



# HEALTH & SAFETY

vegas safely

*Mirage*<sup>®</sup>  
LAS VEGAS

MEETINGS & CONVENTIONS

## VEGAS SAFELY

Our properties were created to bring people together and to share common experiences because the human desire to connect is very real. We will still celebrate one another, continue to discover new things and find joy in the moment. But we must do so safely. MGM Resorts properties will not look the way they used to for a while, and that's not only okay, it's critically important. The MGM Resorts leadership team has worked diligently, and we are all proud of this comprehensive plan that will allow our guests to 'Vegas Safely.'

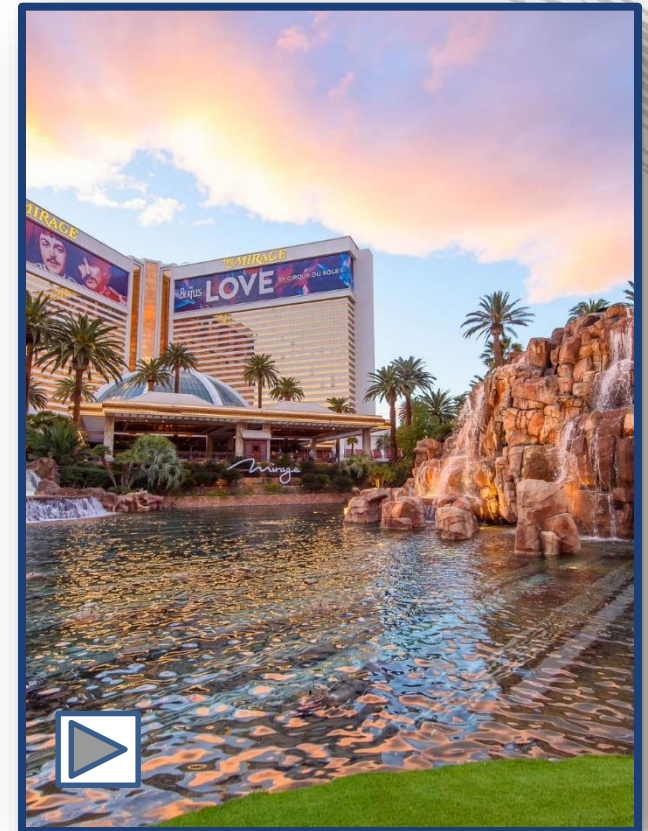
While there is no proven playbook for the current challenges we face, you have my commitment that we will continue to be driven by data, science and public health guidelines as we evaluate and evolve these safety protocols and policies. I am confident in our Company's deep operating experience, our expertise in safely managing public gatherings, the integrity of our leadership team and our long tenure in this business. More than that, I have tremendous confidence that the men and women of MGM Resorts will rise to this challenge and will be here, and ready, to provide the service and experiences for which we are trusted, renowned and beloved.

On behalf of all of us at MGM Resorts, we look forward to seeing you again—to 'Vegas Safely'—soon. Until then, please stay safe.

BILL HORNBUCKLE  
Acting CEO and President  
MGM Resorts International



MEETINGS & CONVENTIONS



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# **SEVEN POINT SAFETY PLAN**

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# SEVEN-POINT SAFETY PLAN

The Mirage understands the value of live events and meetings and will be implementing new safety procedures and protocols for conferences and events.

MGM Resorts has been working with medical experts to develop a plan that will allow us to welcome you back safely. Our “Seven-Point Safety Plan,” puts your health and safety at the center of all we do. It is a comprehensive, multi-layered approach with guidance from public health experts.

To view the full Seven-Point Safety Plan, please click here:

[FULL SEVEN-POINT SAFETY PLAN](#)

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# **HOME AWAY FROM HOME**

your resort experience

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# YOUR RESORT EXPERIENCE

With safety at the center of our operations, we are reimagining several aspects of the guest experience including physical distancing process and technological enhancements.

Below are some enhancements you can expect when visiting The Mirage:

## ARRIVAL EXPERIENCE

Hotel Lobbies will be retrofitted to allow for spacious queuing and physical barriers to protect interactions with our Lobby Staff. But the most convenient, contactless way to check-in is as easy as reaching for your phone. Confirm your arrival time, add payments and verify your ID with Mobile Check-in – before setting foot in the lobby.

### [HOTEL LOBBY ENHANCEMENTS](#)

## CASINO EXPERIENCE

The Casino experience has also been updated to implement new health and safety measures for both guests and employees, while balancing the guest experience you've come to love. Additional space between table games and slot machines players, as well as enhanced cleaning protocols are just some of the tools we will use. In addition, handwashing stations will be located throughout the property to allow guests quick and easy access.

### [CASINO FLOOR ENHANCEMENTS](#)

## RESTAURANT EXPERIENCE

We can't wait to welcome you back to one of our restaurants, so for once, someone else can do the cooking. During your next meal with us, you can expect new experiences such as virtual queuing, table layouts designed for physical distancing, digital menu options and tableside Tap and Go payment.

### [RESTAURANT ENHANCEMENTS](#)

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# **YOUR CONFERENCE PARADISE**

meetings and events

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# CONVENTION GUEST EXPERIENCE



## MEETING ROOM REFRESH

Chairs, doorknobs and handles will be wiped down regularly during any refresh and linens will be changed between major sessions. We are pausing the use of pads, pens, and candies.



## FLOOR PLANS

Capacities will be adjusted to meet local, state and federal recommendations as they evolve.



## PARTNERSHIPS

Our preferred partners including Encore Event Technologies, Edlen, and Freeman are committed to providing the same level of health & safety as we are.



## SIGNAGE

Signage will be installed throughout the property to guide and remind employees and guests how to safely physical distance and the importance of proper handwashing protocols.



## CLEANING PROTOCOL

All cleaning in the convention space will follow CDC, WHO and health district requirements.

During peak times, increased cleaning schedules of common areas and high contact points such as doorknobs and elevators.

Disinfectant sprayer technology will be used nightly on utilized space.

Chairs wiped/disinfected during initial set.



## WATER STATIONS

Water stations will be placed in foyer areas with enhanced sanitation and cleaning schedules. Single-use cups and attendants will be utilized during high-traffic periods to ensure cleanliness.



## SANITIZER STATIONS

Hand sanitizing stations will be placed in high traffic areas, including foyers and meal rooms.



## FOOD & BEVERAGE

Diligent food safety practices including a pause on self-serve buffets, innovative plated options, expanded pre-packaged items, reduction of common touch points, and attended stations keep the WOW in your dining experience.



# CONVENTION GUEST EXPERIENCE



1

## Planning

Virtual site inspections and pre-planning services available as well careful planning of event, meal and break times to safely optimize guest movement throughout the meeting space.

2

## Arrival

Face masks available. Pre-registration along with advance or electronic credentialing are highly recommended. Where registration desk queuing is needed, required distancing will be clearly indicated.

3

## Physical Distancing

Facility capacities have been adjusted to meet physical distancing requirements and will evolve as needed and space will have signage with distancing protocols

4

## Cleaning & Disinfecting

High touch points will be cleaned and disinfected regularly, single use amenities will be disposed of daily

5

## Sanitization Station

Hand sanitizer stations will be available throughout the meeting space and at meals

6

## Dining Experience

A variety of styles of meal service will be offered along with an extended menu of pre-packaged options. Servers and chef attendants will serve guests.

7

## Elevator Capacity

Elevator Capacity will be limited



MEETINGS & CONVENTIONS

# CONVENTION GUEST EXPERIENCE

## MGM RESORTS INTERNATIONAL

### Physical Distancing Setup Options

#### Classroom

- Based on client preferences and space available
- Example: Set for 170, 1 per 6'
- 10,687 square feet
- Aisles/rows measured from chair to chair and a minimum of 6' to account for physical distancing

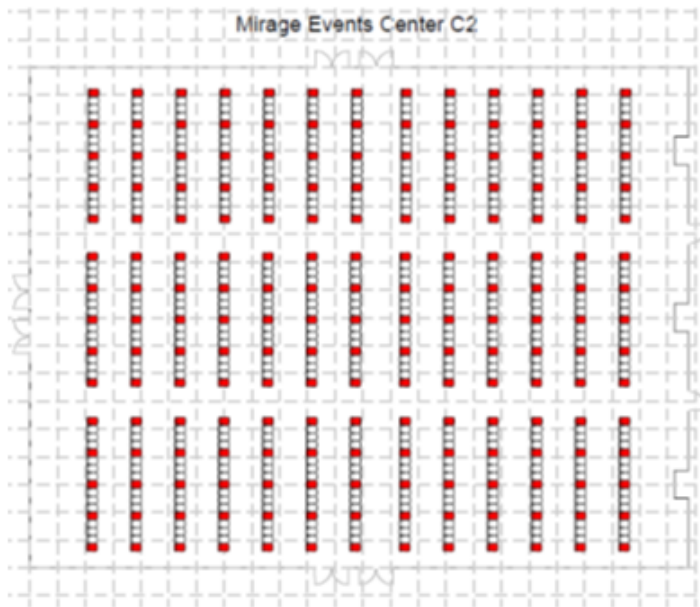
# CONVENTION GUEST EXPERIENCE

## MGM RESORTS INTERNATIONAL

### Physical Distancing Setup Options

#### Theater

- Based on client preferences and space available
- Leave 1-3 seats empty between guests
- Example: Set for 195
- 10,687 square feet
- Available seats marked in red
- Aisles/rows measured from chair to chair and a minimum of 6' to account for physical distancing



# VIRTUAL MEETINGS & LIVE STREAM



## SUPPORTING YOU LIVE & VIRTUALLY

The Mirage understands the challenges involved in hosting and managing successful hybrid conferences. Face to face meetings will always be important, and the ways that we connect continue to evolve. Partnerships with meeting planners, venues and technology partners allow attendees to connect in ways that maximize event attendance regardless of their location. Through the collaboration of MGM Resorts Meeting Innovations Team, MGM Resorts Event Productions and Encore Event Technologies, we make your program resonate with our hybrid virtual meeting services.

For more information:

[MGM Resorts Virtual Hybrid Meetings](#)

## HYBRID VIRTUAL MEETING SERVICES

- Live web streaming
- Capture session content and allow access to saved content moments after the session concludes
- Secure, custom, hosted website solutions for all captured content
- Scenery and décor that creates immersive environments and focal points
- Engaging social media interaction for all attendees
- Captivating entertainment and live hosting bring online viewers virtually onsite for the comprehensive hybrid experience

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# **EXHIBIT SAFELY**

trade shows & exhibits

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# THE EXHIBITOR EXPERIENCE

## EXHIBIT SAFELY

Our preferred partner, Freeman, has provided outstanding guidelines and ideas to take your exhibit floor to the next level. See more here: [The Future of LIVE](#)

### BACK TO BUSINESS

## Show Floor Checklist

Enhance the show floor experience for exhibitors and attendees.

#### ● Curate the experience.

Create recommended pathways for different interests and transform the typical booth-model into interactive vignettes.

#### ● Rethink the layout.

Larger lounges with individual seating are a good place to start. Go further. Rethink the rows of 10x10 booths and create more space for your exhibitors to interact safely with attendees.

#### ● One-way aisles vs. wider aisles?

One-way aisles are more cost-effective as they leverage infrastructure already in place. We recommend adding personnel with signs at aisle openings to help ensure traffic flows smoothly. These individuals can help direct at a safe distance to put attendees at ease.

#### ● Schedule tours of the show floor.

This could also include scheduling visitors for your exhibitors, so meetings are done by appointment only.

#### ● Enable the ability to navigate the floor virtually.

If attendees can use the event application to search the show floor using keywords, guests will be more efficient with their time and how they get from place to place.

#### ● Control density.

Use measurement technology and heat maps to determine and control capacity levels to ensure areas do not become overly crowded.

#### ● Adjust KPIs.

Foot traffic may very well no longer be the best indicator of success. Think quality over quantity and educate your exhibitors on this shift.

#### ● Plan for cleaning of spaces throughout the day.

Build breaks into schedules to clear attendees from show floors to allow for cleaning. These defined time segments will also allow more flexibility in offering "sessions" or segmenting audience visits like a museum might manage a special exhibit.

# THE EXHIBITOR EXPERIENCE

## EXHIBIT SAFELY

Freeman has provided tips and tools to design a safe and effective floorplan to enhance the experience for attendees and exhibitors.

## choreographing the show floor

### Why

With COVID-19 literally in the air, we recommend embracing configuring expo hall layouts with wider aisles and one-way traffic where possible—ways where attendees will naturally physically distance from each other.

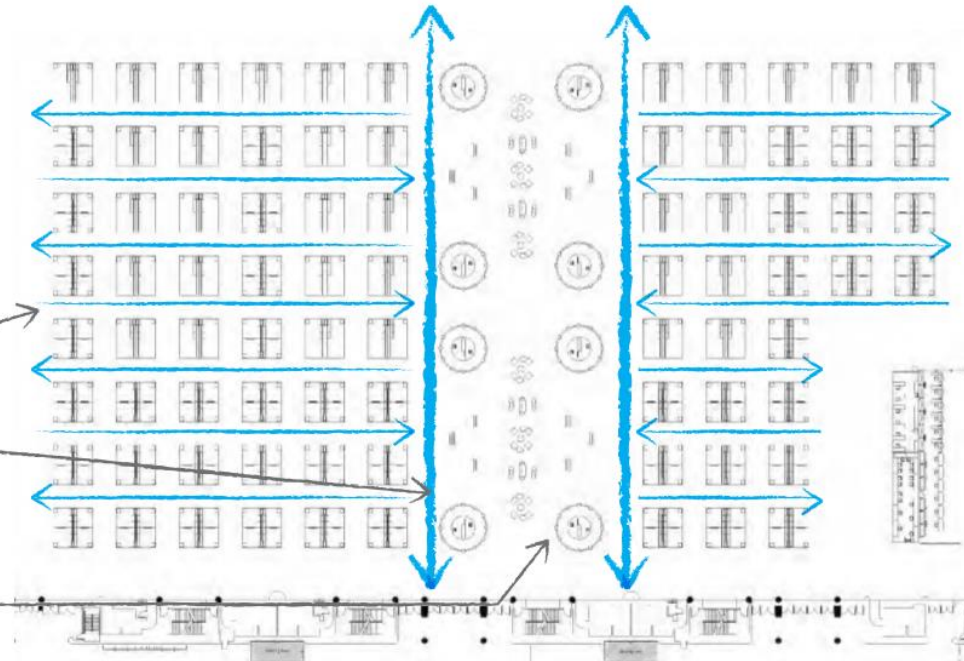
### Benefit

As so much of attendees' time is spent on the floor, plotting out their space and time here is central to a positive experience. There are a lot of moving pieces to this—but synchronizing those pieces is well worth the effort.

ONE-WAY AISLES TO  
MINIMIZE CONTACT

WIDER MAIN AISLES

THEATERS, LOUNGES, AND  
SPONSORSHIP ELEMENTS  
THAT INCORPORATE  
SOCIAL DISTANCING



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# **A CULINARY OASIS**

food & beverage

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# BANQUET EXPERIENCE

With the health and safety of guests and employees as our top priority we have reimagined our service standards. Currently we're suspending any self-service buffet style food and beverage offerings and requiring attendants to support the service to allow reduction in touch points.

## BREAKS

- Creative/innovative service presentations and enhancements will be implemented.
- Breaks will be attendant via roaming or serviced break stations.
- Reduction of queuing of guests on all breaks resulting in an increased number of stations.
- Break stations will be a minimum of 12 feet apart.
- Floor stanchions or decals to be used for physical distancing.
- Reduction of touch points.
- Active cleaning and refreshes of breaks to be more visible.
- Encouraging prepackaged snacks, compostable vessels.



## PLATED EVENTS

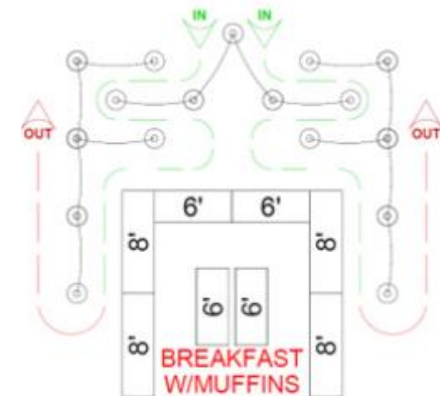
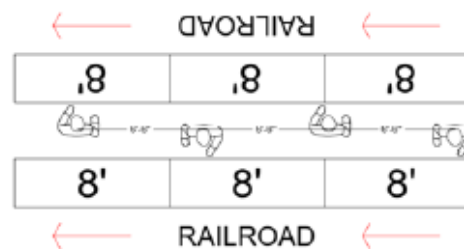
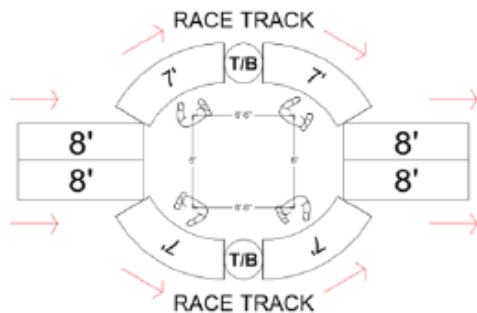
- Maximum set of 72" rounds of 4 people
- Tables to be set 9' from Table Edge to Table Edge; 15' on Center
- Rolled silverware will be used
- No communal items pre-set or serviced
- Water and all beverage will be poured tableside
- Recommend "One Drop" Service Quad Plate, Bento Box, Boxed Lunch
- Increase service based on recommended guidelines to ensure safety for all employees and guests
- Creative/innovative service presentations and enhancements will be implemented



# BANQUET EXPERIENCE

## MARKETPLACE ATTENDED BUFFETS

- All marketplace pods will limit the amount of touch points for the guest through the use of attendants and pre-packaging
- Marketplace layouts will replace the double-sided buffets allowing for attended service
- Marketplace/Pod Stations create opportunity for menu variety utilizing individual micro-plates or packaged menus to allow guests variety and elevated service with attendants while reducing touch points
- Collaboration/Networking Marketplace is a combination of Railroad/Racetrack and Marketplace/Pods, allowing for the most creative and innovative service presentations to be implemented, increasing number of access points while also ensuring required physical distancing
- Floor stanchions or decals to be used for physical distancing during queuing
- Active and frequent cleaning and refreshes of buffets and utensils to be visible to the guests as well as use of sneeze guards where necessary



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# **A CANVAS FOR YOUR IMAGINATION**

Ideas and Suggestions

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# IDEAS & SUGGESTIONS

## REGISTRATION (SKIP THE LINES)

- Mail attendees their conference badges/materials.
- Use bell staff to "room drop" conference materials.
- Stagger registration hours.
- Incorporate badge printing kiosks.

## GENERAL SESSION (VIRTUAL SUCCESS)

- Limit the number of in-person attendees in the GS room by live streaming into multiple meeting rooms and hotel sleeping rooms.
- Offer a virtual option for attendees not staying with us.

## BREAKOUTS (RESERVE YOUR SEAT)

- Rotate the speakers not the attendees.
- Provide attendees with seat markers to indicate that the seat is taken.

## FOOD & BEVERAGE (IDEAS)

- To reduce the amount of touch points during a meal, we recommend our "One Drop" quad plate experience, giving your attendees the delicious variety, with limiting contact
- Beverage Service to be offered Tableside
- Staggering meal times for breakfast, lunch & reception

## RECEPTION EXPERIENCE (NETWORK)

- Host your reception using multiple ballrooms, restaurants, and lounges where attendees can rotate, creating an exciting "dine-around" or "shot gun" experience
- Pub Crawl through the Convention Center where attendees can meander at leisure into multiple pub experiences
- Mobile dessert and hors d'oeuvres

## EXHIBITS (SHOWCASE)

- Use multiple rooms and separate exhibitors by theme or product
- Assign attendees to groups and schedule dedicated time for each group to visit the exhibit area
- Incorporate a passport or activity to encourage guests to visit each exhibitor area
- Theme exhibitor areas to encourage movement and discovery
- Control the aisle flow with decals and floor markings indicating "one way" for each aisle

# THANK YOU

vegas safely

A stylized, high-contrast illustration of a palm tree, rendered in a light gray color against a dark gray background. The palm fronds are large and detailed, with many fine lines representing the leaves. The trunk is thick and textured. The tree is positioned on the right side of the image, leaning slightly to the left.

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