

# *THE MEETING PROFESSIONALS GUIDE*

THE VENETIAN® THE PALAZZO® SANDS® EXPO

3355 LAS VEGAS BOULEVARD SOUTH LAS VEGAS, NEVADA 89109



Gary McCreary, CMP/CSEP/CPCE  
Vice President of Catering and Convention Operations



Kirsten Dimond  
Vice President of Operations, Sands Expo

**A Warm Welcome to “The Venetian®, The Palazzo®, and Sands® Expo” – one of the largest hotel/convention facilities in the world.** On behalf of our more than 10,000 Team Members, we would like to thank you for the opportunity to work with you and your team. It is said, “The Art of Making Art is Putting it Together. That’s what counts.” We know it’s all about the details and with the combined power of “The Venetian, The Palazzo, and Sands Expo”, we believe we have created one of the finest meetings facilities and meeting services teams in the world. Our dedicated team of professionals is here to assist, anticipate, and partner with you to ensure that your event is delivered at a level that will exceed your expectations.

To start the journey, your Catering & Conference Manager will be your primary guide through our campus (Food & Beverage is an exclusive service). From the outset, depending upon your needs, you will be introduced to and partnered with our Group Housing Services, our Group Hotel Services, and a Specialized Event Services (SES)/Event Manager.

Each of these teams plays a unique and critical role in coordinating and helping to bring your program together. Our Group Housing Services will assist with all of your group reservation set-up requirements prior to arrival. Our Group Hotel Services will help plan for your group’s arrivals, departures, and specific housing needs while staying with us. Your SES/Event Manager will oversee all of your event’s technical requirements and facilitate assistance with any trade show or exhibit needs you may have.

Should your event utilize space within “Sands Expo”, your SES/Event Manager will serve as your liaison to the convention center and ensure that all of your exhibit and trade show plans are optimally executed. Our Exhibitor & Business Service Representatives work closely with exhibitors to facilitate technical orders, recommend services, and provide ongoing support throughout the event. Our Food & Beverage team provides an array of offerings to enhance exhibitor and attendee experiences, including an incredible exhibit booth menu, a user friendly in-booth dining app, and roving carts filled with tasty treats. Our Show Cleaning Team ensures that the exhibit floor is show ready, and offers exhibitors the opportunity for booth cleaning services throughout the event. Since electrical, Internet, lighting, plumbing, rigging and telecom, Food & Beverage, and booth cleaning are all exclusive services, your SES/Event Manager plays an integral role in facilitating each of these moving parts for you, as well as your exhibitors.

All of us at “The Venetian, The Palazzo, and Sands Expo” are here to ensure that your event receives our utmost attention to ease your job as a Meeting Planner.

**Thank you in advance for the opportunity to partner with you in creating a successful event. Let the show begin.**

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# MEETING PROFESSIONAL'S CHECKLIST

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Below is a general timeline for your reference of items your Catering & Conference Manager and SES/Event Manager will need. Naturally, depending upon when your meeting books, the timeline will float and therefore should be used as a guide and not a hard and fast rule.

## 12 Months Out:

- Determine the number of guest rooms to be set aside for a sub-block or your staff/VIP rooms.
- Review reservation procedures for general attendees.
- Submit a copy of your housing form for approval (if applicable).
- Submit a copy of your exhibitor contract for approval (if applicable).
- Review suites held (COMP or otherwise).
- Submit a **tentative** program.

## 9 Months Out:

- Submit the Company and contact names of your general contractor, production company, security company, and any other outside companies you may be utilizing.
- Submit a copy of your certificate of insurance, naming "The Venetian, The Palazzo, and Sands Expo" as additional insured.
- Update tentative program.

## 6 Months Out:

- Submit a copy of your exhibitor list (if applicable).
- Submit a Fire Marshal-approved floor plan of your exhibit hall.
- Submit a definite and detailed program of all meetings, food and beverage functions, and exhibit hall hours with start and end times, a head count, and set-up style (theater, classroom, conference, etc.) for each function.
- Release all space not being utilized back to the Resort.
- Review any other Permit and certificate you may need with your Catering & Conference Manager and SES/Event Manager to be sure they are submitted.

## 6 Months Out:

- Submit an outline of any functions requiring set-up time of more than 2 hours prior to scheduled start time.
- Return a signed copy of the Acknowledgement Sheet for "The Venetian" Policies and Procedures (included in the initial Catering & Conference Welcome Packet).
- Review your equipment requirements to determine if you have needs beyond the standard Resort inventory. Needs beyond resort inventory will incur additional charges that will be billed to the group's Master Account.
- Review any equipment you are renting, including office equipment, two-way radios, copy machines, and cellular phones.
- Submit a copy of your mailings to your attendees.
- Discuss Hospitality requirements with Hospitality Manager.
- Make tentative banquet and wine selections.
- Determine arrival/departure location for all planned transportation with your Catering & Conference Manager.
- Submit all public space plans including signage, sponsorship, and banner requests.

## 90 Days Out:

- Provide shuttle bus schedules.
- Provide an outline of your telephone and Internet requirements.
- Decide dates and times for pre-convention and post-convention meetings.
- Submit/double check on status of requests to local authorities for Fire Marshal Plan, Health Permits, and Gaming Compliance Issues.
- Provide an outline of plumbing and cleaning requirements to SES/Event Manager.
- Submit an outline of power and rigging requirements to SES/Event Manager.

# MEETING PROFESSIONAL'S CHECKLIST

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## 60 Days Out:

- Submit credit requirements.

## 45 Days Out:

- Submit detailed and final specification for the set-up, audio-visual, and food and beverage requirements for each of your functions.
- Submit a list of reservations for your staff/VIPs/speakers to include arrival/ departure dates, type of accommodation requested, special requirements, and method of payment for room and incidental charges.
- Submit rooming list for your general attendees (if applicable).
- Submit copies of Fire Marshal-approved diagrams for any function set for 300 or more people.
- Submit fire watch schedule and certification due to resort.
- Submit hazing and pyrotechnics schedules.

## 30 Days Out:

- Submit an outline of any rehearsals that will be held in function rooms.
- Finalize any outstanding details needed for your arrangements.
- Submit final production schedules.
- Submit any VIP transportation requirements.
- Submit notification of any news or print media that has been invited to any of your events.
- Finalize arrangement for any organized group transportation.
- Submit Insurance Certificates for all outside vendors hired by your organization to do work on your behalf. (Please note prior to work being done in "The Venetian, The Palazzo, and Sands Expo," all outside companies must have certificates on file.)
- Ensure you or your production company have obtained necessary approvals from local officials (Fire Marshal approved plans, health permits, gaming compliance) or applicable.

- Submit security and EMT schedules.
- Submit final event schedule.
- Submit meeting room key requests.
- Provide an outline of floral requirements.
- Provide Fire Marshal approved plans for exhibit halls and lobbies (20 full size to scale copies required.)

## 14 Days Out:

- Return signed and approved group resume for distribution in Resort.

## 10 Days Out:

- Provide arrival/departure manifest (if applicable).
- Review Event Monitor posting(s) for all functions.

## 7 Days Out:

- Submit any changes to original resume provided.
- Submit any changes to original BEOs provided.
- Submit Animal Permit Liability form, if required.

## 72 Business Hours Prior to Function:

- Submit guarantees for all F&B Events (guarantees are not subject to reduction once given). Should no standard be submitted in writing, you accept and agree that the expected number is the standard and, as such, is not subject to reduction. **Note:** Guarantees for events with 3,500 or more attendees require an earlier guarantee – see page 10 for more details.

If you need assistance or should you have any questions on any of the above items, please contact your Catering & Conference Manager.

## ACCOUNTING/CREDIT

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### *Meetings/Convention Cash Paid Outs Policy*

For accounts with established credit, a cash paid out can be arranged. Your Catering & Conference Manager will coordinate with you on the cash paid out request should the requirements be met.

Your billing representative will work with you on establishing credit for your event should the requirements be met.

### *Master Accounts Billed To A Credit Card*

In order to set up this form of billing we request that you complete a Credit Card Authorization form, located in meeting forms document.

“The Venetian, The Palazzo, and Sands Expo” accept all major credit cards. Wires and checks are accepted under restricted guidelines.

### *Master Account Review*

Once on site, your Catering & Conference Manager will assist you in arranging a bill review of your Master Account with your Group Hotel Services Representative.



# BANQUET STANDARDS AND POLICIES

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## Alcoholic Beverages and Alcoholic Beverage Services

“The Venetian, The Palazzo, and Sands Expo” is regulated by the Nevada State Alcoholic Beverage Commission. 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. All food and beverage items must be purchased from the Resort. We welcome your request for special items, which will be charged in their entirety per specific ordered quantities. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.

Alcoholic beverages may not be brought into “The Venetian, The Palazzo, and Sands Expo” from outside sources.

Bartenders are required whenever alcoholic beverages are served in the Resort function space. The Resort does not allow self-service of alcoholic beverages at anytime in the Meeting Space. In the event that you wish to order special alcoholic beverages that are not in “The Venetian, The Palazzo, and Sands Expo” inventory, these items must be ordered by the case. Please be aware that these items may not be returned and must be paid for in their entirety. Unused cases may not be sent to guest suites or leave “The Venetian, The Palazzo, and Sands Expo” premises.

Package Bars do not include Passed Beverages or Table-Side Wine Service.

The legal drinking age in Nevada is 21. Proper identification is required when attending a function with alcohol in order to be served.

## Banquet Service Ratios

The following service ratios will apply to all Food & Beverage functions. If you require more servers we can accommodate your requests but additional fees will apply.

Plated Breakfast.....	2 servers per 40 guests
Buffet Breakfast .....	2 servers per 40 guests
	<i>This calculation includes required attendants on standard buffets</i>
Plated Lunch.....	2 servers per 40 guests
Buffet Lunch .....	2 servers per 40 guests
	<i>This calculation includes required attendants on standard buffets</i>
Plated Dinner.....	2 servers per 30 guests
Buffet Dinner .....	2 servers per 30 guests
	<i>This calculation includes required attendants on standard buffets</i>
Hosted Consumption Bar.....	1 bar per 75 guests
Hosted Package Bar .....	1 bar per 100 guests
Cash Bars.....	1 bar per 150 guests

# BANQUET STANDARDS AND POLICIES

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## *Banquet Guarantee Policies*

Ten (10) work days prior to all food functions, the Hotel requires the expected number of guests for each scheduled event. The expected number of guests cannot be reduced by more than ten percent (10%) at the time the final guarantee is given to the Hotel.

- Guarantees for functions of 3,499 guests and below must be due no later than noon, three (3) business days (72 hours) prior to the scheduled function, as to the exact number of guests to attend all planned functions.
- Guarantees for functions of 3,500-4,999 guests, shall be due no later than noon, five (5) business days prior to the scheduled function.
- Guarantees for functions more than 5,000 guests, shall be due no later than noon, seven (7) business days prior to them scheduled function.
- Guarantees for Sunday and Monday events must be given no later than noon of the preceding Thursday.
- Guarantees for Tuesday events must be given no later than noon of the preceding Friday. In some instances, more advance notice may be required due to menu complexity, holidays, delivery, or other constraints.
- The guarantee numbers provided are not subject to reduction, and charges will be applied accordingly.
- The overset for any event guaranteed for 100 or more people will be calculated at 3%. This 3% overset will not exceed 50 place settings.
- For events of 100 persons or less, the guarantee will equal the "set."
- Should the client not notify "The Venetian, The Palazzo, and Sands Expo" of a guarantee number, "The Venetian, The Palazzo, and Sands Expo" shall utilize the expected number as the final guarantee.
- Should the guarantee decrease by 15%, "The Venetian, The Palazzo, and Sands Expo" reserves the right to charge room rental, services charges, and/or relocate your group to a smaller room.

Please note the following shall apply to all increases in guarantees received within 72 business hours:

1. Guarantee increases received 24 to 48 hours prior to the event that exceed the 3% overset shall incur a 10% price increase. This excludes coffee, decaffeinated coffee, tea, soft drinks, and mineral waters ordered on a consumption basis. Example: 72-Hour GTD is given for 500 guests for a lunch menu priced at \$67.00++. The overset for this GTD is 515.
  - 48 hours prior to the event: a request for an increase to 550 is received
  - 515 lunches (original GTD plus 3%) will be priced at \$67.00++ per person
  - 35 lunches will be priced at \$73.70++ (price plus 10%) per person
2. Guarantee increases received day of the event that exceed the 3% overset shall incur a 15% price increase. This excludes coffee, decaffeinated coffee, tea, soft drinks, and mineral waters ordered on a consumption basis. Example: 72-Hour GTD is given for 500 guests for a lunch menu priced at \$67.00++. The overset for this GTD is 515.
  - Day of function: a request for an increase to 550 is received
  - 515 lunches (original GTD plus 3%) will be priced at \$67.00++ per person
  - 35 lunches will be priced at \$77.05++ (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.

Please note that in some cases "The Venetian, The Palazzo, and Sands Expo" may not be able to accommodate increases in Food & Beverage quantities.

# BANQUET STANDARDS AND POLICIES

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## Pop-Up Orders Placed Within 72 Hours

Any menu ordered within 72 hours of the function date will be considered a “pop-up” and subject to special menu selections and pricing. Consult your Catering & Conference Manager for pop-up menus and pricing.

## Labor Fee

- A \$50 labor & preparation charge will be applied to all Continental Breakfasts and breaks for less than 20 people.
- A \$100 labor charge will be applied to all other meals or events for less than 20 people.

## Additional Charges

- For plated menus served as a buffet, a surcharge of \$5 per person will apply for all functions more than 100 guests.
- For plated menus served as a buffet, a surcharge of \$12 per person will apply for all functions between 20 and 99 guests.
- For plated menus served as a buffet, a surcharge of \$14 per person will apply for all functions between 10 and 19 guests.
- In the event that a buffet is served for an amount under the minimum quoted on the banquet menu, a surcharge of \$5 per person will apply for all functions between 20 and 99 guests.
- In the event that a buffet is served for an amount under the minimum quoted on the banquet menu, a surcharge of \$7 per person will apply for all functions between 10 and 19 guests.
- All Pool functions are subject to an F&B minimum of \$85 per person (Sept-April) and \$125 per person (May-August).
- All Madame Tussauds functions are subject to an F&B minimum of \$85 per person and a \$1,500 set-up fee.

## General Terms

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

1. Patron 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.
2. The basis for those changes would be an increase in costs of food, beverage, or other costs of the operation existing at the time of performance.
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 patron agrees to pay them separately.
4. 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.
5. All food and beverage items must be purchased from the Resort.
6. We welcome your request for special items, which will be charged in their entirety per specific ordered quantities.
7. Nevada state law further prohibits the removal of alcoholic beverages purchased by the Resort for client consumption.
8. Prices printed and products listed are subject to change without notice.

## Performance

Performance of this agreement is contingent upon the ability of the Resort management to complete the same and is subject to labor troubles, disputes or strikes, accidents, government (federal, state, or municipal) requisitions, restrictions upon travel, transportation, foods, beverages or supplies, and other causes whether enumerated herein or not, beyond control of management preventing or interfering with performance.

# BANQUET STANDARDS AND POLICIES

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## Payment Terms

1. Payment shall be made in advance of the function unless credit has been established.
2. If credit has been established, a predetermined deposit will be required at the time of signing the contract, along with the additional amount to be paid prior to the event.
3. The balance of the account is due and payable 30 days after the date of the function. A service charge of one-and-one-half percent per month is added to any unpaid balance over 30 days old.
4. The Banquet Event Order (BEO) is the governing document for all goods and services order by the client. Client's signature on said BEO represents an agreement and approval for the goods and services represented on the BEO. All Banquet Checks presented prior to final billing are subject to an audit and may vary from final invoiced Banquet Checks.

## Food and Beverage Products

"The Venetian, The Palazzo, and Sands Expo" 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 Venetian and The Palazzo."

## Continental Breakfast Service and Fees

- Continental Breakfasts are priced as roll-in service that attendees will use in conjunction with other events (such as the General Session).
- If your group will require any seating or place settings on tables, a \$2 per person labor fee may be incurred to cover the extra costs.
- A \$50 labor and preparation charge will be applied to all Continental Breakfasts under 20 people; your Catering & Conference Manager will be able to determine if a fee will apply.

## Retail Concession Outlets

Permanent concession outlets (Bistros) are located in Halls A, B, and C. Please contact the "Sands Expo" Food & Beverage Retail Manager to discuss requirements.

## COD Sales

The following guidelines apply to all COD Sales:

1. \$1,000 daily set-up fee, per meal, per cart, or per buffet line. For each whole increment of \$1,000 in sales, a \$1,000 set-up fee will be waived.
2. Cashiers and attendants are charged at the rate of \$175 per meal period. For each whole increment of \$500 in sales, a \$175 cashier and/or attendant fee will be waived.
3. "The Venetian, The Palazzo, and Sands Expo" will determine the menu and quantity of all items.
4. The Southern Nevada Health District requires a health permit for all COD sales. Fees vary depending upon notification. Clark County regulations may require you to obtain an Event Coordinator Permit from the Clark County Health District. Your Catering & Conference Manager will assist you in determining the county's fees.
5. All alcoholic beverages must be purchased from "The Venetian, The Palazzo, and Sands Expo."
6. All alcoholic beverages must be dispensed by bartenders from "The Venetian, The Palazzo, and Sands Expo" (prevailing rates will apply).
7. Heating or cooking in any form must be approved by the Clark County Fire Department and Southern Nevada Health District.
8. Credit Card transactions only; cash is not accepted.

## Seating

- Meal prices are based on 6-foot rounds of ten (10) people each.
- A service charge may apply if tables are set for less than ten (10) guests. Please advise your Catering & Conference Manager of any head table, stage, or dance

# BANQUET STANDARDS AND POLICIES

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## Special Meal Orders

Special Meals are defined as those meals requested for service other than the principal menu, either contracted in advance or at the time of service. All special meals must be included in the guarantee number. If the number of special meals exceeds the contracted number, the special meals will be charged over and above the guaranteed or actual number, whichever is greater. Please note: Special meals will be charged at market price.

## Banquet Service Charge

The Resort's current service charge is 23%.

*Service charge is subject to change with or without notification.*

## State Tax

Current Nevada sales tax is 8.25% and will be billed to your account on all equipment rentals, food, alcoholic and non-alcoholic beverages, set-up service, cleanup service, and labor fees.

*Sales tax is subject to change with or without notification.*

## Food And Beverage Product Demonstrations, Samples, or Sponsorship

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.
2. Items used as traffic promoters must be purchased through "The Venetian, The Palazzo, and Sands Expo."
3. Food samples are limited to one (1) ounce and non-alcoholic beverages are limited to two (2) ounces.
4. Your Catering & Conference Manager must approve all samples prior to them being brought on site.

5. Each exhibitor providing samples must complete and return "The Venetian, The Palazzo, and Sands Expo" Food & Beverage Sample Request Form.
6. 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)).
7. For catering sponsorship items, please refer to the "Sands Expo" sponsorship section.

## Dispensing of Food and Beverage Product Samples

- Items dispensed 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 - discuss with your Catering & Conference Manager.
- Food and beverage items used as traffic promoters (i.e., popcorn, coffee, bar service, ice cream) must be purchased from "The Venetian, The Palazzo, and Sands Expo."
- All alcoholic beverages must be purchased from "The Venetian, The Palazzo, and Sands Expo" and dispensed by "The Venetian, The Palazzo, and Sands Expo" bartenders (prevailing rates will apply).
- Sample sizes are limited to (1) ounce for food items and two (2) ounces for non-alcoholic beverage items.
- Product liability insurance is required when sample food is distributed at "The Venetian, The Palazzo, and Sands Expo."
- "The Venetian, The Palazzo, and Sands Expo" will institute a charge for any rental equipment, storage of items, or cleaning of equipment associated with the distribution of samples.

# MEETING SERVICES

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## Equipment Inventory

The Resort's convention inventory is supplied at no charge. If your requirements are larger than the Resort supplies, additional costs may be incurred in order to secure additional equipment to meet your needs.

## Staging

"The Venetian, The Palazzo, and Sands Expo" does not provide production staging for large events. These types of stages should be custom built by the client, rented through an outside source, or rented through "The Venetian, The Palazzo, and Sands Expo" at an additional cost.

## Set-Up Fees

Extraordinary set-ups, set delays caused by a general contractor/production company, and schoolroom sets may incur a labor charge. Set-up changes made less than 24 hours prior to a function may incur a labor charge. Hourly labor rates are currently \$45 per hour per person with a 4-hour minimum for each person.

## Facility Carpet Protection

Visqueen must be installed prior to using any lifts, placing crates or laying carpet over existing carpet. Pallet jacks and the use of straight edge razors are prohibited on all carpeted areas.

## Meeting Room Keys

Key cards to all meeting rooms (with the exception of The Venetian Ballroom and Exhibit Halls) are available through your Catering & Conference Manager and SES/Event Manager.

- Keys can be supplied at no charge as long as they are returned upon completion of the program.
- Keys must be returned to your Catering & Conference Manager or a Catering & Conference Coordinator at the conclusion of your program.
- There is a \$25 fee for each non-returned magnetic key. Magnetic keys allow for one room entry.
- There is a \$100 fee for each non-returned smart key. Smart keys allow for multiple room entry and re-key of space.
- The Venetian Ballroom is a hard key system. Please contact your Catering & Conference Manager for more details.
- In re-keying a room, "The Venetian, The Palazzo, and Sands Expo" assumes no liability for the security of items within the room.

## Meeting Services Hotline

**Dial 71112 from any house phone, available seven days a week from 6 a.m. to 11 p.m.**

For your convenience, we have established a Meeting Services "Hotline." For any convention need, be it more coffee for your break, more chairs for your general session, or temperature concerns, dial **71112** from any house phone. Your call will be answered by a Meeting Services Team Member who will assist you. The Hotline is answered from 6 a.m. until 11 p.m., seven days per week.

## Catering & Conference Coordinators

As an extension to your Catering & Conference Manager, our Catering & Conference Coordinators will be on the floor to ensure that your event set up, food, and beverage are as planned. In addition, they will ensure additional requests are met.

# MEETING SERVICES

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## Noise Levels

“The Venetian, The Palazzo, and Sands Expo” retains the right to regulate the volume of any sound, whether it be music, voice, or special or artificial effects to the extent that the same interferes with other guests within the facilities or is determined to be offensive or otherwise violates the terms, or the rules and regulations, or agreement.

## Facility Damages

As building damages may occur, we suggest that a member of your staff take advantage of the pre- and post-event building damage inspection.

- A Team Member of “The Venetian, The Palazzo, and Sands Expo” and your representative will inspect the facilities and sign off during the pre- and post-walkthrough as to the condition of our convention property.
- Should you decide to waive the walkthrough, you agree that the facilities are in good repair.
- During the course of your event, if any damage is sustained to the property, your company will be liable and responsible for all repairs and costs incurred, which will be charged to your account.

## Event Postings

- “The Venetian, The Palazzo, and Sands Expo” provides complimentary posting of general meeting information on our Event Directory Boards on individual flat-screen monitors outside each meeting room.
- The optimal settings to display meeting information is 32 characters.
- For information and fees relating to branded placement on these screens, please consult with your Catering & Conference Manager.

## Standard Meeting Room Amenities

Standard meeting room amenities are set according to our sustainable meeting standards.

- White linens for resort tables
- Sands ECO 360° Water Stations, Notepads, and Pens
- Podiums/Lecterns

# “SANDS EXPO”/SES SERVICES

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## Exclusive/Non-exclusive Services

Specialized Event Services (SES) is the exclusive provider of the following:

- Audio/Visual Equipment and Labor
- Electrical
- Rigging/Lighting/Banner Hanging
- Internet
- Telecommunications
- Truss and Motor Rental
- Plumbing
- Convention Services/Booth Cleaning

Non-exclusive services:

- Computer Rental
- Satellite Services General Session
- Floral

Please contact your SES/Event Manager for more information and for assistance with all show management requirements.

## Scope of Work

At Sands Expo, The Venetian and The Palazzo, some services are exclusively provided through our various SES departments. This exclusivity is necessary for safety concerns, consistency in standards, and efficiency. Set forth below is a description of those services to assist you in the planning of your event.

- The assembly, installation, operation and dismantling are exclusive and may only be performed by SES departments labor for the following:
  1. Anything attached to truss or building structure, i.e. lighting, cabling, audio, video equipment, special effects gear, etc.
  2. All ground-supported truss, lighting and rigging systems. This includes attachment of all equipment, drapery, signs and banners connected to ground supported truss.
  3. All floor-supported items that project more than 16 feet from the floor.

- Truss and Motor: All truss and motors are to be provided by SES Productions and the outside AV/production company or client shall be responsible for all charges.
- Specialized Production requirements can be accommodated within the SES required program; please contact the Event Service Manager for more details.
- Once a labor crew reaches 20 + workers, a scheduling administrator will be added.
- Breakouts: Each event is allowed one General Session that could be provided by another production company, excluding any policies within the SES Scope of Work. All other meetings will be considered breakouts and fall inside this exclusivity.
- Once delivered to the facility loading docks, the handling and moving of all materials included in the Scope of Work will be exclusive to SES.
- All lift equipment required to perform the Scope of Work must be operated and rented through SES.
- Installation of the following is exclusive to SES labor and services:
  1. Cords and cables under carpet and final connection from equipment, light fixtures, power tracks and all electrical items to outlet(s)
  2. Electrical signage that comes separate from the display
  3. All antennas on or around the building, including set up and removal of interconnecting cables from outside to inside of the building and to exhibit booths.
  4. Portable generators, motor generators and converter transformers
  5. Portable cabling from main switch to all panels and distribution
  6. Fiber and communication cables, audio/visual, data and telephone cables
  7. Portable plumbing service (air, water and drains for all areas) whether in the exhibit area or not. Includes air compressors, various pumps and sub-pumps and hook-up of same.
  8. The use of individual air compressors or pumps is prohibited. However, if they are an integral part of the exhibit products, please contact SES in advance for approval.
- All work required in the catwalk structure is to be exclusively performed by SES labor. In addition, any equipment on or around the catwalk needs to be SES owned or inspected and approved.



# “SANDS EXPO”/SES SERVICES

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## Technology/Wi-Fi

- The Congress Center at “The Venetian, The Palazzo, and Sands Expo” is known as an industry trailblazer in the area of Wi-Fi capability. Working with Xirrus and Extricom solutions, the leading providers of high-performance wireless networks, our facility has become the largest 802.11 ac Meetings and Convention Center network west of the Mississippi.
- In addition to this high-density redundant Wi-Fi network, “Sands Expo” offers robust network reporting and analytics, complete with customization and engineering, as well as 6GB redundant WAN bandwidth. A \$1.8 million infrastructure upgrade to “Sands Expo’s” Hall G has further enhanced guest capabilities, ensuring a consistent experience irrespective of one’s event location.
- Our facility’s capabilities are matched by a highly trained team of CCNA and CCNP certified engineers who work in tandem with our A+ and Network+ certified technicians. Together, they manage our cloud ready infrastructure and ensure network security, efficiency and interoperability for every event.
- Our permanently installed wireless network was specifically designed to support a massive number of simultaneous connections. 3Gbps of bandwidth (backed up by an additional 10 Gbps), are dedicated solely to our 2.25 million square feet of meeting and exhibition space. Capable of supporting a massive number of simultaneous connections, we’ve never reached full capacity; a recent event broke records with close to 38,000 wireless devices concurrently connected.
- Utilizing three different ISPs, each provides 1Gbps of bandwidth that is aggregated to reach a 3Gbps capability. If one of these circuits has a problem we are able to work off of the other two, ensuring a seamless user experience.
- Customers are able to bring in their own network infrastructure. Spare fiber optic cables are in each of our data closets, which allow us to install outside network equipment.
- Customers are allowed to run their own cat5 cable above carpet inside of their meeting rooms. However, running any cable under carpet, across main walkways, or under air walls is prohibited.
- If there is a request to turn off the house wireless network, every effort will be made to do so at wireless access points in one’s rented space. There is no fee to turn off the wireless network.

## Cancellation Policy

All orders are subject to a 25% cancellation fee if cancelled within 24 hours prior to installation or delivery time. No refunds will be issued after a service has been installed or delivered.

## Exhibitor & Business Service Center

The Exhibitor & Business Service Center is an on-site location for ordering all SES services. Located in the lower lobby of “Sands Expo”, a variety of convenient business support services are also available. Operating hours are tailored to move-in, show days, and move-out schedules, with all of the flexibility that your event dictates. The coordination of services includes:

- Audio/Visual Rental
- Booth Lighting
- Photocopying
- Catering
- Plumbing
- Electrical
- Printing
- Faxing
- Rigging
- Floral
- Scooter Rental
- Hanging Applications
- Shipping & Handling
- Internet
- Show/Exhibit Booth Cleaning
- Lighting Rental
- Telecom

## Luggage and Coat Check

Located in the lower lobby of Sands Expo, adjacent to the SES/Convention Services Center, this service is available to all patrons attending your event. Patrons using this service will pay a per-item-per day fee at the time of check-in. Please contact your SES/Event Manager to schedule operating hours for your event.

## “SANDS EXPO”/SES SERVICES

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### *Exhibit Hall Climate Control*

Climate Control (air conditioning and heating) is provided in the exhibit halls during show hours only. Please contact your SES/Event Manager to request climate control during non-show hours and a related fee schedule. Fee Schedule is structured by hall, per hour with a four-hour minimum.

### *Exhibit Hall Lighting*

Overhead lighting in the exhibit halls is provided at 100% during show hours and at 50% during non-show hours. If additional lighting is needed during non-show hours, please contact your SES/Event Manager to receive an applicable fee schedule.

*Please note: Any overhead lights that burn out during show hours will be replaced after the show closes for the day.*

### *Donation Program*

“Sands Expo” manages an extensive donation program that supports a number of charitable organizations. An initiative of the Sands Eco360° Green Meetings program, it provides an opportunity for show management and exhibitors to impact the local community with unused materials remaining from the event. Please ask your SES/Event Manager for more details on ways to support this initiative.

# EMERGENCY/SECURITY

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## Emergency Equipment

“The Venetian, The Palazzo, and Sands Expo” is equipped with a state-of-the-art Life Safety System.

- The facility is equipped with an alarm system and sprinkler system that activates by heat-sensitive devices and smoke detectors in the ventilation system.
- Fire extinguishers and other emergency equipment are strategically located in all areas of the building.
- “The Venetian and The Palazzo” Fire Command Center continually monitors all building emergency systems throughout the facility.

## Emergency Staff - EMT Services

Our Security department is operational 24 hours a day and becomes the communications center and command post in the event of an emergency.

- The Catering & Conference Manager and SES/Event Manager are responsible for keeping show management and service contractors informed of decisions relating to emergency events in progress.
- Events with exhibit halls are required to contract EMT services for the event duration (including move-in and move-out). The Provider must be licensed and registered in the state of Nevada and/or with the Clark County Health District.

## Fire Extinguishers/Fire Hose Cabinets

- Please remember that all fire extinguishers and fire hose cabinets must be kept clear, accessible, and remain free of obstruction at all times.
- The fire hose cabinets, fire extinguishers, and permanent fixtures of the facility cannot be moved.

## Resort Employee Access

- It is understood that employees of “The Venetian, The Palazzo, and Sands Expo” may require access to your exhibit or production area for reasons including, but not limited to housekeeping, maintenance, and security.
- The Show Manager/Producer must agree to allow entry to employees of “The Venetian, The Palazzo, and Sands Expo” or Resort contractors presenting suitable identification and stating job-related need for their entry.

## Security Contacts

- **The Venetian House Emergency Number**  
4.9311 *on property* 702.414.9311 *off site*
- **The Palazzo House Emergency Number**  
7.9311 *on property* 702.607.9311 *off site*
- **Sands Expo Emergency Number**  
7.5195 *on property* 702.733.5195 *off site*

## Emergency Announcement Protocol

1. In the event of an alarm activation, audible, and visual alarms will activate. This is not a signal to evacuate the building.
2. An announcement will be made stating that the nature of the alarm is being investigated.
3. Once the nature of the alarm is determined, further instructions will be communicated.
4. In the event the alarm poses no danger, an “all clear” will be announced.
5. Should evacuation be necessary, we will communicate using our Life Safety System.

# EMERGENCY/SECURITY

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## Security Incident Reporting

- “The Venetian, The Palazzo, and Sands Expo” maintains 24-hour security over the interior/exterior of the facility, including all life safety and equipment systems.
- “The Venetian, The Palazzo, and Sands Expo” requires copies of all incidents of injury, vandalism, theft, etc.
- These should be reported to your contracted security immediately so appropriate investigations/reports may be initiated.

## Contracted Security

“The Venetian and The Palazzo” can supply security services throughout your contracted event space. Contact your Catering & Conference Manager for details.

Policies of Private Security Companies on “The Venetian, The Palazzo, and Sands Expo” Property:

1. A copy of current city/county business license and state security license on file with “The Venetian, The Palazzo, and Sands Expo” Security department per local ordinance.
2. Workman’s Compensation Insurance in accordance with Nevada law covering licensee’s employees.
3. Employer’s Liability as required by the State of Nevada – \$2 million for the State of Nevada for each occurrence.
4. Commercial General Liability – \$2 million for each occurrence.
5. Commercial Auto Liability – \$2 million for each accident for all owned and non-owned and hired automobiles.
6. A Certificate of Insurance for \$2 million naming Venetian Casino Resort, LLC (“VCR”), Sands Expo and Convention Center, Inc. (“SECCI”), Grand Canal Shops II, LLC (“GCS”) and Phase II Mall Subsidiary, LLC (“PIIMS”) and each of their parent subsidiaries and affiliates and each of their officers, directors, agents, and employees as respects the conduct of the named insured(s) in or about the property of VCR, SECCI, GCS, and PIIMS as additionally insured.
7. Security guards must have their Sheriff’s work card in their possession at all times.
8. Weapons of any type (guns, nightsticks, mace, etc.) are not allowed on “The Venetian, The Palazzo, and Sands Expo” properties unless approved as follows:
  - A. Letter from the Organization/Convention on their letterhead that is contracting the Event.
  - B. “The Venetian, The Palazzo, and Sands Expo” weapons request form, complete with all information.
  - C. Written permission must be granted by the Vice President of Security of “The Venetian, The Palazzo, and Sands Expo” before armed guards or firearms are allowed on premises.
9. “The Venetian, The Palazzo, and Sands Expo” Security departments are to be notified of any criminal or medical emergency immediately, incidents must be reported during the shift they took place.
10. Notify “The Venetian, The Palazzo, and Sands Expo” Security immediately of any major offense or unusual activity that may require reporting, assistance, or follow-up investigation.
11. Outside security agencies will keep “The Venetian, The Palazzo, and Sands Expo” Security informed of any action against any persons or of any properties seized, recovered, or found.
12. All rules and regulations of “The Venetian, The Palazzo, and Sands Expo” must be followed as enforced.
13. Emergency exits are for emergencies only.
14. Must have statutory workers compensation insurance.
15. Contracted Security Companies must complete a standby log when assigned to an area after show hours. This document will provide an accurate count on items of value that are being watched and accounted for. The standby logs will be available to “The Venetian, The Palazzo, and Sands Expo” Security when requested for review.

# EMERGENCY SECURITY

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## *Security Staffing Requirements and Traffic Control*

1. A security officer must be present while freight doors are being utilized. "The Venetian, The Palazzo, and Sands Expo" will not open any freight doors without this security present.
2. At least one (1) security officer in each exhibit hall during closed hours is required for fire watch.
3. A security officer must be present at any specific door being used after the facility is locked and during move-in and move-out.
4. Sufficient security must be present in front and around the building to maintain traffic control during your contracted period.
5. If your event has contracted two or more exhibit halls, your attendance is expected to exceed five thousand (5,000) attendees, if you are providing shuttles to other hotels, convention centers or to the airport for your attendees, or if your event is open to the public, you are required to contract or hire LV Metro Police. Please contact the Special Events Office at Las Vegas Metropolitan Police Department at (702) 229-3442. When LV Metro has been hired, this information must be included in your security plan provided to Catering & Conference Manager and SES/Event Manager.

## ADA

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### *Parking and Curbside Loading/Unloading*

Covered handicapped and overnight parking is available at “The Venetian and The Palazzo,” allowing access to hotel casino areas and “Sands Expo.” Limited oversized vehicle parking is available on the first level of The Venetian parking garage, and may be accessed from either the Las Vegas Boulevard or Koval Lane entrances. Curbside loading and unloading is prohibited.

### *ADA Requirements*

The Resort complies with the public accommodations requirements of the Americans with Disabilities Act (“ADA”) not otherwise allocated to the Organization in this Agreement, including (1) the “readily achievable” removal of physical barriers to access to the meeting rooms (e.g., speakers’ platform and public address systems), sleeping rooms, and common areas (e.g., restaurants, restrooms, and public telephones); (2) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is treated differently by the Resort than other individuals and (3) the modification of the Resort’s policies, practices, and procedures applicable to all guests and/or the Organizations as necessary to provide goods and services to disabled individuals (e.g., emergency procedures and policy of holding accessible rooms for hearing – and mobility – impaired persons until all remaining rooms are occupied).

The Organization shall be responsible for complying with the following public accommodations requirements of ADA:

(1) The “readily achievable” removal of physical barriers within the meeting rooms utilized by the Organization which the Organization would otherwise create (e.g., set-up of exhibits in an accessible manner) and not controlled or mandated by the Resort; (2) the provision of auxiliary aids and services where necessary to ensure effective communications of the Organization’s program to disabled participants (e.g., Braille or enlarged print handouts, interpreter or simultaneous videotext display); and (3) the modification of the Organization’s policies, practices, and procedures applicable to participants as required to enable disabled individuals to participate equally in the program.

The Organization shall attempt to identify in advance any special needs of disabled registrants, faculty, and guests requiring accommodation by the Resort, and will notify the Resort of such needs for accommodation as soon as they are identified to the Organization. Whenever possible, the Organization shall copy the Resort on correspondence with attendees who indicate special needs as covered by ADA. The Resort shall notify the Organization of requests for accommodation which it may receive otherwise than through the Organization to facilitate identification by the Organization of its own accommodation obligations for needs as required by ADA.

### *Wheelchairs and Scooter Rental*

Please contact “The Venetian and The Palazzo” Guest Services department or the SES/Convention Services Center.

### *Service Animals*

Please see page 41 for detailed information.

# COMPLIANCE

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## *Automatic Fire Safety System (AFSS) Requirements*

Within exhibit halls A-D, all single-level covered multi-story display areas greater than 1,000 square feet are required to have sprinkler coverage throughout the space. This must be installed and operational by the time booth construction is complete. For more information, please contact the Sands Expo Facilities Department at 702.733.5151 or [facilities@sandsexpo.com](mailto:facilities@sandsexpo.com).

## *Displays/Drapes/Hangings*

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal.

- Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant.
- Oilcloth, tarpaper, sisal paper, nylon, orlon, and certain other plastic materials cannot be made flame retardant and their use is prohibited.
- Manufacturer fire resistance certificate must accompany all materials.
- These items are also prohibited from covering any and all sprinkler heads.
- It is prohibited to hang any items from the sprinkler heads.

## *Fees*

**The Clark County Fire Department/Fire Prevention Bureau Permit and Service Fee Schedule is available at <http://www.clarkcountynv.gov/depts/fire>.**

## *Fire Marshal Permits and Approvals*

Function Space: In accordance with Article 25, Division I, Section 25.112 of the Uniform Fire Code, all functions with attendance greater than 299 require a Clark County Fire Marshal-approved diagram on the premises for and during each event.

- It is the sole responsibility of your Company to contact the Fire Marshal a minimum of thirty (30) days prior to your scheduled functions and submit in writing three (3) floor plans and appropriate documentation for any functions with attendance greater than 299 people.

- Your Company hereby acknowledges and warrants "The Venetian, The Palazzo, and Sands Expo" is not responsible for the production or development of any floor plan.
- A Fire Marshal-approved floor plan is to be forwarded to your Catering & Conference Manager and SES/Event Manager no later than twenty-one (21) days prior to the event.
- Any function with attendance greater than 299 people not approved by the Fire Marshal, will not, under any circumstances, be allowed to go forward or proceed.
- Floor plans must be submitted on 11" x 17" or larger.
- Floor plans submitted to the Fire Marshal must be in copies of 3 and folded.
- Rolled floor plans will not be accepted.

**Pre-event diagrams must be submitted to:**

**The Clark County Fire Prevention Bureau  
575 East Flamingo Road - Las Vegas, NV 89119 - 702.455.7316**

# COMPLIANCE

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## Floorplan Requirements

1. The following must be shown on the diagram for your event:
  - A. Scaled to a minimum of 1/20
  - B. Dimensions and square footage of the entire area
  - C. Size, location, and construction of booths or any object taking up floor space in the room
  - D. Table and chair location
  - E. Width of all aisles
  - F. Location and width of all fire exits
  - G. Location of ALL fire extinguishers and fire hose cabinets. One fire extinguisher per every 6,000 sq. ft. and travel distance not to exceed 75 feet.
  - H. Name of contact person and phone number
  - I. Move-in and move-out dates
  - J. Room name
  - K. Function name
  - L. Name of "The Venetian, The Palazzo, and Sands Expo"
  - M. Address of "The Venetian, The Palazzo, and Sands Expo"
  - N. Occupancy
  - O. Grandstands, bleachers, risers, and the like must be approved by The Clark County Fire Prevention Bureau
  - P. Perimeter/screen draping
2. All fire exits must be clearly visible with an illuminated exit sign above each.
3. Back-staging and rear-screen projection guidelines:
  - A. No storage boxes, musical cases, etc., may be stored behind staging.
  - B. Hyperthane cable protectors must be used to ramp all cable 1" in diameter or greater.
  - C. Ramp all cable leaving a function room to an outside area.
  - D. All wires less than 1" in diameter must be taped down with gaffer tape.
  - E. If exiting is covered by stage masking, there must be a clear path from masking to exit and illuminated exit sign located on masking.
  - F. Any fire extinguishers or fire hose cabinets located backstage must be clear and easily accessible.
4. Automobiles or other fuel-powered vehicles of any nature must follow the following guidelines:
  - A. Gas tank to be no more than 1/8 full of gasoline.
  - B. Batteries to be disconnected.
  - C. Locking gas caps.
  - D. Ignition keys removed and turned into Facilities or with agreement hold their own keys.
  - E. Propane tanks to be removed.
  - F. Each vehicle must be equipped with its own fire extinguisher.
  - G. All fuel-powered vehicles must have Fire Marshall approval.
  - H. Visqueen must be placed underneath to protect carpet. See page 42 for Insurance and Special Permits.
5. Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the Clark County Fire Department/Fire Prevention Bureau prior to the event for issuance permit.
6. All drapes, hangings, curtains, drops, and all other decorative material including Christmas trees shall be made from non-flammable material or treated and maintained in a flame-retardant condition.
7. Smoking is prohibited in all convention areas.



# COMPLIANCE

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## Hazing

Hazing for special events may be permitted with approval of the Clark County Fire Department/Fire Prevention Bureau and “The Venetian, The Palazzo, and Sands Expo.” Consult your Catering & Conference Manager or SES/Event Manager to obtain “The Venetian, The Palazzo, and Sands Expo” approval.

**The following steps need to be followed for the Hazing to be reviewed for approval:**

1. Notify the Catering & Conference Manager of the upcoming hazing events — they will then forward a Hazing Request form for either a winter and/or summer function.
2. Requesting party will need to complete and sign the Hazing Request form and return it to the Catering & Conference Manager for processing.
3. Fire Command will contact to schedule a haze demonstration to verify that the equipment and haze levels meet “The Venetian” requirements, and determine if the Life Safety Systems must be adjusted. The demonstration must be scheduled at least 24 hours in advance of first scheduled hazing event.
4. Once demonstration is scheduled, Fire Command will e-mail Facilities advising of scheduled demonstration time.
5. Fire Command is to contact and notify Security and Facilities to schedule Security for Hazing Event.
6. Fire Command will notify facilities for the final times of Hazing Event for billing.

## Pyrotechnics

Pyrotechnics for special events may be permitted with the approval of the Clark County Fire Department and “The Venetian, The Palazzo, and Sands Expo.” Please consult your Catering & Conference Manager or SES/Event Manager to obtain “The Venetian, The Palazzo, and Sands Expo” approval. City approval is obtained from the Clark County Fire Prevention Bureau by submitting a written plan of operations within sixty (60) days of the scheduled event date. Please contact the Fire Inspector directly via mail, telephone, or fax:

**Clark County Fire Department/Fire Prevention Bureau  
4701 W. Russell Road - Las Vegas, NV 89119  
Telephone: 702.455.7316, Fax: 702.735.0775**

## Combustible/Non-Combustible Storage

Floor plans must identify storage areas as “combustible or non-combustible” storage. On site these areas must be clearly marked and have fire extinguishers on all four corners. Roving security is required for combustible storage during non-show hours.

- Combustible Storage: drapes, tables, chairs, trash cans, access usage, signage, electric carts, pallet jacks, dollies, push carts, rolling cases, empty crate returns
- Non-Combustible Storage: metal, concrete, brick, dirt
- Carpet pigs, propane canisters, fork lifts, boom lifts, and equipment that requires propane or fuel are not permitted to be stored inside the facility

## Equipment Storage

Space permitting, a maximum of five (5) lifts may be stored in a pre-approved area located outside the building on the ramp/dock. No storage trailers, ramps, freight, or empties may be stored in this area. Empty returns must be preapproved by your SES/Event Manager. All life safety equipment/areas (exit aisles, exit doors, exit signs, hose valves, fire extinguishers, etc.) must remain visible and clear at all times. There must be at least three feet (3') of access on all sides from the equipment. For a complete list of regulations contact the Clark County Fire Department/Fire Prevention Bureau at 702.455.7316 or visit <http://www.clarkcountynv.gov/depts/fire>.

# COMPLIANCE

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## *Remote-controlled Devices/Demonstration Area*

For the purpose of demonstrating a product that requires use of an area outside of the exhibitor-assigned booth space, Meeting Planners are required to provide a Demonstration Area for this purpose. Products such as remote-controlled cars, drones, planes, helicopters, robots, etc. are to be demonstrated in a safely controlled area of the exhibit floor (i.e., Demonstration Area). The Demonstration Area must include safe netting appropriate to accommodate the product(s) being demonstrated and be included on the master floor plan submitted for Fire Marshal approval.

“The Venetian, The Palazzo, and Sands Expo” management reserves the right to determine what is acceptable in a safe and controlled demonstration area prior to final approval.

Sands Expo and its parent, subsidiary, and affiliated companies are to be held clear and harmless from any/all claims, demands, losses, liability, or expenses arising from the Sands Expo agreement to allow the display and operation of such product(s) in the proposed Demonstration Area.

## *Motorized Transportation*

Hoverboards, Segways, and other motorized transportation methods are not permitted at “The Venetian, The Palazzo, and Sands Expo.” Any patron that is requesting to use one of these devices for a disability must provide credible assurance.

## *Balloons/Inflatables*

Balloons inside the Facility must remain tethered to a fixed object and may be no larger than thirty-six inches (36”) in diameter. If any type of balloon/inflatable comes loose causing damage to any ceiling or other area (i.e., permanent and/or temporary light fixtures, electrical, audio/visual, etc.), the requesting party shall assume full liability for said damages and/or labor and equipment charges for retrieval. If balloons/inflatables are ingested into the HVAC system, the requesting party will assume full liability for these damages as well. Such an occurrence can cause system failures resulting in loss of service such as but not limited to lighting or HVAC units.

## *Nevada Clean Indoor Air Act/No Smoking Law*

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in the Congress Center and Sands Expo. Additionally, smoking is not permitted in restaurants, lounges where food is served, resort lobbies, elevators, guest room hallways, theaters, arenas, arcades, retail stores, and other indoor public spaces. The Casino Floor and certain lounges where food is not served are exempt.

## *Foyers*

All foyer space in “The Venetian, The Palazzo, and Sands Expo” Congress Center is considered public space. No private use and/or access is guaranteed at any time. Public traffic and movement of equipment will take place in foyer space.

# GAMING AND TAXING COMPLIANCE MATTERS

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## *Gaming Compliance*

The Nevada Gaming Commission requires notification and its approval for any of the following activities:

- Any event where Mock Gaming Takes Place
- Any event where a game of chance is to take place
- Any event where prizes are awards by chance

Events that fall into this classification are required to submit information to the Gaming Control Board through "The Venetian, The Palazzo, and Sands Expo" Compliance department to obtain approval. Approval must be granted before any activity shall take place. Approval Process must be started at least 30 days prior to event date in order to be processed by the Gaming Control Board. The Gaming Control Board's decision is final and "The Venetian, The Palazzo, and Sands Expo" is required by law to follow their decisions.

- Please note that Raffles are Illegal in the State of Nevada
- Please note that Lotteries are Illegal in the State of Nevada

## *Live Entertainment Tax (LET)*

Within the State of Nevada, any event that is sold to the general public where Live Entertainment is to take place shall be subject to a Live Entertainment Tax of 9%.

This amount is based on admission charge and does not apply to Food & Beverage or merchandise. Should your event fall into this classification, it is required that the event Organizer notify "The Venetian, The Palazzo, and Sands Expo" a minimum of 30 days prior to the event. The State of Nevada requires that "The Venetian, The Palazzo, and Sands Expo" collect LET for all events taking place on property. In addition, the event Organizer must exclusively use "The Venetian and The Palazzo" Box Office and Ticket Services. Consult your Catering & Conference Manager for additional information.

# GROUP SERVICES

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## Group Housing Services

Upon completion of the Sales process, your contract will be shared with the Group Housing Services team at which time a Group Housing Manager will be assigned. This individual will be your main point of contact for all housing needs, and partner with you to manage group master set-up, billing arrangements, rooming lists, inventory allotment, invoicing, and reminding you of key contractual deadlines throughout the planning process.

## General Policies

- Your contract outlines a number of critical deadlines and policies including cut-off dates, cancellation, and booking procedures. We request that you adhere to these dates and policies as they will ensure the hotel is prepared for your group's arrival.
- All reservations must be guaranteed with a deposit prior to arrival, please refer to your Group Housing Manager for specific details.
- To ensure a smooth check-in all reservations must include first and last name. For the safety of our guests, only guests listed on a reservation will be able to check-in.
- Guests must be 21 year of age or older to check-in.
- If one credit card is provided for ten or more reservations, a sub-master will be created to ensure accurate billing.
- Check payments must be received no later than ten (10) business days prior to the first group arrival.
- "The Venetian and The Palazzo" offer all clients the ability to utilize Passkey to manage their reservations, inventory, and blocks as well as access to real-time reporting.

## Hotel Assignment

Your Group Housing Manager will work with you to establish the inventory placement of all Run of Campus contracted groups.

## Rooming List Groups

It is required that all rooming list are submitted in an Excel format. Your Group Housing Manager can furnish a sample template upon request. A separate list is requested for each billing type (such as room and tax to master, guest pay own, etc.). This will allow your Group Housing Manager to process your rooming list quickly and accurately provide housing confirmation numbers and/or letters to you and your guests. Please include a separate column on each rooming list that contains the following information:

- Arrival Date
- Departure Date
- Arrival Time
- First Name
- Last Name
- Mailing Address
- E-Mail Address
- Method of Payment
- Special Requests

For your convenience, Passkey offers a registration link and the opportunity to provide seamless integration with most registration software programs. If you are interested in learning more, please speak with your Group Housing Manager.

## Call-in Groups

A private Passkey URL link and toll free phone number will be provided by your Group Housing Manager for attendees to book individual reservations. The URL is private to your group, and can be customized to your event. Using the URL enables guests to reserve, cancel, and change their own reservations. Use of the URL reduces the risk of event attendees booking outside of the contracted block.

*\*Available at an additional cost. Please see page 32 for pricing*

# GROUP SERVICES

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## Group Hotel Services

- Group Hotel Services is a specialized area within Hotel Operations that will be your liaison for all of your hotel needs, including all VIP requests, advancing suites, facilitating special requests, daily reports, and any other hotel needs that may arise. Approximately 30 days prior to your group's arrival, a Group Ambassador will contact you to discuss their role during your event.
- Group Hotel Services can also assist with all of your transportation needs. The vehicle selection includes, but is not limited to sedans, SUVs, limousines and shuttle buses. Group Hotel Services will ensure all details of your arrangements are executed with precision. To inquire about pricing, vehicle availability or to make transportation arrangements, please contact Group Hotel Services directly.
- Each day of your event, a Group Ambassador will meet with you to ensure that all service expectations are being met/exceeded.
- Group Hotel Services is conveniently located on level two of the Congress Center across from Bellini Ballroom 2101A.
- The hours of operation for Group Hotel Services is 6:00 a.m. until 9:00 p.m. daily; a Group Ambassador can be reached using any house phone by dialing extension 42120 or 702.414.2120 to assist with any requests. To send a fax, please use fax number 702.414.2160.

## Arrival Process

"The Venetian and The Palazzo" both offer our guests valet parking, self-parking, and taxi/sedan arrival points at their respective porte cochères. Each resort offers a separate and unique arrival experience and check-in area.

## Front Desk

"The Venetian and The Palazzo" each have a separate resort registration area. Each Front Desk is staffed 24 hours a day, seven days a week to assist with the following needs:

- Check-in and check-out
- Special requests
- Property orientation
- Establish credit for suite charging

## Specialty Arrival Options

"The Venetian and The Palazzo" offers a range of arrival experiences:

- **Meet & Greet:** A Group Ambassador can provide a personalized arrival experience for any guest with transportation arrangements. The guest will be met on the front drive as they exit their vehicle and escorted directly to their respective check-in area.
- **Invited Guest Check-in:** Located in the main lobby of each resort to the left of the front desk. This check-in experience offers expedited check-in.
- **Prestige at The Palazzo\*:** This arrival experience offers a private check-in on the twenty-third floor of The Palazzo. With exclusive amenities and personal touches, this service includes complimentary continental breakfast, evening hors d'oeuvres, nightly cocktail reception, Wi-Fi, business center and concierge services.
- **VIP Lounge:** The VIP Lounge is an exclusive area of the resort. The resort will review all requests for VIP Lounge access and will approve based upon eligibility and availability. The VIP Lounge is located in the main lobby to the left of The Venetian Front Desk and to the right of The Palazzo Front Desk. The hours of operation for The Venetian VIP Lounge are between 8:00 a.m. and midnight. The Palazzo VIP Lounge is available 24 hours a day, seven days a week.

*\*Available at an additional cost. Please see page 32 for pricing*

# GROUP SERVICES

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## Check-In and Hospitality Options\*

### (ALL SUBJECT TO AVAILABILITY)

Please contact your Group Hotel Ambassador if you are interested in these additional services:

- **Satellite Check-In:** A satellite front desk can be created in the meeting space for a private check-in experience. A Hotel Manager with Group Hotel Services and your Catering & Conference Manager will work with you to determine the best location. Satellite check-in requires advanced planning and is subject to availability.
- **Lobby Flex Desk:** Located in both “The Venetian and The Palazzo” lobbies, this option would provide the group with a convenient work space to welcome their guests to the hotel as well as provide registration materials.
- **Alternative Check-In Options:** The goal of “The Venetian and The Palazzo” is to ensure that our guests experience unmatched service throughout their stay. Please contact Group Hotel Services with any special requests.

## Pre-Key\*

Group Services is available to assist with advancing and pre-keying your group’s VIP’s as well as selected guests. To request pre-key, please read through the below guidelines.

- The names of guests selected for pre-key must be provided to your Group Housing Manager within five days of their arrival date to allow special requests to be pre-blocked.
- Reservations must be fully pre-paid with the \$150 per night incidental deposit, which is fully or partially refundable during the billing process if not used.

## Guest Services

Guest Services is available at the “The Venetian and The Palazzo” to assist each guest with valet services, luggage assistance, luggage storage and wheelchair or scooter rentals. Guest Services is able to offer the following amenities:

- **Porterage:** This service is available to assist your group in delivering luggage automatically to guest suites upon check-in. Upon departure out Guest Services team will then remove the luggage from each suite at a predetermined time as specified by the meeting planner. To arrange these services please contact Group Hotel Services.
- **Suite Deliveries:** Guest Services can deliver items to group attendees at specified times. Guest Services can place items inside the suite or hang them on the door handle of the suite. To arrange deliveries please contact Group Hotel Services.
- **Luggage Storage:** Guest Services can prepare a private luggage storage room in close proximity to your opening or closing events. Please contact your Catering & Conference Manager for availability of space and to arrange staffing.

The above guest services may only be staffed by Team Members of The Venetian and The Palazzo, and not by an outside company.

## Ride Share

To accommodate our guest needs to the fullest, “The Venetian, The Palazzo, and Sands Expo” has provided designated pickup and drop off location for Uber and Lyft services.

### THE VENETIAN

- **Pick Up:** 3rd Floor of The Venetian Guest Parking Garage
- **Drop Off:** Main Entrance (taxi drop off lanes)

### THE PALAZZO

- **Pick Up:** North end of the Upper Porte Cochere (in front of the shuttle area)
- **Drop Off:** Upper Level (available lane nearest the entrance)

*\*Available at an additional cost. Please see page 32 for pricing*

# GROUP SERVICES

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## Telecommunications\*

Telecommunications is available to assist with distributing personalized voicemails, text messages, and group wake-up calls. Please contact Group Hotel Services to arrange any of these requests.

## Guest Suite Policies

“The Venetian and The Palazzo” offer a dynamic array of suites with various amenities. To off the best suite product to you and your guests we ask that you read through the below policies.

- The removal, dismantle, or moving of suite furniture is not permitted without the consent of “The Venetian and The Palazzo” Management.
- Exhibiting or selling of goods and products in suites are not allowed, unless permission is received from “The Venetian and The Palazzo” Management.
- Each guest suite is equipped with 20 AMP 110-volt outlets. Exceeding this amount will result in a failure in flow of electric to the suite.
- The hotel can deliver items to guest suites if the weight of the items does not exceed 200 pounds.
- Placing of signage in the casinos, lobbies, guest suite hallways, and hanging inside of the suite would need to be approved by Group Hotel Services.

## Guest Suite Incidentals

Upon check-in a Front Desk Agent will ask for a method of payment and a valid government ID. If the room charge is paid for, the guest will have two options for their incidental deposit. If the room charges are not paid for the guest will be responsible for the room, taxes, and one of the following options for an incidental deposit.

### INCIDENTAL DEPOSIT OPTIONS:

\$100 minimum deposit that will allow the guest to access their in-suite amenities:

- Phone
- Movies
- Refreshment Center

\$150 per day deposit that will allow the guest to charge back their suite in addition to the in-suite amenities listed above.

## Hotel Occupancy Tax

The currently hotel occupancy tax in Clark County is 13.38%. Taxes are subject to change without notice.

## Resort Fee

Rates do not include a daily resort fee of \$39 plus applicable tax per night, payable upon check-in. The Resort Fee includes: access for two to the fitness facility within the Canyon Ranch SpaClub, in-suite Internet access (Wi-Fi or Ethernet), boarding pass printing, unlimited local and toll-free calls, and access to thousands of top magazines and newspapers via free PressReader app. Exclusions may apply.

## Smart Plan\*

In addition to the daily Resort Fee, the hotel offers this upgraded package. The Smart Plan is an additional \$40 plus applicable tax per night and includes: 50% off drinks in the casino floor bars, in-suite top-tier Wi-Fi, (2) premium lattes or cappuccinos per day at Café Presse, and unlimited downloads of newspapers and magazines.

## High-speed Tiered Internet

“The Venetian and The Palazzo” offers upgraded Internet within guest suites. Please speak with your Front Desk Agent upon check-in for pricing.

- Tier 1 (inclusive with the Resort Fee): Up to 3 MB
- Tier 2: Up to 5 MB
- Tire 3 (inclusive with Smart Plan): Up to 10 MB

*\*Available at an additional cost. Please see page 32 for pricing*

# GROUP SERVICES

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## Group Services Pricing

As described in the previous pages, please find below a schedule of fees for the additional services. Please contact your Catering & Conference Manager of Group Hotel Services if you are interested in any of these services:

### FRONT OFFICE & CONCIERGE

- Generic or name specific handout at check-in..... \$2.50 per item
- Lobby Flex Desks Rentals.....\$750 per day
- Personal Concierge Service..... \$50 per hour, per concierge

### GROUP HOTEL SERVICES

- Pre-key .....\$3.00 per suite
- Satellite Check-in
  - One-time Set-up Fee..... \$2,500
  - Staffing..... \$35 per hour, per agent
  - Additional charges may apply, please speak with a Hotel Manager of Group Hotel Services to customize the experience*
- Conference Room Rental . \$150 per hour or \$1,000 all day (8a-8p)

### GUEST SERVICE

- Porterage..... \$9 per guest (round trip)
- Luggage Storage..... \$35 per hour, per bellman
- Freight/Package Assistance..... \$30 (Front Drive to Congress Center)
- Suite Deliveries..... \$3-\$5 depending on delivery per item, per suite
- Door Hangers.....\$2.00 per item, per suite
- Bagging Items (0-1,000 items) ..... \$0.50 per bag
- Bagging Items (1,000+ items) ..... \$0.75 per bag
- Less than 72 hour notice on delivery..... additional \$0.50 per item

### TELECOMMUNICATION

- Voicemails.....\$1 per suite
- Text Messages ..... \$1 per suite

### HOUSEKEEPING

- Standard Turndown Services .....\$3 per suite, per night
- VIP Turndown Services .....\$5 per suite, per night  
(Standard turndown plus slippers and chocolates)



# TRANSPORTATION

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Please forward to your Catering & Conference Manager and SES/Event Manager your transportation plan with the following information included:

- Name of transportation company that you have selected
- Telephone number for transportation company
- Key contact on-site for shuttle buses
- Number of buses being utilized on the property
- Number of routes that will be running
- Schedule of dates and hours of the shuttle service
- Hours of peak traffic inbound and outbound
- For private charter loading and unloading slips, please contact your Catering & Conference Manager
- For groups that have Destination Management Companies (DMC), please provide the name of the contact
- All shuttles should be restricted to assigned transportation slips
- Any extra shuttles/buses will be staged along the shared access road and will require that this be coordinated by the DMC or transportation company
- Any request for transportation through the front drive of either "The Venetian or The Palazzo" must be approved by Guest Services management
- No charter buses are permitted on the hotel front drives without the approval of Group Hotel Services

# FEDEX OFFICE BUSINESS CENTER

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## FedEx Office Business Center and Parcel Management Services

FedEx Office can provide services and equipment to support and enhance the needs of your event and program. The Business Center is located in the Congress Center on the 2nd Floor/Casino Level, at the end of the Bellini Ballroom corridor, next to Bellini Room #2006.

## Hours and Contact Information

**Address:** FedEx Office Business Center  
The Venetian and The Palazzo  
3355 Las Vegas Blvd. South  
Las Vegas, NV 89109

**Hours:** Monday- Friday, 6 a.m. - 9 p.m.\*  
Saturday -Sunday, 6 a.m. - 6 p.m.\*

**Phone Number:** 702.836.4400 702.836.4401

**Fax Number:** 702.262.0801 702.262.3938

**Email:** usa5607@fedex.com

*\*Hours are subject to change. Please speak with Catering & Conference Manager if additional hours of operation are needed for your event.*

## Products and Services

FedEx Office on-site print experts provide fast and convenient service to meet your needs, producing everything from eye-catching flyers, signage, banners, and posters to specialty graphics like column wraps and floor graphics. FedEx Office offers mobile print solutions for added convenience during your event. The following services can be utilized in the Business Center:

- Finishing Services (i.e. binding, cutting, folding, collating)
- Fax Services
- DVD/USB Flash Drive Reproduction
- Grand Format Signs/Banners
- Computer Rental Services (Internet access, printing and scanning capabilities)
- Packing Services
- Shipping and Office Supplies

Please contact a FedEx Office Team Member for additional information.

## 24-hour Access

FedEx Office Business Center offers 24-hour access to guests of "The Venetian and The Palazzo" who hold a valid guest suite key. Guests may access the self-serve equipment, which includes:

- Computer Stations (with scanning and printing capabilities)
- Color Copying
- Fax
- Complimentary Boarding Pass Printing
- Complimentary FedEx Express shipping supplies

Guests will need to use a Credit Card as method of payment after business hours.

## Equipment Rentals

FedEx Office can provide a variety of equipment rentals for your show and meeting needs. Every equipment rental will include delivery to your meeting space (within "The Venetian and The Palazzo" Congress Center, Meeting Rooms, and Guest Suites) and service support. Below is a brief listing of available rental equipment:

- Black and White Printer (various speeds)
- Color Printers (various speeds)
- Fax Machines
- Laptops
- Shredders

Please contact a FedEx Office Team Member for pricing and additional information.

## Payment Options

During business hours, guests may utilize various methods of payments for services in the Business Center:

- Guest Suite Charge
- Master Account (Designated Authorized Signors only)
- Cash/Credit Card
- FedEx Office/FedEx account

# SHIPPING AND RECEIVING, FEDEX OFFICE PARCEL MANAGEMENT

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## Shipping and Receiving Packages

Our FedEx Office Business Center and Parcel Management office handles all shipping and receiving for our guests.

All tradeshow exhibitors must ship directly to their contracted decorating freight company for delivery as listed in The Exhibitor Guide. Tradeshow and Exhibitor freight misdirected to FedEx Office Business Center is subject to delayed delivery.

## Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards to prevent package routing delays. Please schedule your shipment(s) to arrive 3 - 4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s).

Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of "The Venetian or The Palazzo." Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package(s) will be returned to sender, who will be responsible for any shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at 702.836.4400. Package deliveries should only be scheduled after the recipient has checked into the hotel.

## Package Labeling Standards

Hold for Guest: (Guest Name) (Guest Cell Number)  
c/o FedEx Office at The Venetian/The Palazzo  
3355 Las Vegas Blvd. South  
Las Vegas, NV 89109  
(Convention/Conference/Group/Event Name)

Box \_\_\_\_ of \_\_\_\_

# SHIPPING AND RECEIVING, FEDEX OFFICE PARCEL MANAGEMENT

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## *Shipping and Receiving – Instructions*

There is limited loading dock space for shipments sent by local carriers, and delivery schedules must be arranged and approved in advance. The Catering & Conference Manager will coordinate the appropriate arrangements, at least fourteen (14) days prior, with Business Services Division, the Receiving Dock Master Foreman, and Security to ensure a successful delivery of your items to “The Venetian and The Palazzo.” Shipments arriving at the loading dock without prior authorization from the Catering & Conference Manager may be refused by “The Venetian or The Palazzo.”

## *Package Delivery Within the Hotel*

FedEx Office will complete delivery or pick up of packages within Congress Center, Ballrooms, Meeting Rooms, and Guest Suites.

In cases where a drayage company or decorator is used, FedEx Office team members are not permitted to deliver shipments directly to your booth on the exhibit floor. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address.

Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

## *Package Delivery to Guest Suites*

FedEx Office will complete delivery or pick up of packages to Guest Suites. “The Venetian and The Palazzo” Resort-Hotel-Casino has a weight restriction of 200 pounds (93kg). Any shipments to guest suites over 200 pounds (93kg) need to be approved through FedEx Office team members or delivered to an approved area of the Congress Center or other approved areas of “The Venetian and The Palazzo.”

## *Upon Your Arrival*

Packages will be available for pick-up inside the FedEx Office Business Center (receiving fee will apply). Pallets, crates, display cases, and other heavier items may be scheduled for delivery by contacting our staff (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, FedEx Office requires the package recipient’s signature before a package can be released from the FedEx Office. Release signatures are captured at the time of package pick-up or package delivery to the recipient.

## *Upon Your Departure*

All outbound packages must have a completed carrier airbill affixed to each package. FedEx Office offers packing and shipping services in the Business Center, and packaging supplies (boxes, tapes, etc.) are also available for purchase. FedEx Express shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound Handling Fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## *Terms and Conditions*

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packaging, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor FedEx Office and Print Services, Inc. provides such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect, relating to or arising out of any loss or damage to any package or its contents (unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above). By sending your package to the Hotel, sender agrees to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering packages.

# SHIPPING AND RECEIVING, FEDEX OFFICE PARCEL MANAGEMENT

## Package Handling Fees

PACKAGE WEIGHT	INBOUND OR OUTBOUND PACKAGE HANDLING FEE	INBOUND OR OUTBOUND DELIVERY OR PICKUP FEE
0.0 - 1.0 lbs.	\$7.00	\$10.00
1.1 - 10.0 lbs.	\$10.00	\$15.00
10.1 - 20.0 lbs.	\$15.00	\$25.00
20.1 - 30.0 lbs.	\$20.00	\$30.00
30.1 - 40.0 lbs.	\$25.00	\$35.00
40.1 - 50.0 lbs.	\$30.00	\$40.00
50.1 - 75.0 lbs.	\$40.00	\$50.00
75.1 - 100.0 lbs.	\$50.00	\$60.00
Pallets and Crates*	\$0.75/lb. (\$250.00 Minimum)	\$0.75/lb. (\$250.00 Minimum)

Prices are subject to change.

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75/lb. (\$250.00 minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15-minute increments.

## Storage and Oversize Fees

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 - 10.0 lbs.	\$5.00
11.0 - 30.0 lbs.	\$10.00
31.0 - 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets and Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet on all sides are considered oversize and will be assessed an oversize fee if stored for more than five (5) calendar days.

# POOL FUNCTION POLICY

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## THE FOLLOWING ARE THE CONDITIONS FOR POOL FUNCTIONS:

- All music at pool functions must conclude by 10 p.m.
- Pool Cabanas are not included as part of the contracted pool space and are subject to an additional charge.
- Events may start no earlier than 7 p.m. – with the exception of June and July. During these months, pool events may start no earlier than 8 p.m.
- Clark County Fire Department/Fire Prevention Bureau dictates that there be a Fire Marshal-approved floor plan provided for all events over 299 persons, 10 days prior to the event. Please see the Fire Marshal compliance section for additional information.
- For your safety and the safety of your guests, a lifeguard must be present at all times during the function. “The Venetian and The Palazzo” will arrange for this on your behalf at a charge of \$35 per hour, per pool lifeguard. Each charge requires a minimum of 4 hours. A minimum of two lifeguards are required per pool.
- Extra security from “The Venetian and The Palazzo” may be required during the event. (Please see the Security section and/or contact your Catering & Conference Manager for details.)
- A food and beverage minimum of \$85 per person (September - April) and \$125 per person (May - August), exclusive of tax and gratuity, will be required for any pool functions.
- In compliance with Southern Nevada Health District (SNHD), glass is not permitted on the pool deck.
- Specialized Event Services (SES) is the exclusive electrical, lighting, and rigging contractor. No other contractor will be allowed to perform these services on the deck.

# INSURANCE AND SPECIAL PERMITS

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## Insurance/Indemnification and Liability

The Organization, your exhibitors, and any third party outside authorized contractors hired, must provide "The Venetian, The Palazzo, and Sands Expo":

1. Workers' Compensation Insurance in accordance with applicable state or local law covering the employees of the foregoing, respectively.
2. Employers' Liability Insurance in accordance with applicable state or local law in minimum limits of **Two Million Dollars (\$2,000,000) per occurrence.**
3. Commercial General Liability Insurance including blanket contractual liability and personal injury coverage with limits of liability of at least **Two Million Dollars (\$2,000,000) in any one occurrence.**
4. Commercial Automobile Liability Insurance insuring any owned, non-owned, and hired vehicles to be used in and out of the Resort's facilities in the amount of **Two Million Dollars (\$2,000,000) in any one occurrence.**

Please know that higher limits may be necessary depending upon the event. Without this certificate(s) on file with "The Venetian, The Palazzo, and Sands Expo" move-in cannot commence. Please refer to your Sales Contract for further requirements, if any.

- All issuing companies must have authorization to do business in the State of Nevada.
- All insurance coverage required hereunder shall be primary coverage regardless of any coverage maintained by the Resort for any qualifying incident arising hereunder and shall be issued by companies authorized to do business in the State of Nevada.
- The Organization, its exhibitors, and any third party outside authorized contractors shall have completed by its insurance agent a Certificate of Insurance and/or separate certificates for Nevada Workers' Compensation.
- The Organization, its exhibitors, and any third party outside authorized contractors shall deliver such completed Certificates of Insurance and any applicable Additional Insured Endorsements to the Resort at least ninety (90) days prior to the beginning of the License Period.
- All required insurance policies shall name as Additional Insured, Venetian Casino Resort, LLC ("VCR"), Sands Expo and Convention Center, Inc. ("SECCI"), Grand Canal Shops II, LLC ("GCS") and Phase II Mall Subsidiary, LLC ("PIIMS") and each of their parent subsidiaries and affiliates and each of their officers, directors, agents, and employees as respects the conduct of the named insured(s) in or about the property of VCR, SECCI, GCS, and PIIMS.

## Policy Cancellations or Revisions

- All non insurance policies shall provide a clause that the insurance carrier will give written notice to the Resort at least fifteen (15) days prior to any material change in, cancellation, or non-renewal of the policy.
- The Organization's failure to provide such certificates or policies for organization, its exhibitors, and any outside authorized contractors, as the case may be, within the period specified herein will constitute a breach of the Organization's duties and obligations hereunder.
- The Organization, its exhibitors, and any outside authorized contractors shall obtain and maintain during the License Period, insurance policies on all personal property owned, leased, or hired by, or in the care, control, or custody of the Organization, its exhibitors, and any outside authorized contractors during the License Period.
- Such policies shall provide coverage for all risks, including earthquake, flood, and theft, with the deductible per loss of not more than \$1,000.
- The certificate must list the total number of days licensing the facility and include the above coverage required.

# INSURANCE AND SPECIAL PERMITS

## Animal Permits

In consideration of "The Venetian, The Palazzo, and Sands Expo" allowing me/us to bring an animal(s) onto the premises of "The Venetian, The Palazzo, and Sands Expo" I/we hereby agree to the following:

**Insurance:** (Organization) will carry and maintain the following insurance during the time that the animal(s) is on "The Venetian, The Palazzo, and Sands Expo":

1. Worker's Compensation Insurance in accordance with applicable state or local law covering the Organization's employees.
2. Employer's Liability Insurance in accordance with applicable state or local law in minimum limits of **Two Million Dollars (\$2,000,000) per occurrence.**
3. Commercial General Liability Insurance including blanket contractual liability and personal injury coverage with limits of liability of at least **Two Million Dollars (\$2,000,000) in any one occurrence.**
4. Comprehensive Automotive Liability insurance insuring any owned, non-owned, and hired vehicles to be used in and out of the Resort's facilities in the amount of **Two Million Dollars (\$2,000,000) in any one occurrence.**

With the exception of Workers' Compensation, all insurance required to be carried by the above shall include a full Waiver of Subrogation in favor of "The Venetian, The Palazzo, and Sands Expo" shall be endorsed to name the following as Additional Insured: Venetian Casino Resort, LLC ("VCR"), Sands Expo and Convention Center, Inc. ("SECCI"), Grand Canal Shops II, LLC ("GCS") and Phase II Mall Subsidiary, LLC ("PIIMS") and each of their parent subsidiaries and affiliates and each of their officers, directors, agents, and employees as respects the conduct of the named insured(s) in or about the property of VCR, SECCI, GCS, and PIIMS. (Organization) shall deliver a certificate(s) of insurance to the Resort at least ninety (90) days prior to the (Event Date) evidencing that such coverages are in effect. The certificate will be amended to show that the Resort will receive a minimum of fifteen (15) days notice of cancellation, non-renewal, or material change in any of the coverage evidenced by the certificate. All wording pertaining to "endeavor to" and "fail to mail such notice" must be stricken from the certificate. Further, (Organization) shall provide the Resort with a copy of the actual Additional Insured endorsement.

## Animal Guidelines

On occasion, convention clients or private parties have sought to display or otherwise use animals, including "wild" animals, as part of their group functions at "The Venetian,

The Palazzo, and Sands Expo" As a general rule, no animal other than an animal that qualifies as a "Service Animal" or police dog as those animals are defined by law, shall be brought onto the property without the prior approval of the Legal/Risk Management department. This applies regardless of the type of animal or the length of time the animal will be on property. Permission for any animals other than ADA animals appearing in a show or booth must first be approved by Show Management, the SES/Event Manager and the Risk Management Department. Please note that a trainer must accompany the animal at all times, that animals may not remain in the building overnight, and that it is the owner's responsibility to clean up after the animal while on property.

**Before such approval is given, in most cases, the following minimum information will need to be provided:**

1. What type of animal(s)?
2. What is the purpose of bringing the animal on property?
3. How will it be transported? (i.e., caged, chained)
4. How long will it be on property?
5. Who will be handling the animal and what is his/her experience and training?
6. What will the exposure be to our Team Members and Guests?
7. What precautions are being taken to avoid injury to our Team Members and Guests? Provide a complete description including a diagram of the holding facility and/or cages used to confine and/or display the animal while it is on property and any other information that would tell us about security precautions taken to avoid injury to others.
8. If coming in from out of state, have the necessary Import Permits been granted by the Nevada Department of Wildlife?
9. Does the person, firm, or organization have an Exhibitor's License issued by the United States Department of Agriculture in compliance with the Animal Welfare Act (7 U.S.C.2131 et seq.)?
10. Does the person, firm, or organization have a License to Sell or Exhibit Wildlife from the state where it is domiciled?
11. If the animal is to be exhibited, has the necessary amount of security personnel been arranged for?
12. Complete and submit the animal permit liability form no later than seven (7) days prior to move in.



# INSURANCE AND SPECIAL PERMITS

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## Service Animals Questions and Answers

**Q. What is a service animal?**

- A. A service animal is not a pet. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. However, please do not make the mistake of thinking that only dogs can be service animals.

There are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

**Q. How can I tell if an animal is really a service animal and not just a pet?**

- A. If you are not certain, you may require proof, NRS 651.075 (2). An example of such proof would be an ID card issued from a training school or a certificate or license issued by a state. Not all states have ID programs, therefore you may want to rely on other proof or common sense.

**Q. What must I do when an individual with a service animal comes to my attention?**

- A. The service animal must be permitted to accompany the individual with a disability to all areas of the property where guests are normally allowed to go. An individual with a service animal may not be segregated from other guests.

**Q. The county health department says that only a seeing eye or guide dog has to be admitted. If I follow those regulations, am I violating the ADA?**

- A. Yes, if you refuse to admit any other type of service animal on the basis of local health department regulations or other state or local laws. The ADA provides greater protection for individuals with disabilities and so it takes priority over the local or state laws or regulations.

**Q. Can I charge a maintenance or cleaning fee for customers who bring service animals onto the property?**

- A. No. Neither a deposit nor a surcharge may be imposed on an individual with a disability as a condition to allowing a service animal to accompany the individual with a disability, even if deposits are routinely required for pets. However, we may charge a guest with disabilities for damages done by a service animal as long as it is our regular practice to charge non-disabled customers for the same types of damages. For example, we can charge a guest with a disability for the cost of repairing or cleaning furniture damaged by a service animal if we also charge when non-disabled guests cause such damage.

**Q. Are we responsible for the animal while the guest with a disability is on our property?**

- A. No. The care or supervision of a service animal is solely the responsibility of his or her owner. We are not required to provide care or food or a special location for the animal.

# INSURANCE AND SPECIAL PERMITS

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## *Service Animals Questions and Answers (cont.)*

**Q. What if a service animal barks or growls at other people, or otherwise acts out of control?**

A. We may exclude any animal, including a service animal, from our property when the animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. We may not make assumptions, however, about how a particular animal is likely to behave based on our past experience with other animals. Each situation must be considered individually. Although we may exclude any service animal that is out of control, we should give the individual with a disability who uses the service animal the option of continuing to enjoy our property and services without having the service animal on the premises.

**Q. Can we exclude an animal that doesn't really seem dangerous but is disruptive to our business?**

A. There may be a few circumstances when we are not required to accommodate a service animal – that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur on our property, but when it does (for example, when a dog barks during a performance) the animal can be excluded.

If you have further questions about service animals or other requirements of the ADA, you may call the Legal or Risk Management department.

## *Automobile/Fuel-Powered Vehicles Inside Facility*

All requests for placement of automobiles, trucks, motorcycles, and other motorized vehicles must be approved in advance by Senior Management of "The Venetian, The Palazzo, and Sands Expo" before being submitted to the Clark County Fire Department/Fire Prevention Bureau. All requests need to be submitted 45 days in advance. All requests will be reviewed in a timely manner.

The official decorator/exhibit/production company you select is responsible for, and must submit a floor plan of, the proposed location of any automobiles, trucks, motorcycles, and other motorized vehicles to the Clark County Fire Department/Fire Prevention Bureau for approval one (1) month prior to the event. A Fire Marshal-approved copy must be forwarded to "The Venetian, The Palazzo, and Sands Expo" two (2) weeks prior to vehicle move-in and placement. Any changes to approved plans will require additional approval by the Clark County Fire Department/Fire Prevention Bureau. See page 24 for Compliance.

## *ASCAP/BMI/SESAC Broadcasts and Publications*

"The Venetian, The Palazzo, and Sands Expo" does not regulate, control, approve, or disapprove any broadcast, performance, or publication of music or any other audio or visual presentations. If the Licensee, or an exhibitor, wishes to use copyrighted material, it will be necessary for you to make arrangements with the ASCAP, BMI, or SESAC for a license to perform such copyrighted music or material or otherwise qualify for an exemption.

For more information regarding copyrighted material please contact the following:

- **ASCAP**  
American Society of Composers Authors and Publishers  
General Information: 800.952.7227  
Licensing Information: 800.505.4052
- **BMI**  
Broadcast Music, Inc.  
Telephone: 800.925.8451
- **SESAC**  
Telephone: 800.826.9996

# INSURANCE AND SPECIAL PERMITS

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## *Additional Health Permits*

### **“Temporary Food Establishment Application for Special Event” and “Event Coordinator Application for Special Events and Trade Shows”**

The Southern Nevada Health District requires additional permits (Temporary Food Establishment Permit) when the following activities take place within the Congress Center/“Sands Expo”:

- When food is served at an event that is open to the general public regardless of whether tickets are sold or where entry is free
- Cash Food Sales or Cash Bars – all cash food sales or cash bar sales require additional Health Permits when the event is open to the public
- If an event is held in a location that is not permitted for food and beverage:
  - Any space other than the Congress Center, Sands Expo, or a restaurant may require an additional Health Permit
  - Any Food & Beverage event taking place within the Grand Canal Shoppes®
- If an event has multiple food or beverage vendors participating in the event (such as “Taste Of” events where multiple restaurants showcase items). These types of events also require a “Event Coordinator Application for Special Events and Trade Shows” form
- For Fee Structures, Forms, and Requirements see the Southern Nevada Health District’s website at <http://www.cchd.org/catering>
- It is critical that your Catering & Conference Manager be copied on any applications or dealings that you may have with the Southern Nevada Health District
- Consult your Catering & Conference Manager for additional information

# SIGNAGE AND PROMOTIONAL MATERIALS

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## Advertising

All public advertising, promotion, direct marketing, collateral, or Internet marketing materials which mention "The Venetian, The Palazzo, and Sands Expo" by name and/or by use of our logo or intellectual property must be approved in advance by the Brand Marketing Department. All requests will be reviewed in a timely manner. Contact information is as follows:

**"The Venetian and The Palazzo"**

**Brand Marketing Department**

**3355 Las Vegas Boulevard, South**

**Las Vegas, Nevada 89109**

**702.607.4685**

**Contact e-mail: [Wanda.Inthavong@sands.com](mailto:Wanda.Inthavong@sands.com)**

## Sponsorships

Sold Exhibitor sponsorships and/or promotional items for catered event (i.e., logoed cups, napkins, lobby banners, signage, publications, column wraps, decals, or clings) within the Congress Center or Convention Center need to be approved by your Catering & Conference Manager and SES/Event Manager. Approved placements within "Sands Expo" will be assessed a fifteen percent (15%) surcharge on the gross revenue unless otherwise written in the Facility License Agreement. "Sands Expo" requires a copy of the contract Show Management has executed with any exhibiting company or entity to which sponsorship opportunities are sold, as well as the gross receipts Show Management is deriving from such sponsorships. Please provide this documentation to your SES/Event Manager at least thirty (30) days prior to move in.

## Banner and Signage Policy

All banners or signs hung or suspended from the ceiling or against walls must be hung by SES (Specialized Event Services). Please note that banners are not allowed in public areas of the Resort.

1. "The Venetian, The Palazzo, and Sands Expo" provides electronic reader board posting outside all meeting rooms and Resort event directory locations.
2. All meeting room signage should be 22" x 28", professionally made, and approved by "The Venetian, The Palazzo, and Sands Expo."
3. "The Venetian, The Palazzo, and Sands Expo" does not provide printed signage. All printed signage brought in must be professionally made and meet the requirements. "The Venetian, The Palazzo, and Sands Expo" is not responsible for your signage or promotional materials left inside or outside of meeting rooms after functions have concluded.
4. Association signage is permitted in the Congress Center and Convention Center at the discretion of the Catering & Conference Manager and SES/Event Manager. Signage for functions of affiliate or sponsoring groups will be limited to one sign outside the meeting room their function will be held in.
5. Signage is not permitted in the casino, resort lobbies, sleeping room hallways, or in guest elevator banks. Group signage is prohibited outside the Congress Center and Convention Center without prior authorization. The Congress Center begins at the fire door adjacent to The Venetian Ballroom D.
6. Should your group utilize a large number of hospitality suites, special provisions can be made for signage. Your group can provide one single sign on the hospitality floor listing all hospitality suites utilized by the group.
7. In the event multiple groups are using the hospitality floor, the Resort will consolidate signage using its best judgment. The decision regarding sign consolidation made by the Resort is final and binding upon all parties.
8. Easels for exhibitors in trade shows must be obtained from the exhibit service company, General Contractor, or Catering & Conference Manager (as supply allows).
9. Banners are not to be hung outside of meeting rooms without approval from your Catering & Conference Manager.

# SIGNAGE AND PROMOTIONAL MATERIALS

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## *Banner And Signage Policy (cont.)*

10. All banners are to be hung by SES. For all signage, banners, etc., that will be hung from the ceiling **inside** Ballrooms or Meeting Rooms, the load is not to exceed 50 lbs. per running foot. A labor charge will be assessed for the hanging of signs and banners.
11. Signs or banners may not be taped, stapled, nailed, tacked, or otherwise affixed to any Resort doors, walls, columns, or other parts of the building or furnishings.
12. Any damages that may occur from the promotion will be the responsibility of the client to whom the space is leased. Any such damages will be billed to the client to whom the space was rented when the violation occurred.
13. Permanent facility signage is located through out "The Venetian, The Palazzo, and Sands Expo" and may not be visibly blocked in any manner. This signage includes directional graphics, emergency exits, restrooms, exhibit hall/ballroom signs, etc. Show signs and /or decorations may not be attached to the permanent facility signage. The removal of such signage is strictly prohibited.

## *Distribution of Printed Material*

- All convention-related brochures, magazines, flyers, and similar printed materials ("Convention Publications") to be delivered to guest suites in "The Venetian, The Palazzo, and Sands Expo" shall be delivered exclusively by "The Venetian and The Palazzo" Team Members.
- All convention publications must be approved in advance by the Client and by "The Venetian and The Palazzo."
- "The Venetian and The Palazzo" may consolidate one (1) or more items comprising convention publications for purposes of any and all deliveries.

## *Promotional Material*

- Nothing shall be posted, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture.
- Distribution of gummed promotional stickers or labels by the Group, Exhibitors, or Affiliates is strictly prohibited. Any actions necessary for the protection and/or repair of the premises, equipment, or furnishings will be at the expense the Client to whom the space was originally contracted.

## *Filming/Photography/Media Requests*

"The Venetian, The Palazzo, and Sands Expo" has a longstanding commitment to support our in-house groups and their related media activities. Please inform your Catering & Conference Manager at least three weeks prior to your event if you are planning to include any filming, photography, and/or media activities during the scope of your event.

Please note the filming and photography throughout the resort (outside your contracted meeting space) is prohibited without prior consent. Filming approval is subject to legal approvals, location agreements, insurance requirements, and trade out agreements if applicable. In the event your guests, clients, exhibitors, and/or vendors have any individual filming needs, please make all request in writing to the Public Relations department at [publicrelations@sands.com](mailto:publicrelations@sands.com).

## *Digital Signage Opportunities*

The Congress Center and "Sands Expo" feature a number of digital signage opportunities available to Show Management for advertising/sponsorship purposes. For more information please contact your Catering & Conference Manager and SES/ Event Manager.

# SIGNAGE AND PROMOTIONAL MATERIALS

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## *Photo Services*

"The Venetian and The Palazzo" offers world class photography and videography. Our team of professionals provide a variety of services to help capture your event.

### **Services include:**

- All digital photography: Custom group photography, special occasion photography, meetings, conferences, seminars, retreats, and more
- Digital retouching services
- Images on disc or online
- Full array of special effects imaging
- Deluxe catalog of albums and photographic gifts
- Digital printing and development
- Broadcast-quality videography: State-of-the-art, high-definition video coverage by the day or by the hour. Custom concept, design and direction, video programs and presentations, digital non-linear edition, NTSC and PAL conversion, and duplication services
- Webcasting
- Equipment rentals

Please contact our Photo Services Department at 702.414.4242 for more information.

## *Program Handouts*

- If you would like "The Venetian, The Palazzo, and Sands Expo" to place convention related programs or handouts in the seats or at the place settings of your function, please provide information on these items with your meeting requirements.
- In some cases, there may be a charge for this service. Your Catering & Conference Manager will be happy to assist you.

## *Public Areas*

"The Venetian and The Palazzo" public areas offer your guests a setting from one of the world's most beautiful cities. With this in mind, please adhere to the following policies:

- A. "The Venetian and The Palazzo" does not allow exhibits, banners, or displays in public spaces; they must be inside a function room with prior approval.
- B. Registration Desk locations must be approved in advance by your Catering & Conference Manager.

## *DVD Channel Feed*

Channel 30 will play to all TVs in all three towers. Requests to use this channel are processed on a "first come, first serve" basis.

- Advertising Department fee is \$2,000 per day
- Please be advised that Facilities has additional fees

Standard Definition Suite Group viewing channel 30 to be viewed by selected suite numbers

- Advertising Department fee is \$2,000 per day
- Please be advised that Facilities has additional fees

# TELECOMMUNICATIONS (GUEST SUITES)

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## Guest In-Suite Telecommunication Needs

**Single Line - Touch Tone Phone (Analog)**..... \$250 per line  
 (Can be used for a fax, modem, or credit card machine)

**Roll-over Line** ..... \$25 per line  
 Used as an additional line for DID.

**Voice Mail**..... \$75 per line  
 Will act as an answering machine for your single or multiple line service.

**Multi-line - Touch Tone Phone (Digital)**..... \$300 per line  
 Installed with up to six rollover lines. This allows the ability to receive six incoming calls simultaneously.

**Polycom Conference Phone:** ..... \$400 per day  
 High-quality conference phone and microphones providing optimized sound, quality, range, and mobility. Includes hands-free ability and accommodates up to 15 people in rooms as large as 15' x 20'.

**T-1 Line/High-Speed** ..... \$1,250 per line  
 High-speed Internet access, other than \$350 installation per line access provided in suite.

**Expedite Fee** ..... \$95 per order  
 Will be charged on orders that are placed less than five (5) business days prior to installation, or same day service.

**Overtime**..... \$210 per hour (2 hour min.)  
 Will be charged on labor done between the hours of 4 p.m. and 8 a.m., Monday through Friday, weekends, and holidays.

**Guest Suite Phone**  
 Local, credit card, and "800" calls are currently subject to a \$1 charge.

*Please contact your Catering & Conference Manager for assistance with any of the above services.*

# SANDS ECO360° GREEN MEETINGS PROGRAM

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The Sands ECO360° Green Meetings program is a holistic approach to providing environmentally preferable practices for events held at “The Venetian, The Palazzo, and Sands Expo.” All meeting clients benefit from these standard practices, which are seamlessly incorporated into our daily operations. These practices include:

- Resource Conservation Procedures (i.e., equipment and lighting shutdown in unoccupied spaces)
- Waste Diversion (i.e., recycling, composting, donation program, partnership with local charities)
- Indoor Air Quality Management (i.e., green cleaning, CO2 monitoring)
- Responsible Purchasing (i.e., reduced packaging, office supplies with recycled content)
- Sustainable Food Practices (i.e., reusable china and silver ware, compostable service ware)
- Alternative Transportation (i.e., public transit within walking distance, electric vehicle charging stations).

Our buildings have earned several prestigious and well-recognized third-party environmental certifications, which demonstrate our focus on conserving natural resources and improving occupants’ health and comfort. High-performance facilities provide a foundation for a successful green meetings program.

## *Green Meeting Options/Green Meetings Concierge*

The Sands ECO360° Green Meetings program offers a menu of additional options that can further increase your event’s sustainability efforts. A designated Green Meeting Concierge will work with you to understand your sustainability goals and will craft a customized experience to be seamlessly integrated into your event.

These options include; but are not limited to\*:

- Community Volunteering Programs
- Turn-key Donation Programs
- Sands ECO360° Property Tours
- Sustainable Banquet and Catering Options
- Sustainable Floral Decoration Options
- Event Impact Reports
- Digital Signage Options

For more information please email [pranav.jampani@sands.com](mailto:pranav.jampani@sands.com) or your Catering & Conference Manager.

\*Certain options require an advance request and may incur additional costs.