

GENERAL POLICIES & PROCEDURES

CHECK-IN / CHECK OUT

Guest check-in time is 3:00 p.m. If rooms are requested prior to check-in time, early arrivals will be accommodated only when rooms become available. Guests must be at least twenty-one (21) years of age or be accompanied by someone at least twenty-one (21) years of age to check in.

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

BAGGAGE SERVICE - INDIVIDUAL

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

BAGGAGE SERVICE - GROUP

Should the Meeting Group request baggage handling, the charge is currently \$6.00 per person (subject to change) for all arrivals in a single group of ten (10) rooms or more. This charge covers handling of baggage both in and out of the Hotel. The Bell Desk staff will take the luggage off the group's transportation vehicle while the guests enter to register. Upon departure, guests' luggage must be packed, left just inside the locked guestroom door, and ready for pickup by the Bell Desk staff no later than one (1) hour prior to departure.

SUITE POLICIES

Maintaining the integrity of suite furniture arrangement is vital. Furniture, fixtures, artwork, etc. may not be moved or removed.

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

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

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

SIGNAGE AND DISPLAY ADVERTISING

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

ROOM DELIVERIES

Items will be placed inside the sleeping rooms (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival. All deliveries will be charged \$2.50 per room.

PRINTED MATERIALS

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

WIRE TRANSFER INSTRUCTION

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

ACCOUNT NAME: Victoria Partners, d.b.a. Monte Carlo Resort & Casino
BANK NAME: Bank of America
OFFICE: Las Vegas, NV - Main Office
ACCOUNT #: **501012629871**
ABA#: **0260-0959-3**

Attention: Sales Manager

Client is responsible for any applicable bank/transfer fees

SHIPPING PROCEDURES & FEES

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

Monte Carlo Resort and Casino
3770 Las Vegas Blvd. South
Las Vegas, NV 89109
Hold for: Guest's Name/Company Name
Arrival Date:
Box: # of #

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

Parcels/Packages

Inbound:

Parcels must be properly labeled and will be held for guest pickup at Business Services.(Hotel 2nd floor, across from the Spa.)

Outbound:

Shipping authorization forms are required and must be completely filled out and obtained from Business Services. After completing the forms, parcels will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. Outgoing parcels must be delivered to Business Services no later than 1:30 p.m. for shipping on that day. Any parcels dropped off at Business Services after 1:30 p.m. will be shipped the following day, with the exception of Friday, then parcel will ship the following Monday. Saturday delivery is available.

Freight

Inbound:

The Catering Department is responsible for the coordination of incoming freight. Hotel's Business Services employees are required to move all items from/to the dock, unless special arrangements have been made through the Catering Department. If a Meeting Group representative must access any stored freight, the representative must contact Business Services. Hotel is unable to receive, store, or ship freight which is larger than a standard pallet (40" x 47") unless special arrangements have been made. Freight can only be received between the hours of 6:00 a.m. and 1:30 p.m. on weekdays and on Saturdays.

Please note the dock is closed on Sundays.

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

- Company transporting the freight
- Delivery date & time
- Contact name and information for pickup from the Guest Services Department
- # of pallets and estimated weight

Outbound:

Shipping requisition forms are required and must be obtained from Business Services. After completing the forms, freight will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. It is the responsibility of the guest to notify the transportation company of pickup date and time. Business Services must receive notification of the intent to ship outbound at least one day prior to ship date. Freight can only be shipped between the hours of 6:00 a.m. and 1:30 p.m. on weekdays and 7:00 a.m. and 1:30 p.m. on Saturdays. **Please note the dock is closed on Sundays.**

Handling Fees

In addition to shipping costs, the following handling charges (Total Weight of Shipment(s)) will apply for all incoming and outgoing letters packages:

LETTERS/PACKS: \$2.00

5 - 15 pounds \$7.00

16 - 31 pounds \$12.00

32 - 50 pounds \$20.00

51 - 75 pounds \$25.00

76 - 100 pounds \$35.00

Over 100 pounds \$0.60 per pound

RENTAL CARS

Dollar Rent A Car has designed a special program for Monte Carlo to meet car rental needs. For more information, please contact Dollar Rent A Car at 702-730-7974.

DAMAGE TO PROPERTY

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