal (cats and dogs) to appear in a convention or trade show must first be approved by the CSM. Additional insurance may be required. Non-domesticated/exotic animals will be considered on an individual basis. Consult your CSM regarding any non-domesticated/exotic animal requests. Service animals are always permitted.

### **BALLOONS**

The use of helium balloons larger than 36 inches in diameter is not allowed, but smaller air-filled balloons may be used for decoration and/or handouts. Large helium-filled balloons may be used only if they are securely anchored. No helium balloons or blimps may be flown inside the building. Mylar balloons are not allowed anywhere on property. Helium gas cylinders must be secured in an upright position on safety stands with gauges protected from damage. No overnight storage of helium or compressed air cylinders in the building is allowed. Balloons cannot be released out of doors due to airport flight patterns in the area. A cleaning fee starting at \$250.00 may apply should the balloons be left on property after the event. Please advise your CSM should you be using balloons.

### **BANQUET GUARANTEE POLICY**

Estimated guarantees are required 3 weeks prior to first function.

Final guarantees are required no later than three (3) business days prior to the scheduled function, excluding weekends and holidays. In some instances, more advance notice may be required due to menu complexity, holidays, deliveries, or other constraints.

Meeting Group will be charged the guaranteed number of attendees, or the number of people actually served, whichever is greater.

If a guarantee count is not received, the number of guests indicated on the Banquet Event Order will be the guaranteed attendance. Reception stations are charged on the total number of guests guaranteed. If guaranteed numbers fall short, and additional food is provided to cover the shortage, a 15% will be added to menu price.

Once final guarantees are provided within the (3) business daytime frame reductions will not be accommodated and charges will be applied accordingly.

### **BANQUET GUARANTEE POLICY: GUARANTEE INCREASES**

Guarantee increases received within 72 to 24 business hours of the event shall incur a 15% price surcharge based on availability.



*Example:* Final guarantee of 500 guests were confirmed for a lunch menu priced at \$65.00++. Day of function: a request for an increase to 550 is received. 500 lunches will be priced at \$65.00++ per person. 50 lunches will be priced at \$74.75++ (price plus 15%) per person.

An increased guarantee within 72 business hours will not receive an overset amount: the new guarantee is the set amount.

### **BRANDING**

All branding done so by the group within the hotel must be reviewed and approved by M Resort Spa Casino prior to installation.

### **BROADCASTING/TAPING/RECORDING**

Meeting Group may broadcast (either live or on a delayed basis), tape or record on hotel property for any purpose or by any means with receiving written permission from M Resort Spa and Casino. Please contact your CSM for details.

### **BUSINESS CENTER**

ATTN: client name and convention (if an expo hall, the booth #)

12300 S Las Vegas Blvd

Henderson, NV 89044

702-797-1930

Business Center Store Hours:

Mon – Fri 9 am – 4pm

Closed Sat & Sun (unless coordinated to be open, prior to arrival)

### **CANCELLATION OF FOOD & BEVERAGE ORDER**

(5) business days (120) hours is required to cancel your food and beverage. If proper notification is not received, you will be charged the full estimated total for the food and beverage ordered.

### **CASH FOOD SALES**

1. Food Cash Concessions are available for setup within a trade show/exhibit room only.
2. Cashiers and attendants are charged at the rate of \$250 + per meal period. A minimum requirement of (2) attendants and (2) cashiers are required per concession line.
3. The M Resort will determine the menu and quantity of all items and reserves the right to adjust menu selections and service periods based on business level.
4. Client may charge items from the Cash Concession to the Master.

### **CATERING FOOD AND BEVERAGE**

To ensure compliance with County Board of Health food handling regulations, all food must be consumed on Hotel premises at the contracted time, except for “to-go” meals, arranged in advance. Hotel is the sole provider of all food served in the Hotel. No outside food will be permitted to be brought into the Convention Area by a guest or any of the customer’s guests or attendees.

In compliance with Nevada Liquor Laws, Hotel is the only authorized licensee able to sell and serve liquor, beer and wine in the banquet facilities. Hotel reserves the right to refuse service to any person who visibly appears to be intoxicated. No one under (21) twenty-one years of age will be served



alcoholic beverages. Hotel reserves the right to inspect the identification of any person attending events in the Convention Area.

Southern Nevada Health District Advisory: Drinking wine, beer, and other alcoholic beverages during pregnancy can cause birth defects.

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

Check-in time is 3pm and checkout is 11am. If rooms are requested prior to check-in time they will be accommodated based on availability. Departure dates will be confirmed upon check-in. Guests have the option to change their departure date at this time. On day of scheduled departure, late checkout requests can be directed to the Front Desk. Luggage can be stored on a complimentary basis.

### **CHILDCARE SERVICES**

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.

### **CLEANING FEES**

The hotel reserves the right to assess a deep cleaning as needed based on how the convention space is left. Excessive trash, confetti, streamers, etc. left behind could result but is not limited to a \$500.00 cleaning fee. The amount could possibly increase due to how extreme the condition of the room is left and the labor needed to clean the space.

### **COAT & BAG CHECK**

Coat and bag check can be added to any event or meeting in the Hotel for an additional fee of \$250.00 per (100) guests. Coat or bag check will include (1) attendant per every (100) guests, tags, and storage for the duration of the event. Groups CSM will advise on the appropriate number of attendants needed based on arrival/departure patterns and number of guests that would utilize this amenity. Hotel will not be liable for the loss or damage of any items checked in.

### **CREDIT APPLICATIONS**

Direct billing privileges may be established for those accounts incurring \$10,000 or more in charges and, if a credit application is submitted to the Finance department no later than 60 days prior to the first arrival date. If direct billing is approved, a master account will be established.

At least 60 days prior to your program, your CSM will draft an “estimated charges” worksheet for you. Once complete, accounting will work with you for all required deposits as outlined in the contract or license agreement. They will also advise you of your credit approval status.

### **DAMAGE TO MEETING ROOMS**

Meeting Group shall be liable for any damage, normal wear and tear excluded, to the function space, or to any other physical or personal property of M Resort Spa and Casino, caused by the act or omission of the Meeting Group, its agents, directors, shareholders, employees, members, attendees, contractors, vendors, volunteers, or performers. Meeting Group will not, and shall not permit others to, drive nails, tacks, hooks, screws, tape, or other items into any part of the Function Space, hotel equipment or property.



Meeting Group shall return the Function Space to M Resort Spa and Casino in as good of condition and repair as the same shall have been found when licensed for the Meeting Group's use.

Nothing is to be placed against or leaned against any wall in the ballrooms. All crates, exhibit panels and pallets must at all times be kept a minimum of 5 feet away from the walls. Nothing is to be attached to the moveable wall tracks at any time. Meeting Group will be charged by hotel for any damages incurred by their exhibitors or exposition company

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.

#### **DELIVERIES (other than In Room Dining)**

M Resort Spa Casino Front Services Department will be happy to arrange for guestroom deliveries. Items will be placed inside the room after the guest has checked in. Items may not be left outside on the floor or slipped under the door of the guestrooms. If the DND light is on, items will not be delivered to rooms.

Cost of Room Deliveries: \$5.00 per item, per room

Cost of Handouts at Front Desk: \$4.00 per item.

Items requiring Luggage Carts within Meeting Space: \$20.00 per Luggage Cart, per move.

#### **DRONES**

Please be advised that drones are not allowed to be operated anywhere on/in M Resort Spa and Casino property. There are very limited scenarios where this policy may be considered, however, prior review and approval (in writing) must be obtained from Risk Management Director and Senior Leadership team. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

#### **EMERGENCY EQUIPMENT**

M Resort Spa and Casino is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. M Resort Spa and Casino Security Office monitors all building emergency systems throughout the facility. It is imperative that all fire hose cabinets, strobes, and fire extinguishers be kept clear, accessible, and free of obstructions at all times. The fire hose cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.





### **EQUIPMENT FOR RENT/LABOR FEES**

M Resort Spa and Casino will provide 3 easels complimentary, additional easels are available for rent at \$10.00/easel/day. M Resort Spa and Casino will provide complimentary staging for main general session room up to 18' x 16' or equivalent of (6) 6'x8' risers, additional staging are available for rent at \$100.00/6'x8'stage/day. M Resort Spa Casino has centerpieces for rent at \$20.00/piece. Raffles Drums are available for \$50.00/each. M Resort Spa Casino will move promenade furniture to other locations for a fee of \$250.00/move.

### **EXHIBITS**

M Resort Spa and Casino will provide up to 15 table-top displays (6- or 8- foot tables) including standard linen and table skirting and two chairs at no charge during Meeting Group's program. A charge of \$150 per display will be charged for 16 - 30 displays. Tabletop displays in excess of these numbers must be furnished by an outside decorator/exhibit company. M Resort Spa and Casino can provide phone lines, signage, AV equipment, etc. at an additional charge.

Exhibit panels, show floor displays must be 18 inches from lowest point in ceiling. Exhibits set in promenades must leave a 9' wide access path. Miscellaneous/additional items are also available (ice, chairs, tables, linens) for a fee. Please see your CSM for pricing. Vendors displaying food for sample must carry a valid Nevada Food Handlers Certificate or a M Resort Spa and Casino staff will be assigned to the Exhibit with food at a charge of \$225.00/server/4 hours

### **FIRE MARSHAL REGULATIONS/FLOORPLANS**

Clark County Fire Department requires that a floor plan must be submitted for approval by the Fire Inspector and Temporary Occupancy Permits be secured. A separate Motor Vehicle permit is also required for fuel burning vehicles. Please see separate policy for Motor Vehicle requirements.

M Resort Spa Casino can generate the scale drawings, and apply for the permits on your behalf, provided we have all the necessary audio visual and setup requirements at least 30 days prior to your load-in. Cars, props and décor must be included on submitted floor plans.

Floor plans are final once approved by the Fire Department. No additional equipment, tables or décor may be added. However, the Fire Department will allow deletion of equipment, tables and décor from the final floor plan. Regulations of the Clark County Fire Department, Fire Prevention Bureau must be observed in their entirety.

Any floor plans submitted by an outside production or decorating company must be reviewed and authorized by CSM prior to submitting. Production or decorating companies must send a copy of the Fire Marshall approved plan to your CSM prior to actual move in. Set up will be delayed if we have not received the plans.

We will charge a fee to your master account for drawing and/or submitting as well as the Clark County Fire Department Fees. These charges must be pre-paid or posted to the Meeting Group's Master Account. Please see your CSM for a price structure.



### **FOOD ALLERGEN STATEMENT**

Our products may contain wheat, egg, dairy, soy, or fish allergens. In addition, our products may be processed in facilities that process tree nuts and peanuts. Please be advised consuming raw, cooked to order or undercooked meat, poultry, seafood, shellfish or eggs may increase your risk of food borne illnesses, especially if you have certain medical conditions. Naturally, thoroughly cooking meats, poultry, seafood, shellfish or eggs reduces the risk of food borne illnesses.

### **FORKLIFTS & CARTS**

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

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

### **FUEL-POWERED, ALTERNATIVE FUEL AND ELECTRIC VEHICLES**

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

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

### **GENERAL TERMS**

All reservations and agreements are subject to the rules and regulations of the Resort and the following conditions:

1. Banquet Menus are updated periodically.
2. Pricing is subject to proportionate increase to meet costs of food, beverage, and other operational costs. Client expressly grants the right for the Resort to raise the prices quoted within the Banquet Menus or to make reasonable substitutions on the menu and agrees to pay such increased prices and to accept such substitutions. Pricing is guaranteed within three months of the event.
3. All federal and district taxes which may be imposed or be applicable to this agreement and to the services rendered by the Resort are in addition to the prices herein agreed upon, and the client agrees to pay them separately.
4. The M Resort does not allow any outside food or beverage to be brought on property at any time. All food and beverage products must be purchased from "The M Resort" We welcome your request for special items, which will be charged in their entirety per specific ordered quantities.



5. Per Nevada state law, alcoholic beverages of any kind will not be permitted to be brought into the Resort by the patron or any of the patron's guests or invitees from the outside. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.

6. Prices printed and products listed are subject to change without notice. Prices are guaranteed 90 days from contracted event.

7. Food items may contain nuts or may have been produced on equipment that produces various nut items.

### **GROUP TRANSPORTATION**

All Group arrivals and departures must be communicated to the Group's CSM no later than (30) days prior to the 1st arrival in order to reserve locations. All arrivals and departures are subject to the Hotel's portage fees of \$6.00 per guest (roundtrip) 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

### **HAZARDOUS MATERIALS**

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state, and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. You will indemnify us for any possession, storage, transportation, and use of such hazardous material for any reason whatsoever. All outside contractors/vendors are required to have a material safety data sheet (MSDS) on any hazardous chemical that they bring into the facility, so that appropriate action can be taken to inform and protect our employees.

### **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.

### **LABOR & PREPARATION CHARGE FOR SMALL GROUPS**

A \$10 per meal labor & preparation charge will be applied to all functions for 24 guests & under.

### **LABOR FEES**

- \$250.00 labor charge per Cashier (max of 4 hours)
- \$250.00 labor charge per Bartender (max of 4 hours)
- \$250.00 labor charge per Dedicated Chef (max of 4 hours)



### **LOST OR STOLEN PROPERTY**

M Resort Spa Casino 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 M Resort Spa and Casino

### **MEAL ROOM SETS & MEAL ROOM TURNS**

Sets may incur a labor charge should additional staff be necessary to service a meal period. Room sets that require a “tight turn” may incur a labor charge should additional staff be necessary to change the room set within the requested time. Please consult your CSM regarding all room sets and turns.

The M Resort will do their best to accommodate the room setup changes; however, it will be based on business levels and availability of our Porters and Food Servers. At the time the change is requested, The Banquet Department will advise the group whether or not the room setup change can be accommodated and the approximate time it will take to complete the changes.

### **MEETING ROOM GUIDELINES**

Fastening or affixing objects to ceilings, painted surfaces, podiums, columns, fabric moveable walls, or decorative walls will only be allowed under certain circumstances, and must be approved by Convention Services. Only approved adhesive products can be used. No nails or tape will be allowed on any surface.

Carpet protection (Visqueen) must be in place prior to the delivery of freight, prior to construction of any display, and prior to the use of any motorized devices.

No plants or furniture may be moved or relocated from the hallways or meeting rooms unless prior arrangements have been made with your CSM. A moving fee will be assessed for all relocations.

Changes to meeting room set ups may be subject to an additional labor charge should the changes be made less than 48 hours prior to a function or if there is an extensive meeting room set up or turn required. There are also charges for any same day room turns.

The standard meeting room amenities include note pads, pencils and mints either located on a easily accessible station or meeting tables. Additional amenities are available on request at a reasonable charge (pens, pads, upgraded mints).

Specific room assignments may be changed as needed. Sufficient space will be made available to accommodate meeting/function/exhibit requirements. M Resort Spa and Casino reserves the right to maximize space usage for all function space.

Meeting rooms which contain air walls cannot be secured. You are responsible for security in areas you have contracted. Hotel bears no responsibility for equipment left in the meeting rooms. Security is recommended in any rooms where you may be planning to leave valuable equipment i.e. meeting rooms, or display areas in public foyer space and it is required for all trade shows



### **MEETING ROOM SECURITY**

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

### **NEVADA CLEAN INDOOR AIR ACT**

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in the meeting and convention spaces. Additionally, smoking is not permitted in restaurants, lounges where food is served, hotel lobbies, elevators, guestroom hallways, convention floor, retail stores and other indoor public spaces. The casino floor and certain lounges are exempt.

### **NON-TRANSFERABLE FOOD & BEVERAGE**

Food and Beverage is non-transferable and once set, cannot be moved from original serving room to a new location. This includes packaged coffee breaks, continental breakfasts, breakfasts, luncheons, and dinners.

### **OVERSET**

For groups with assigned seating, the final diagram must be submitted with your guarantee count. In addition, Hotel will not set more than 3% above your guaranteed number of attendees, not to exceed 50 people. For events of 100 persons or less, the guarantee will equal the "set." Should the "overset" requested exceed 3% of the guarantee or a maximum of 50 guests, a \$250.00 Labor Charge plus the Gratuity/Service Charge based on the per person menu price will be applied per server required.

### **PARKING**

Valet and Self-Parking are Complimentary.

### **PLATED LUNCH & DINNER MENUS**

All plated lunch & dinner menus shall have a minimum of three courses. Lunch menus are offered from 11 AM –2 PM. Dinner menus are offered from 4 PM –11 PM.

### **POOL, UNIQUE VENUES & AFFILIATE GROUPS**

Events held at The M Pool are subject to a F&B minimum of \$75.00 ++ per person plus additional setup & labor charges. Unique venue policies apply. Events held in restaurants & unique venues are subject to varying F&B minimums plus a setup & labor fee. Events held in restaurants or venues not serviced by M Catering & Banquets will not be credited towards a group's contracted food and beverage minimum. Only events fully serviced and arranged by M Catering & Banquets will be counted towards a group's contracted food and beverage minimum unless specifically noted within the group's executed hotel contract.

### **PRINTED MATERIALS**

Please be advised that any advertising utilizing the hotel name, logo or any request to use hotel stationary, must be approved prior to distribution, in writing, by M Resort Spa Casino.



### **PRODUCT SAMPLES**

In the event that your organization or any of your exhibitors wish to provide either food and/or non-alcoholic beverages for the purpose of demonstration and/or sponsorship, the following shall prevail in defining the procedure and schedule of associated charges as a condition precedent to the provision of such products:

1. Samples are limited to products manufactured, processed, or distributed by the exhibiting company. Exceptions are cappuccino machines, espresso, coffee, and soft drink dispensers, or logo bottled water. Quantities are limited to “sample” sizes.
2. Food and beverage items used as traffic promoters (i.e., popcorn, coffee, bar service, ice cream) must be purchased from The M Resort.
3. Sample sizes are limited to up to two (2) ounces for food items and up to one (1) ounce for alcoholic and non-alcoholic beverage items.
4. Your CSM must approve all samples prior to them being brought on site.
5. All alcoholic beverages must be purchased from The M Resort and dispensed by The M Resort bartenders (prevailing rates will apply).
6. Product liability insurance is required when sample food/beverage is distributed at The M.
7. When preparing food for distribution in the booth, the exhibitor must have an Itinerant Health Permit (contact Southern Nevada Health District at 702.759.1258 or by email at [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)).

### **PYROTECHNICS / HAZERS**

Anytime pyrotechnics or hazers are used, the Fire Safety System will have to be disabled or “put into test mode”. This process will require several personnel to be dedicated to watching for potential fire or smoke in the area in which the Fire Safety System is disabled. Charges will apply for fire watch during rehearsals and show. In the case of Pyrotechnics/Flame Effects, a permit is required from the CHFD. Please submit your pyrotechnic/hazing schedules to your CSM, 30 days prior to your event. Please note we cannot allow pyrotechnic displays outdoors if the wind speeds are 10mph or greater.

### **RECEPTIONS**

Except for receptions immediately preceding lunch or dinner functions, reception in the conference space require a \$50 per person minimum spend on food, excluding beverage, tax, service, labor and miscellaneous charges.

### **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.

### **SIGNAGE AND DISPLAY ADVERTISING**

Additional cost and advertising opportunities are available. For more details on opportunities and signage, please contact your CSM and/or our AV Director.

The M 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 The M. In the event The M grants its consent for Meeting Group to advertise within the function space or on hotel property, it shall be a nonexclusive right to advertise, however signage is typically restricted to meeting area and should be prearranged with the CSM. Any signage or banners approved by the hotel may only be hung or by Encore.

It is the policy of The M that all signage approved must be professional and preapproved flame-retardant signs and banners. Any signage or banners approved by the hotel may only be hung by Encore.

It is highly recommended to create a nylon, cloth or vinyl sign with grommets evenly distributed to support the weight and width of the sign, along with a sewn in pocket at the bottom of the sign to properly weight the sign. Paper banners are not permitted.

### **SPA MIO**

To book an appointment, please contact our Call Center

### **SPECIALTY KEYCARDS**

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

### **SPECIALTY MEALS/DIETARY RESTRICTIONS:**

Catering Menu's have the ability to be modified within the same price point in order to accommodate all dietary restrictions. In the event that individual specialty meals are required the following pricing will be applied, this includes but is not limited to Kosher, Halal, Gluten Free, Vegan & Vegetarian.

Breakfast: \$85.00++

Lunch: \$105.00++

Dinner: \$145.00++

### **STAFF & CREW MEALS**

Staff and crew meal menus are available. Please speak with your CSM for menu options.

### **STORAGE**

Any crates, pallets, boxes, and exhibit panels cannot be stored in back of house hallways. Arrangements must be made with CSM for storage space.

### **TAX-EXEMPT**

Tax-exempt organizations must provide a Certificate of State Exemption to the Catering Office at least three (3) weeks prior to the event.

### **TO-GO BOXES & CONSUMPTION OUTSIDE CONVENTION AREA**

In accordance with health regulations, The M is unable to provide "to-go" packaging for perishable food intended to be consumed outside of the function space. Meals specifically designed for "Grab and Go" style-service can be arranged in advance. Please consult your CSM for additional information.



**ACKNOWLEDGEMENT**

I acknowledge receipt of the above Catering policies and agree to them.

Client's Signature

Date