

# red rock

CASINO • RESORT • SPA  
Las Vegas

## ***CATERING/CONVENTION SERVICES***

### **A ~ Z**

## ***GUIDE TO CONVENTION, MEETING AND SPECIAL EVENT PLANNING***

*The Catering and Convention Services Staff welcomes you to Red Rock Casino, Resort & Spa. We look forward to assisting you in coordinating all the important details that are necessary in making your convention, meeting or special event memorable and successful.*

*We are pleased to provide you with the information contained in this comprehensive guide to planning meetings and events here at Red Rock Casino, Resort & Spa. Please note that all pricing is subject to change and we request that you confirm all pricing with your Catering Manager prior to printing any materials.*

*We are honored that you have chosen Red Rock Casino, Resort & Spa and thank you for your patronage.*

*Red Rock Casino, Resort & Spa  
11011 West Charleston Boulevard  
Las Vegas, Nevada 89135  
Phone: 702-797-7550  
Fax: 702-797-7551*

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## A

**ACCOUNTING** ~ See "BILLING AND CREDIT"

### **AIRLINES**

For information regarding airlines, you may contact them directly at the following toll-free numbers or websites:

Southwest Airlines	800-435-9792	www.southwest.com
America West Airlines	800-235-9292	www.americawest.com
United Airlines	800-241-6522	www.united.com
Delta Airlines	800-221-1212	www.delta-air.com
American Airlines	800-433-7300	www.aa.com
Continental Airlines	800-523-3273	www.continental.com
Alaskan Airlines	800-252-7522	www.alaskaair.com
US Airways	800-428-4322	www.usair.com
ATA/American Trans Air	800-435-9282	www.ata.com
Northwest Airlines	800-225-2525	www.nwa.com

### **AIRPORTS**

Las Vegas is serviced by one major Airport, McCarran International Airport. The following are phone numbers for your convenience.

❖ General Information & Paging	702-261-5211
❖ TDD (Hearing Impaired)	702-261-3111
❖ Aircraft Noise Hotline	702-261-3694
❖ Information Request Line (Voice Mail Only)	702-261-5555
❖ Automated Flight Information	702-261-4636

For information regarding flights, arrival and departure times, please contact your airline directly at the phone numbers listed under "AIRLINES". McCarran International Airport is located approximately ten miles southeast of **Red Rock Casino, Resort & Spa**.

### **AIRPORT TRANSPORTATION**

The following are forms of transportation available to get to and from McCarran International Airport.

- ❖ Taxi Cabs are located out door number "4" at the baggage claim area. Approximate cost to/from McCarran International Airport ranges between \$40.00 and \$50.00.
- ❖ Red Rock Shuttle Services are located on level zero and offers complimentary transportation to **Red Rock Casino, Resort & Spa**. Service is available on a scheduled basis, please contact Hotel for most current departure times.

## **AMENITIES**

All food and beverage amenities are handled through our In Room Dining Department. To order an amenity or to design/customize an amenity, please contact an In Room Dining Manager at 702-797-7575 or extension 7575 (within the hotel) for more information. You may also contact your Catering Manager for a current list of amenities.

## **AMERICAN DISABILITIES ACT**

*Red Rock Casino, Resort & Spa* is in full compliance with the Americans with Disabilities Act required under Title III. Wheelchair Ramps, Auxiliary aids and services can be arranged through *Red Rock Casino, Resort & Spa*. Advance notice of registrants requiring special needs i.e., auxiliary aids and services, sleeping room accommodations, etc. is required. Please contact your Catering Manager.

## **ADVERTISING /MARKETING OPPORTUNITIES**

The following are offered as On Property Marketing Opportunities:

Guestroom Delivery of Materials	\$3.50 per item, per room
Television Channel Rental	\$500.00 per day
(1 channel available, content must be approved by <i>Red Rock Casino, Resort &amp; Spa</i> )	
Guestroom Voice Message Delivery	\$3.50 per message, per room

### **Customized Guestroom Keys**

Client is responsible for all costs associated with generation of the keys and must use official vendor of the hotel. Hotel must approve artwork before keys are manufactured. Number of keys required is 2 times the group peak night rooms. Keys are given only to guests who are part of the room block. Please contact your Catering Manager for additional information.

## **ATM**

*Red Rock Casino, Resort & Spa* offers Automatic Teller Machines (ATM) throughout the hotel.

*Red Rock Casino, Resort & Spa* also offers locations for "Quick Cash" credit card and debit card machines. These machines do not dispense cash. All transactions are processed through the casino cashier cage once a receipt is printed from the "Quick Cash" Machine. Please see the Main Casino Cage or Front Desk for current locations.

## ***ATTENDANCE GUARANTEE***

Where Catering charges are made on a per person basis, a guaranteed attendance Number must be communicated to your Catering Manager by 11:00am, three working days prior to the event. See the chart below for guarantee due days. This number is not subject to reduction. If no guarantee is received, the number of guests indicated on the Banquet Event Order will be the guaranteed attendance.

The Hotel will not be responsible for providing identical services for more than a three (3%) percent increase in attendance over the guarantee for groups up to 500 guests.

<u>Function is ...</u>	<u>Guarantee is Due ...</u>
Monday	Wednesday before
Tuesday	Thursday before
Wednesday	Friday before
Thursday	Monday before
Friday	Tuesday before
Saturday	Wednesday before
Sunday	Thursday before

## ***AUDIO-VISUAL***

***Red Rock Casino, Resort & Spa*** is pleased to have a preferred vendor relationship with Encore Productions for Audio/Visual and exclusivity for rigging operations. Encore Productions offers a wide variety of services including production, equipment, labor and total program coordination.

Should you wish to bring in an outside Audio/Visual Vendor or Labor, please note that ***Red Rock Casino, Resort & Spa*** is a non-union hotel. Individual meeting room Patch Fees will be applicable when Encore is not the Audio/Visual provider. In addition, all riggers, labor that installs truss, rigging points, motors and dead hangs **MUST** be ordered through Encore Productions. You may bring your own motors and truss, however, they must be accompanied by an insurance certificate and proof of their reliability. Please contact Encore Productions direct for current rigging labor charges.

Any outside vendor is responsible for appropriate room layout diagrams and fire marshal approved floor plans. Always confirm set up and tear down times with outside vendor directly and with your Catering Manager. It is also important to communicate to your Catering Manager the required Loading Dock load in and load out times for all vendors.

For additional information on Audio/Visual and Technical Services, please contact Encore Productions at 702-797-7192.

## ***AUTOMOBILE DISPLAYS***

Automobiles and powered vehicles may be brought into some areas of ***Red Rock Casino, Resort & Spa***'s Convention Center for product promotion, fundraising and other events of this nature. Advance approval must be obtained through your Catering Manager.

Please provide your Catering Manager with the following information:

- ❖ Type of vehicle(s)
- ❖ Size of vehicle(s)
- ❖ Weight of vehicle(s)
- ❖ Move-In and move-out times of Vehicle(s)
- ❖ Security for vehicle(s)

The following are strict guidelines that must be adhered to for bringing automobiles into the hotel. The automobiles must:

- ❖ have no more than one eighth quarter of the tanks capacity or 5 gallons whichever is less
- ❖ no fueling or refueling of vehicle(s) or equipment within the building
- ❖ have a locked and sealed gas cap
- ❖ be driven to the loading dock and turned off
- ❖ have its battery unattached
- ❖ guest will push or drive the vehicle into the freight elevator
- ❖ guest will push or drive the vehicle out of the freight elevators and to its destination. Other than move-in/out, at no time is the vehicle be turned on once inside the hotel
- ❖ a floor covering or "diaper" to be placed under car
- ❖ not block means of egress

If a vehicle is to be used for a show and/or performance, the following guidelines must be adhered to:

- ❖ No Warming Up of the Vehicle
- ❖ Exhaust System to remain cool
- ❖ Vehicle to be shut off when in display motion
- ❖ 2 Fire Extinguishers to be near stage/display area
- ❖ No operation of the vehicle through audience
- ❖ Fire Watch (see Engineering Charge Sheet) to be in effect during show/performance
- ❖ Fire Marshal and ***Red Rock Casino, Resort & Spa*** have final approval on all operation of vehicles during show/performance.

## **B**

### ***BABYSITTING***

The Concierge Desk at *Red Rock Casino, Resort & Spa* can assist guests with all their childcare needs by referring them to *Nanny and Housekeeping of USA (702-451-0021)*. The Concierge Desk can be contacted at 702-797-7877, extension 7877 (within the hotel) or 866-328-9270.

### ***BANNERS & SIGNS***

Any and all hanging of banners and signs must be handled by Encore Productions. Please refer to the Encore Productions Price Sheet in the Appendix for these charges. Please coordinate the installation and teardown of banners with your Catering Manager.

### ***BANQUET MENU SELECTION***

*Red Rock Casino, Resort & Spa* requests that all banquet menus, room arrangements and other pertinent details of your functions be submitted to the Catering Department 60 days prior to your event or convention. Please refer to the current banquet menus to assist you with your planning. Your Catering Manager will be happy to customize special menus and assist you in selecting the proper menu items and arrangements to insure the success of your event.

### ***BARS AND LOUNGES***

- ❖ **ROCKS LOUNGE** Ignite your evening with JD Live featuring top 40. Mash-ups, flashbacks, rock, oldskool and more!
- ❖ **ONYX BAR** Excitement awaits at the Onyx Bar. Chill out with a martini in the undulating lounge or find a dark corner to get to know someone better.
- ❖ **LUCKY BAR** Everyone's a winner at the Lucky Bar Ultra Lounge. Score a fabulous drink, get your game on and gab with your friends in casual surroundings.
- ❖ **BACKYARD** Red Rock's backyard sits on three acres of poolside perfection. Featuring a beach area, cabanas, wading pools, and an island, the backyard is blooming with delights. Sip on a drink, or enjoy the exciting poolside gaming environment. The pool area also serves as an entertainment venue, and can host a variety of public and private events and concerts for up to 3,000 people.

## ***BEAUTY SALON***

The ***Red Rock Casino, Resort & Spa*** Salon is conveniently located in the Spa on the Casino level of the Hotel. Please be advised that reservations are requested at 702-797-7878. Current operating hours are Monday through Sunday from 9:00am to 8:00pm.

At the Salon you can choose from an extensive menu of Salon services including but not limited to hair care, manicures, pedicures, waxing, makeup artistry with lessons, as well as special occasion, bridal and barber services.

The ***Red Rock Casino, Resort & Spa*** Salon's cancellation policy is 4 hours in advance or the full amount of service will be charged. Acceptable methods of payment are room charge, credit card, bill to group master account (authorized signer approval required) or cash.

## ***BELL DESK***

The Bell Desk provides a variety of services to our guests. They handle inbound and outbound luggage as well as room deliveries. The following is a list of available services and current pricing. The Bell Desk can be reached at 702-797-7870.

Room deliveries are \$3.50 per item, per room (with no "minimum" or "maximum"). Group deliveries are available 24 hours a day if coordinated with the Bell Desk to ensure adequate staffing is on hand.

If an outside company requests a delivery to each attendee during a convention (especially during a Citywide convention for magazines/notices), please refer all requests to the Bell Captain at 702-797-7814, who will assist with all arrangements/payments.

Please refer to "WHEELCHAIRS" for wheelchair and medical supply rental information.

All group arrivals, are subject to a \$7.00 per person, round-trip portage fee. All requests for group arrivals at the Front Door must be pre-approved and will be charged \$7.00 per person, round-trip (utilizing mini-buses, or motorcoaches). Please be sure that all luggage is identified with luggage tags.

If you will be using a Destination Management Company for your transportation needs, please advise the company to contact the Bell Captain at 702-797-7870, or your Catering Manager prior to the commitment regarding the type of transportation.



## ***BILLING & CREDIT***

***Red Rock Casino, Resort & Spa*** requires that proper credit information be established 90 days prior to your event or convention. The Accounting Department assists with the following methods of payment an organization may choose from:

- ❖ Direct Billing \*(based on credit approval by ***Red Rock Casino, Resort & Spa***)
- ❖ Pre-payment (full amount due 14 days prior to your event or convention) by cash, certified check, money order, money wire transfer or credit card

\*Direct billing may be requested for any account that exceeds \$7,500.00. Credit references are required to establish direct billing. A Direct Billing Application must be completed and sent to your Catering Manager at least 90 days prior to your group arrival. In order to expedite the credit approval, it is very important to fill out your credit references completely, including all phone numbers and dates of stay at previous hotels.

Upon approval for direct billing, an additional 35% deposit will be required with some exceptions (per your sales contract) at least 30 days prior to your event or convention. Please be advised that the Accounting Department reserves the right to request additional deposits pending your credit status.

If you do not qualify for direct billing, your organization will need to pre-pay the anticipated charges applied to your event or convention at least 14 days prior. Deposits/Payments are payable via cash, company check (if 30 days out), certified check, money order, money wire transfer or credit card – which requires a front and back photocopy of the credit card.

See “WIRE TRANSFERS” for more information.

Please contact your Catering Manager with any questions regarding your billing and credit.

## ***BUSINESS CENTER***

The Business Center is located on the Convention Level (fifth floor) of ***Red Rock Casino, Resort & Spa***. Their hours of operation are Monday through Friday 7:00am until 8:00pm and Saturday & Sunday hours are 8:00am until 8:00pm.

The Business Center offers a wide variety of services including:

- ❖ Facsimile services (Incoming & Outgoing)
- ❖ Photo copying service
- ❖ On-site computer and software use
- ❖ Shipping & handling (Incoming & Outgoing) for small parcels and letters
- ❖ Office supplies & office equipment rentals

If you need to send a facsimile to a hotel guest please send to fax 702-797-7860. To send an email to a hotel guest ~ [redrockbc@gmail.com](mailto:redrockbc@gmail.com) ~ please denote the hotel guest's name.

For further information, contact the Business Center at 702-797-7835 or extension 7835 (within the hotel).

All Business Center charges may be paid by cash, credit card, charged to the guestroom or master account (with authorized signer approval) .

### ***BUSINESS TAX/LICENSE***

In the event products are being sold to consumers, Nevada law requires that Hotel pay an additional business tax on behalf of all trade shows and conventions conducted by persons or entities not having Nevada business license. This tax is based on the number of businesses taking part in the trade show or convention, multiplied by the number of days held multiplied by \$1.25. The organization agrees to reimburse Hotel for the Nevada Business Tax paid on behalf of each business that takes part in the trade show or convention. This fee will be applied to the Master Account. In addition, show management must apply for a Nevada Business License at [www.co.clark.nv.us/business\\_license](http://www.co.clark.nv.us/business_license).

## C

### ***CASH PAY-OUTS***

Guests requiring a cash payout during their convention are required to send the hotel a company or cashiers check that must arrive at least 14 days prior to requiring the cash. This is to be arranged with your Catering Manager. Notification of cash pay outs on site are required at least 48 hours in advance to obtain proper authorizations.

Cash pay-outs are not allowed to be charged to the groups Master Account.

### ***CASINO INFORMATION***

***Red Rock Casino, Resort & Spa*** has one main casino. The casino consists of slot machines, reel and video poker games, table games as well as a poker room and the Race & Sports book.

The Casino Awards Program for ***Red Rock Casino, Resort & Spa*** is called "Boarding Pass". A Boarding Pass card allows guests to redeem points earned from fifteen Las Vegas properties. Boarding Pass points may be used in any reel or video poker machine, keno, table games and race and sports books.

For more information please visit the "Rewards Center" located next to the main cashiers cage in the casino. To contact the Rewards Center directly, please call 702-797-7130.

### ***CHECK CASHING***

Guests of ***Red Rock Casino, Resort & Spa*** may cash checks at the casino cage based on the following requirements:

- ❖ Personal checks with full name imprinted on the check
- ❖ Major credit card and photo ID required
- ❖ Checks cashed up to \$1,000.00 depending on credit card and account information provided – discretion of casino cage manager
- ❖ Previous gaming records at ***Red Rock Casino, Resort & Spa*** may also determine the limit to which checks may be cashed
- ❖ Company checks made payable to ***Red Rock Casino, Resort & Spa*** may be cashed if received 30 days prior and with approval of the Casino Cage Manager.

Please contact your Catering Manager for additional information.

### ***CHECK IN AND CHECK OUT ~ See "FRONT OFFICE"***

## ***CHURCHES***

***Red Rock Casino, Resort & Spa*** Concierge can assist with local church and synagogue information, locations and service times. Please contact the Concierge Desk at 702-797-7877 or 866-328-9270.

## ***COMPUTER NETWORKING***

All meeting rooms and foyers are wired for computer networking between meeting rooms. Analog phone lines are provided by ***Red Rock Casino, Resort & Spa*** (see "Telephone Info for pricing), and however, high speed Internet access must be obtained through our exclusive vendor. For all high speed internet access, please contact Cox Communications at 702-797-7200. See Appendix for current order forms for both Analog Lines through ***Red Rock Casino, Resort & Spa*** and internet through Cox Communications.

## ***COMPUTER RENTAL***

Personal computers are available for rental through Encore Productions for your meeting or convention. For more information regarding computer rental contact Encore Productions directly at 702-797-7192 (extension 7192).

Public computers are available for use in the Business Center. These self service terminals can be used by guests to check email and print documents including boarding passes.

## ***CONCIERGE***

The Red Rock Resort Concierge exemplifies the essence of hospitality with a dedication to uncompromised service, seamless experiences and the utmost in guest gratification. Our personal commitment is to provide each and every guest with an exceptional itinerary tailored specifically around your requests. Concierge services include, but are not limited to:

Show reservations, tour bookings, floral referrals, restaurant reservations, golf outings, childcare referrals, car rental information, babysitting services, directions, notary public, etc.

Our concierge staff is available at Hotel Registration located in the hotel lobby. The staff is available seven days a week from 7:00am-9:00pm. Hours are subject to change. For additional information, please call the Concierge directly at 702-797-7877 or 866-328-9270.

## ***CONVENTION CENTER***

Forget memorable. Make your next corporate event or private party unforgettable. Red Rock offers more than 70,000 square feet of stunning meeting and conference facilities accommodating any size event, from 15 to 1,500. Many of the spaces are naturally-lit and overlook the stunning Red Rock Canyon and 3 acre backyard. Wow factor: guaranteed. For reservations, please call our Sales department at 866-617-0777.

## **CONVENTION PACKAGE ROOM**

All materials shipped to the Hotel must have the following information on the shipping label:

### **Labeling example [Convention: Freight]:**

**Mr. Bob Jones, Arrival 10/02/2006  
c/o *Red Rock Casino, Resort & Spa*, Convention Group Name  
11011 West Charleston Boulevard  
Las Vegas, Nevada 89135**

### **Labeling example [Guest: Parcel]:**

**Ms. Bonnie Jones, Arrival 10/02/2006  
c/o *Red Rock Casino, Resort & Spa*  
11011 West Charleston Boulevard  
Las Vegas, Nevada 89135**

Please plan for your boxes to be delivered to the Hotel no more than three days in advance of your function.

All packages received for the group (individual attendees/vendors) will be subject to the following shipping/handling charges:

## ***Package Handling***

All packages and/or freight received at the Red Rock Resort will be assessed the following handling and/or storage charges:

<b>5 lbs or less / envelope</b>	<b>\$ 5.00 /each</b>
<b>6 lbs to 20 lbs</b>	<b>\$ 10.00 /each</b>
<b>21 lbs to 100 lbs</b>	<b>\$ 20.00 /each</b>
<b>Pallet</b>	<b>\$ 250.00/per pallet</b>
<b>Forklift Fee</b>	<b>\$144.00 per day</b>
<b>Driver Fee</b>	<b>\$74.00 per hour</b>

Letters and packages will be shipped at prevailing Federal Express, UPS or DHL rates. These charges apply to all incoming and outgoing letters and packages.

Shipments made to the Hotel by a shipping company or arriving on pallets that will require the use of a forklift operator must be scheduled in advance. Please notify your Catering Manager for scheduling purposes. Additional charges will apply for forklift use.

- Currently the Convention Package Room is open 7 days a week and can be reached at extension 7075.

***CREDIT*** ~ See “BILLING AND CREDIT”

***CREDIT CARDS***

The following Credit Cards are accepted at ***Red Rock Casino, Resort & Spa***:

- ❖ American Express
- ❖ Discover
- ❖ Master Card
- ❖ Visa
- ❖ Diners Club
- ❖ JCB

***CURRENCY EXCHANGE***

***Red Rock Casino, Resort & Spa*** Casino Cage can assist guests with currency exchange transactions. Please be advised, we are unable to exchange coins.

For more information regarding currency exchange rates, please contact the Casino Cage at 702-797- 7474.

## D

### ***DANCE FLOORS***

***Red Rock Casino, Resort & Spa*** has portable parquet dance floors with 3'x3' squares available for your event. Please coordinate the installation and teardown of the dance floor with your Catering Manager.

### ***DECORATIONS***

For any event that requires special decorations or props, our preferred vendors are available upon request. All own a wide range of quality props for a variety of themes. In addition, they have large inventories of linens and chair covers.

- Baskow & Associates                    <http://baskow.com>                    702.733.7818
- Destinations by Design                <http://www.dbdvegas.com>                702.798.9555
- Panache                                    <http://panachedm.com>                    702.877.6338
- PRA Destination Management        <http://www.pra.com>                    702.973.1400

Your Catering Manager must approve all decorations or displays that are brought into the hotel. The hotel will not permit the affixing of anything to the walls, floors, or ceilings of rooms with nails, staples, tape, or any other substance unless approved in advance.

### ***DEPOSITS & PAYMENTS***

All deposits and payments should be mailed to the following address:

***Red Rock Casino, Resort & Spa***  
**Attn: Catering Manager**  
**11011 West Charleston Boulevard**  
**Las Vegas, Nevada 89135**

Please include following information with your deposit or payment:

1. Catering Manager
2. Name of Event
3. Date of Event
4. Master Account Number

## E

### ***ELECTRICAL SERVICES ~ See "ENCORE PRODUCTIONS"***

#### ***EMERGENCY PROCEDURES***

In the event of an emergency, strobe lights and audible alarms will be activated in the affected area(s). Guests should remain calm and follow the instructions given through the public address system.

If the alarm is resolved or false, the announcement will state that the alarm has been "investigated and resolved" and to return to your normal operations.

In the event that there is credibility to the alarm, the announcement will state that the hotel is being evacuated and to proceed to the nearest emergency exit.

From the Convention Center, our emergency exit is the East end of the floor where you will see marked exits beyond the conference registration desk towards Vistas meeting room. Proceed down the stairwell until you exit at the east parking garage. Security will be there to direct you further.

1. Hotel personnel will:
  - ❖ Post personnel at all tower exits to meet and direct guests to staging areas.
  - ❖ Notify Hotel Emergency Command Center representative from the staging area of the number of guests, their condition and any special needs that may arise.
  
2. Security will:
  - ❖ Security Officers, with the assistance from Housekeeping Supervisors will walk through the stairwells as conditions permit looking for lost or hurt guests, and assist handicapped guests in evacuation. Security Officers will also check the roof to make sure that no guests or associates evacuated to the roof and are stranded.
  - ❖ Security will secure the area by allowing no access back into the building until an "ALL CLEAR" is received.

**If you have a personal emergency during your stay or need to report an emergency, please dial 0 from any room or house phone.**

#### ***ENCORE PRODUCTIONS***

Encore Productions provides a variety of services to including and not limited to: electrical and labor. Please refer to the Appendix for the Encore Productions Services Order Form. This includes services provided as well as current pricing. Please check with your Encore Account Manager to confirm pricing.



Encore Production services orders are required a minimum of seven (7) working days prior to the date requested. Please complete an order form for each request and forward through your Catering Manager.

Electrical Services for Trade Shows are handled exclusively by Encore Productions. They can be reached at 702-797-7192.

### ***ENTERTAINMENT***

- ❖ **REGAL CINEMAS** catch all the newest blockbusters at the Regal Cinemas Red Rock movie theatre. This state of the art 16-screen cinema complex offers Stadium Seating with comfortable high back reclining seats, Digital surround sound featuring DTS and Dolby Digital, Advance tickets sales through Fandango, A partyroom for that extra special birthday and Crown Club rewards program for frequent movie goers. For movies and showtimes call 702-233-6948.
- ❖ **RED ROCK LANES** is the largest luxury bowling center in Las Vegas, 72 lanes including 12 VIP Lanes with Lounges and Bottle Service. To book your League Sign-Ups, Birthday Parties or Special Events, call 702.797.PINS (7467). For Bowling VIP Suites reservations, please call 702-797-7356.
- ❖ **KIDS QUEST** A specially-designed floor-to-ceiling climbing maze and play structure consisting of up to 35 challenging activities includes tunnels, slides, ramps, stairs, climbing nets, periscopes, air hops, bumper bags, talking tubes and other activities allowing children to crawl, climb, bounce, hop, tumble and slide in the comfort and safety of a professionally supervised, secure environment. Children develop agility, balance and coordination while achieving self-confidence through the challenge of physical exercise disguised as fun. Per licensing each child's immunization records are needed on the first visit. For out-of-state guests, immunization records are due within 15 days of their first visit at Kids Quest. Open daily 9:00am-11:00pm, weekends 9:00am-1:00am, please call 702-797-7646.

### ***EQUIPMENT RENTAL & COSTS***

***Red Rock Casino, Resort & Spa*** provides standard equipment for all events at no additional charge. This includes tables, chairs, easels, risers, small pads, pens, and standard linens. It should be noted that any equipment that you may require that is not in the hotel's existing inventory must be rented at the group's expense.

Our standard equipment sizes are;

- ❖ Risers: 6'x8' carpeted pieces
- ❖ Stair Units: Applicable size to riser
- ❖ Chairs: 18"x23"
- ❖ Classroom Tables: 6'x18" & 8'x18"
- ❖ Display Tables: 6'x30" & 8'x30"
- ❖ Cocktail Rounds: 3'
- ❖ Cocktail Squares: 3'x3'

- ❖ Tall Boys: 3'
- ❖ 72" Rounds
- ❖ 60" Rounds

Office Equipment Rentals to include copiers, computers/monitors, fax machines, radios and pagers can be obtained through the Business Center at 702-797-7835.

***EXPOSITION & DRAYAGE SERVICES***

***Red Rock Casino, Resort & Spa*** is pleased to have vendor relationships with GES Exposition Services, Champion Exposition Services & Freeman Exhibit Services. They can be reached at:

GES Exposition Services (**PERFERRED VENDOR**)  
7000 Lindell Road  
Las Vegas, NV 89118  
Telephone: (702) 450-4300

Champion Exposition Services  
3960 Howard Hughes Parkway, Suite 380  
Las Vegas, NV 89169  
Telephone: (702) 577-9761

Freeman Exhibit Services  
7000 Placid #101  
Las Vegas, NV 89119  
Telephone: (702) 263-1404

If you need further information or additional referrals, please contact your Catering Manager.

# F

## ***FIRE CODES & REGULATIONS***

All codes and regulations fall under local specifications. When planning an event in our ballroom and/or function space, whether it requires decorations, equipment, furnishes, and/or attendance in excess of 300 guests, we must maintain all standards that will not obstruct exits, access thereto, access therefrom, or visibility thereof.

Please advise your Catering Manager of all intended uses of the meeting space.

Fire Marshal approved diagrams are required for all events in excess of 300 guests. Please discuss this requirement with your Encore Productions Account Manager.

The Official Decorator/Exhibit Company or Production Company you select must submit three (3) sets of floorplans/diagrams for events over 300 persons direct to the Clark County Fire Marshal's Office at least 10 working days prior to the event. Pricing, instructions, permit application and method of payment are available on the Clark County Fire Department Web Page at [www.fire.co.clark.nv.us](http://www.fire.co.clark.nv.us) or at the Fire Prevention Bureau.

Clark County Fire Department  
575 East Flamingo Road  
Las Vegas, NV 89119  
Phone ~ (702) 455-7311  
Fax ~ (702) 734-6111

See appendix for additional forms & information.

## ***FITNESS FACILITY & SPA***

More than 35,000 square feet of tranquil, luxurious surroundings invite you to a level of relaxation beyond your wildest dreams. Featuring private treatment suites that appear to float on the water, the Red Rock Spa is a sleek, ultra-modern retreat complete with a state-of-the-art fitness center and salon. The spa's holistic treatments promote health and rejuvenation, nourishing your mind, body and spirit long after you depart.

To enhance your spa experience we provide a private locker, robe and sandals, as well as grooming amenities. We have separate women's and men's wet areas that include steam, sauna and whirlpools. You need only bring workout wear and a swimsuit to enjoy our fitness center and/or lap pool. For your enjoyment, we offer fresh fruit, assorted teas, bottled water and fruit juices.

To maintain serenity, cellular phone use is not permitted except in salon and spa reception areas. All electronic devices should be turned off prior to entering the locker room and treatment areas.

We invite you to arrive at least 30 minutes prior to your first scheduled spa appointment (salon services excluded). This will allow time to receive your locker, change into your provided robe and sandals, shower and enjoy the steam, sauna or whirlpools. Arriving late will limit the time of your treatment, thus lessening the effectiveness and your relaxation. As a courtesy to the next guest, your treatment will end on time regardless of when you begin.

Spa & Fitness Center: 6am to 7pm daily.

The fee to use the fitness facility is included in the daily resort fee. Minimum age to use the facilities is 18.

We encourage you to schedule your appointments at least four weeks in advance to make certain the preferred treatments or therapists are available. To schedule your appointment, please call Red Rock Spa Reservations at 702-797-7878.

### ***FLAGS***

Based on availability, *Red Rock Casino, Resort & Spa* can provide you with a United States Flag or a Nevada State Flag for function use. Also, our preferred décor companies can assist with any specific or special flags that might be requested.

### ***FLORIST***

For centerpieces or specific décor requirements, please contact one of our preferred décor companies. They can provide recommendations and planning of your function by specific theme, budget, or season requests.

### ***FOG & HAZE***

The use of fog & haze during private events and conventions will be subject to Fire Watch services. Client is to provide this service during the event, in addition to one hour prior and one hour following. Fees are as follows:

Monday through Friday 7:00am-3:00pm – 200.00 per hour

Anytime after - \$300.00 per hour

Please contact your Catering Manager for details.

### ***FOOD & BEVERAGE***

No food and beverage will be permitted into Hotel from outside premises.

Detailed, written Food and Beverage requirements for each event must be received by Hotel thirty (30) days prior to the event. All Food and Beverage prices are subject to change without notice and may be confirmed ninety (90) days prior to the event. A twenty percent (20%) gratuity charge and current Nevada State sales tax will be added to all

applicable charges. Tax exempt organizations must furnish a valid certificate of exemption to Hotel thirty (30) days prior to the event.

- ❖ \$175.00 bartender labor fee will apply per bartender.
- ❖ \$250.00 labor fee will apply to events with 25 guests or lower.
- ❖ \$175.00 labor fee will apply per chef attendant requested.

Hotel reserves the right to apply meeting room rental and room set up labor charges.

### **GUARANTEES**

A guaranteed attendance number must be communicated to Hotel by 11:00 AM three (3) business days prior to the event. The guaranteed attendance number provided to Hotel is not subject to reduction. If no guarantee is received, the number of guests indicated on the Banquet Event Order will be used. Hotel will make an effort to provide identical services for no more than a three percent (3%) increase in attendance over the guarantee.

### ***FREIGHT ELEVATORS***

***Red Rock Casino, Resort & Spa*** has one (1) freight access elevator located at the hotel loading dock that accesses the convention center. Measurements are 9'-9" High, 11' Wide and 24' Long. Weight load is 20,000 pounds distributed (load and operator). An elevator operator is required. Please contact your Encore Productions Account Manager for operator fee information. Use is NOT permissible without operator.

### ***FRONT OFFICE***

***Red Rock Casino, Resort & Spa*** Front Office is located in the Main Hotel Lobby. Front Office Agents and Managers are available 24 hours a day at extension 7888 (within the hotel).

Hotel check-in time **begins** at 3:00pm. Hotel check-out time is 12:00pm. If you require a late checkout, please contact the Front Office or your Catering Manager for approval on the day of departure.

***Red Rock Casino, Resort & Spa*** does offer handicapped rooms that are wheelchair accessible and hearing impaired rooms that are equipped with a light above the door notifying the occupant someone is knocking. TDD phones are available upon request via the Hotel Front Office, at no additional charge.

For your convenience, check-out is available via:

- ❖ Hotel Front Office
- ❖ In room television check-out
- ❖ Express check-out cards as provided in your guestroom.

***FUNCTION SPACE*** ~ See "MEETING FACILITIES"

### ***FURNITURE RENTAL***

If you require items such as sofas, love seats, etc., please ask your Catering Manager for referrals.

Note: ***Red Rock Casino, Resort & Spa*** does not allow the removal or moving of furniture from any guestrooms, suites, boardrooms, and meeting space.

## G

### ***GIFT CARDS***

Gift cards can be purchased at the *Red Rock Casino, Resort & Spa* gift shop. You are able to purchase these certificates in any dollar amount. The certificates are redeemable at all *Red Rock Casino, Resort & Spa* outlets (shops, restaurants, spa/salon, etc.) and may be reloaded with additional dollar amounts.

***GOLF - please contact Concierge Desk for information***

### ***GUESTROOM AMENITIES***

Our luxurious accommodations offer a spacious retreat from the action and excitement. All rooms come fully equipped with Egyptian cotton linens and feather down duvets, 42" plasma TV's, BOSE wave sound systems, an iPod connection and in room spa services.

## H

*HAIR/BEAUTY SALON ~ See "BEAUTY SALON"*

*HEARING IMPAIRED ~ See "FRONT OFFICE"*

*HOSPITALS - See "MEDICAL INFORMATION" or "SECURITY"*

### **HOUSEKEEPING**

Guestroom amenities include, but are not limited to, safes, ironing boards, irons and hair dryers. The hotel does have an in-house Laundry Service on property.

See also "LAUNDRY & VALET" for additional information.

The following are items available from the Housekeeping Department upon request:

- ❖ Cribs
- ❖ Mini refrigerators
- ❖ Rollaway beds
- ❖ Turndown service
- ❖ Toothbrushes and toothpaste
- ❖ Robes and Slippers

Suggested housekeeping gratuity is \$2.00 per room, per night.

If you have any questions or requests for any of these items, please contact the Housekeeping Department directly at extension (within the hotel).

If you need a guestroom to be serviced for a VIP convention attendee at a particular time, please arrange all details with your Catering Manager.





### ***IN CONJUNCTION WITH EVENTS (ICW'S)***

Any group hosting an In-Conjunction-With (ICW) Event is solely responsible for all charges and activities. The host convention must authorize all arrangements for meeting space, assignments, food, beverage, etc. All final details should be given to the Catering Manager who is handling the primary convention.

Groups meeting in conjunction with a conference, but which are not part of the official convention program and require meeting space and separate billing are subject to credit approval. All meeting space, if available, will be at ***Red Rock Casino, Resort & Spa*** normal prevailing room rental rates and will be subject to the hotel's contract terms and conditions.

Show Management is requested to provide the hotel with a list of affiliates no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering Department to set up food, beverage and billing arrangements.

### ***IN ROOM DINING***

A full room service menu is offered 24-hours a day. In Room Dining can accommodate wedding receptions, meetings and cocktail receptions for guests in their rooms and suites. Along with special menu offerings, In Room Dining provides amenity services for our all our guests. An In Room Dining Manager may be reached at 702-797-7575. Please also refer to "AMENITIES"

### ***INTERNET ACCESS***

High speed internet lines can be installed in any meeting room at the prevailing rate for internet access. Should you require high speed lines, wireless services or extensive internet connectivity, please contact your Catering Manager.

All hotel guestrooms now offer wireless internet access. The fee for this service is included in your nightly resort fee.

See appendix for pricing information.

### ***INTERPRETATION & TRANSLATION SERVICES***

Should your convention require audio, video or personal interpretation services for international attendees, please contact the Las Vegas Convention and Visitors Authority at 702-892-0711.

## K

### ***KEYS***

For guestrooms, keycards are issued at the Front Desk upon check-in. All keys expire at check out time on the original date of check out. If the check out date is changed after check in, new keys are required.

Specialty keycards with your company logo can be purchased and distributed to convention attendees. A minimum of 12 weeks lead time is required. For more information and pricing, please contact your Catering Manager.

For your convenience, unlock keys for the meeting rooms can be provided. For more information, please contact your Catering Manager.

If keys are not issued, ***Red Rock Casino, Resort & Spa*** Convention Staff can lock down the doors upon request, however, lock keys are not issued to customers. These master keys are issued to management and Security of ***Red Rock Casino, Resort & Spa*** only. Please note that these rooms will not be considered secure at anytime and no valuables should be left in the room.

### ***KOSHER***

Kosher meals are available upon request. Requests must be made with your Catering Manager at least seven days in advance. Two types of Kosher meals are available: "Airline" type Kosher meals are available at the same price as the menu selection price for that event. Fresh Catered Kosher is available, with at least seven days notice, and is subject to additional charges.

## L

### ***LAUNDRY AND VALET SERVICES***

***Red Rock Casino, Resort & Spa*** has a full service laundry available to all guests. A laundry bag and price list of all services offered can be found in every guest room closet. Dry cleaning and laundry services are available in “Press Only” and “Clean & Press” options. The following is the procedure for service:

- Dial extension 7889 from guestroom for morning pick up
- Leave dry cleaning in the room and it will be picked up by 9:00am
- Enclose all copies of the completed form in bag with clothing
- Please indicate any item(s) that need to be stain treated

All dry cleaning/pressing in by 9:00am will be returned by 6pm. There is express service available for an additional fee of \$40.00, and it also needs to be turned in by 9am and will be returned by 2pm. For more information, please call 702-797-7889.

### ***LIMOUSINE SERVICES***

Limousine services to and from the airport and throughout the city are available through the Concierge Desk at 702-797-7877 or 866-328-9270. .

### ***LINEN***

***Red Rock Casino, Resort & Spa*** has an assortment of table linens for your events. Standard available colors are white, ivory and black for tablecloths, and white, ivory, black, chocolate brown and sandalwood for napkins. Stage skirting is available in black.

Specialty linens may be coordinated through the preferred Décor Companies (see DECORATIONS) and are available at the prevailing rental rates.

### ***LIQUOR LAWS***

No one under the age of 21 can be sold, given or otherwise obtain an alcoholic beverage at ***Red Rock Casino, Resort & Spa***. It is unlawful for any person under 21 years of age to show or present false or fraudulent written identification or use identification other than his or her own to order, purchase, attempt to purchase, receive or serve alcoholic beverages.

Any employee or agent has the right to refuse to sell or serve alcoholic beverages to anyone who they feel may have already had enough to drink or may be under the influence of another substance.

***Red Rock Casino, Resort & Spa*** does not allow any person or group to bring in liquor for consumption in banquet rooms, guestrooms or hospitality suites.

### ***LOADING DOCK***

Receiving hours at the loading dock at ***Red Rock Casino, Resort & Spa*** are 6:00am to 3:00pm, Monday through Friday and 6:00am to 3:00pm on Saturdays. Our Receiving Dock is closed on Sundays. Please be aware of these times when scheduling deliveries for trucks and freight. Due to heavy traffic, we strongly discourage any client freight deliveries on weekdays between the hours of 6:00am and 11:00am.

Due to space constraints, it is the responsibility of each client to provide parking for any freight or delivery vehicles involved with their program. Please arrange directly with your Catering Manager.

Clients are responsible for clean up of any debris and/or food/beverage during the delivery time on the loading dock.

Please also refer to “CONVENTION PACKAGE ROOM” for delivery of packages and boxes and “FREIGHT ELEVATORS” for freight loading.

***LOCKS*** ~ See “KEYS”

### ***LOGO***

Neither the Group nor ***Red Rock Casino, Resort & Spa*** will use the name, trademark, logo or other proprietary designation for the other party in any advertising or promotional materials without the prior approval of such a party. The Group’s requests for any ***Red Rock Casino, Resort & Spa*** advertising materials should be directed to your Catering Manager.

### ***LOST & FOUND***

In the event that an item is lost at ***Red Rock Casino, Resort & Spa***, please contact Hotel Security at 702-797-7440 or extension 7440 (within the hotel). When an item is found in a guestroom or elsewhere in the hotel, it is turned into the Security Department and held for 30 days.

Guests are responsible for all shipping charges associated with the return of a “found” item.

### ***LUGGAGE STORAGE***

Luggage storage is available for all guests at our Bell Desk located next to the Hotel’s Lobby/Front Desk. If you prefer, the Bell Desk can pick up your luggage from your guestroom and store it for you by calling extension 7870 (within the hotel).

## **M**

***MAILROOM ~ See "CONVENTION PACKAGE ROOM"***

### ***MAPS***

***Red Rock Casino, Resort & Spa*** Map is available on an e-mailable PDF format. Please consult your Catering Manager

### ***MEDICAL INFORMATION***

For any medical emergency, please call extension **9411** from any house phone and request security. Inform the Security Officer the nature of your emergency and location. For non-emergency situations, you may call extension 0 (within the hotel) or the following is a list of facilities on property:

The following is a list of nearby medical facilities:

- ❖ Summerlin Hospital, 657 N. Town Center Drive, Las Vegas, NV 89144; (702) 233-7000

***MEETING FACILITIES – See "CONVENTION CENTER"***

***Red Rock Casino, Resort & Spa*** offers more than 70,000 square feet of premium meeting and function space with state-of-the-art audio/visual capabilities.

### ***MEETING ROOM FLOOR PLAN***

See Appendix for meeting space capacities and floor plans. Floor plans are also available in PDF Format ~ please consult your Catering Manager.

### ***MUSIC***

***Red Rock Casino, Resort & Spa*** in-house music channels can be chosen for an event. Our in-house music is provided by DMX and the music channels they offer can be viewed on the website: [www.DMX.com](http://www.DMX.com).

## N

### ***NEWSPAPER PUBLICATION & DELIVERY***

The Las Vegas Review Journal and The New York Times may be purchased in our gift shop, located on the casino lobby level of the Hotel.

The Las Vegas Review Journal is delivered to all guest rooms on a daily basis. The fee for this delivery is included in your nightly resort fee. If your group wishes to have alternate newspapers delivered to each attendee's room, a delivery charge of \$3.50 per item, per room will apply plus the cost of the newspapers. Ask your Catering or Catering Manager for assistance in pre-arranging any special delivery.

***NOTARY PUBLIC ~ See "CONCIERGE"***

## P

### ***PARKING***

Complimentary Valet and Self Parking are available for all hotel guests. All parking is first come, first serve, and based on availability. Our garages are open 24 hours and are always staffed and Security monitored.

If your convention will be having out-of-state production company tractor trailers making a delivery to ***Red Rock Casino, Resort & Spa***, please note that we do not have parking facilities for these trailers on property. Please communicate with your Catering Manager if arrangements need to be made.

***PHONES ~ See "TELEPHONE INSTALLATION"***

### ***PHOTOGRAPHY***

If your group or convention is in need of photography services, we recommend our preferred destination management companies ~ see "DECORATIONS". Please ask your Catering Manager if additional local referrals are required.

### ***PIANOS***

***Red Rock Casino, Resort & Spa*** does have a baby grand piano (black and white) for your use. Rental for a function is \$500.00 plus applicable labor. Piano is available on a first come, first served basis. Please advise your Catering Manager if you would like to rent the piano for your function.

If the piano is required to be lifted onto a stage, arrangements will be made by your Catering Manager through the Audio Visual Department. Charges will be incurred for a Laborer/ Forklift. Please see Appendix for "Encore Production Charges".

If a piano is rented for your function, tuning will also be required. The cost for this is included in the \$500.00 rental fee. Your Catering Manager can arrange the tuning on your behalf.

### ***PODIUMS***

Our podiums are made from some of the finest solid hardwood, therefore we do not allow tape, Velcro, or other adhesive products to be attached to them. ***Red Rock Casino, Resort & Spa*** inventory consists of seven (8) standing podiums and (2) table-top podiums. Dimensions are 27" wide x 24" deep x 48" high.

### ***POOL***

Eden awaits inside our pool backyard. More than three acres of poolside perfection beckon your bare feet, with 19 irresistible private cabanas, swim up gaming and an exotic island. Or, cruise over to the Sand Bar, where you can enjoy refreshing bites, cool

cocktails and frou-frou drinks galore. The pool area also serves as an entertainment venue, and can host a variety of public and private events and concerts for up to 4,000 people.

Bare feet are happiest at the Sand Bar, where you can beat the heat with refreshing salads, appetizers, burgers and more. Sip on signature drinks while admiring the playful pool backyard, cool off with a popsicle or try your hand at blackjack.

***PRINTING SERVICE ~ See "BUSINESS CENTER"***



## **R**

***REGAL CINEMAS*** ~ See "ENTERTAINMENT"

### ***REGISTRATION ASSISTANCE***

Personnel experienced in convention services are provided through the Las Vegas Convention and Visitors Authority located at 3150 Paradise Road, Las Vegas, Nevada 89109-9096. You can also contact a representative by telephone at 702-386-7828, by fax at 702-386-7838 or by email at [registrationservices@lvcma.com](mailto:registrationservices@lvcma.com).

The Las Vegas Convention and Visitors Authority specializes in services including the following:

- ❖ Convention Greeters
- ❖ Registration
- ❖ Data Entry
- ❖ Product Demonstration
- ❖ General Labor and More

Please contact the LVCVA directly to inquire about rates as they vary depending on the function times, job responsibilities and number of consecutive days.

### ***RENTAL CAR - ENTERPRISE***

Our Concierge Department can assist with on-site rental car service through Enterprise. You may contact Concierge directly at 702-797-7877 or 866-328-9270 to place your request. Once you arrive to Red Rock, simply stop by our Concierge Desk, located in the hotel lobby, and we will make a copy of driver's (all driver's) licenses, document the credit card number, and you will sign the Enterprise contract. You will receive a Valet ticket for West Valet where you will claim your rental car.

If your reservation is made with Concierge when you are already at Red Rock, we allow you to choose from the vehicles we have in stock or you may request a different style that Concierge will order from Enterprise for you. Once the car arrives if it is ordered, we will contact you in your guestroom or at a number you provide such as a cell phone.

### ***RESTAURANTS***

Savor upscale resort dining at one of Red Rock's nine mouthwatering restaurants. Capturing around-the-world dishes with out-of-this-world service, Red Rock unleashes a culinary experience to satisfy all tastes. Each restaurant exudes its own distinctive decor and electric atmosphere, so no matter where you go, excitement is always on the menu. For individual reservations, please call 702-797-7576. Special Group Dining events can be arranged by calling 702-797-7517.

- ❖ **Grand Café** 24 hour casual American Bistro serving a variety of fun appetizers, great burgers, tossed salads, creative entrees and All Day Breakfast. Coffee and dessert bar open all day as well featuring fresh baked pastries and artisan breads.
- ❖ **Feast Buffet** freshly prepared food offerings from around the world including Asian, BBQ, American and Italian specialties. An extensive soup and salad bar as well as a dessert selection second to none including our own homemade gelato and ice creams. Breakfast served from 8:00am-11:00am, Lunch 11:00am-2:30pm, Dinner 4:00pm-9:00pm, Weekend Brunch from 8:00am-4:00pm.
- ❖ **T-Bones Chophouse** upscale steakhouse featuring oversized dry aged Prime steaks, signature bone-in meats, fresh fish and an extensive wine list. Enjoy cocktails in the piano bar or outdoors on the patio around the fire pit overlooking an unbelievable pool scene. Open Sunday through Thursday from 5:00pm-10:00pm, Saturday and Sunday from 5:00pm-11:00pm.
- ❖ **Terra Rossa Italian Restaurant** authentic Italian foods featuring homemade pastas, thin pizza from our wood burning oven, fresh fish and an incredible antipasto table. Award winning wine list features great selections from Italy and California. Open Daily from 12:00 pm – 10:00 pm Sunday through Thursday. Open 12:00 pm - 11:00pm, Friday and Saturday.
- ❖ **LBS A Burger Joint** – Rock 'n' roll casual, LBS serves up gourmet burgers, without gourmet attitude. With organic ingredients, original recipes and unparalleled guest service, LBS is a modern take on the classic American burger joint. With a rustic interior that is roadhouse-chic, LBS offers a dining experience locals and tourists can truly enjoy. Open Sunday through Thursday from 11:00am-10:00pm, Friday and Saturday from 11:00am-midnight.
- ❖ **Cabo Cantina** authentic Mexican Baja foods, salsas and Margaritas in a casual, fun and hip setting. Open Monday through Thursday from 5:00pm-9:00pm, Friday 5:00pm-10:00pm, Saturday from 4:00pm-10:00pm, and Sunday from 4:00pm-9:00pm.
- ❖ **Sandbar** beat the heat at our poolside café featuring a variety of fun foods and cocktails including appetizers, great burgers, sandwiches and tossed salads. Enjoy blackjack at our outdoor Pool Pit. Hours of operation are seasonal.
- ❖ **In Room Dining** 24 hour menu featuring a variety of food and beverage offerings.
- ❖ **Food Court** If quick and informal is more your speed, our quick serve outlets provides eight additional offerings such as Fatburger, Panda Express, Villa Pizza, Starbucks, Ben & Jerry's Ice Cream, Rubio's Fresh Mexican Grill, Capriotti's Sandwich Shop and Tropical Smoothie Café.

- ❖ **The Bagel Café** offering more than just bagels, The Bagel café is the perfect place to start the day, stop in for a casual lunch or grab a bite while watching the big game at the nearby Race & Sports Book.
- ❖ **Yard House** great food, classic rock featuring the largest selection of draft beer

### ***ROOM RESERVATIONS***

Room reservations for ***Red Rock Casino, Resort & Spa*** can be made either by calling Reservations at 866-767-7773 or via the Internet at [www.redrocklasvegas.com](http://www.redrocklasvegas.com).

***ROOM SERVICE ~ See "IN ROOM DINING"***

## **S**

### ***SAFE DEPOSIT BOX***

Safe deposit boxes are located at the Front Desk. To rent a safe deposit box, each guest is required to show I.D. (driver's license) and be a registered hotel guest. Safe Deposit boxes are accessible 24 hours a day.

### ***SECURITY***

The ***Red Rock Casino, Resort & Spa*** Security Department patrols the Casino, Hotel, Conference Center, Garages and perimeter of the Hotel, 24 hours a day, seven days a week. There is a Security Booth in the Casino near the Main Casino Cage. The booth is manned 24 hours a day, seven days a week and may be reached at 702-797-7400. The Security Department is also responsible for handling emergencies, lost and found and special events security.

***Red Rock Casino, Resort & Spa*** Security Department does not provide services for "equipment watch". In the case where expensive and/or sensitive equipment/materials are left in convention rooms unattended, supplementary security is recommended. The following companies are recommended for contract:

- |                                 |                        |
|---------------------------------|------------------------|
| ❖ Official Security             | Telephone 702-369-4366 |
| ❖ Securitas                     | Telephone 702-737-5316 |
| ❖ Positive Protection of Nevada | Telephone 702-232-9697 |

\*\*\*Hotel Security is not available for hire during events.

### ***Medical Emergencies***

Our Security Officers are CPR, Defibrillator and First Aid certified.

The security dispatch room has a direct line with the Police and Fire Department, as well as the Medical Emergency Services.

The nearest hospital is Summerlin Hospital located at 657 N. Town Center Drive, Las Vegas, NV 89144. Their phone is (702) 233-7000. This hospital is approximately 3 miles away.

The closest "Walk-in" type clinic is "Freemont Medical", located at 9499 West Charleston Blvd, Suite 150, phone (702) 228-5477 and the closest 24 hour pharmacy is "Savon Drugs" located at 10250 West Charleston Blvd; phone (702) 838-7548.

### **THE NUMBER TO BE DIALED IN CASE OF AN EMERGENCY:**

**9411**

**(from any house phone)**

### ***Telephone Numbers***

Security can be reached 24 hours a day, seven days a week by dialing extension **7400** (within the hotel). Emergency phone number for *Red Rock Casino, Resort & Spa* is extension **9411** (within the hotel).

***SHIPPING & RECEIVING ~ See "LOADING DOCK" & "CONVENTION PACKAGE ROOM"***

***SIGNAGE ~ See "BANNERS AND SIGNS"***

***SPA ~ See "FITNESS FACILITY"***

### ***SPOUSE PROGRAMS***

To coordinate spouse programs, please contact the Hotel's preferred vendors ~ Destinations by Design at 702-798-9555, Baskow & Associates at 702-733-7818 or Panache at 702-877-6338. For additional information on shopping, shows, museums, etc., please contact the Hotel's Concierge Desk at 702-797-7877.

### ***STAGING***

The Hotels risers are 6'x8' in size and can be 18", 24" or 30" in height. Please advise your Catering Manager of your staging requirements. Additional charges may apply for large stage/set-up requirements.

ADA/Handicap ramp is available. Please contact your Catering Manager for more information.

### ***SUITE POLICIES AND PROCEDURES***

We respectfully ask that you acknowledge and adhere to the following Suite Policies and Procedures:

1. All Food and Beverage requirements for your Suite must be arranged through our In Room Dining Department. Please contact an In Room Dining Manager to assist you with your hospitality arrangements, menu planning and provide any additional helpful information.
2. We **Will Not** dismantle any furniture in the Suites.
3. The Hotel reserves the right to change Suite locations.
4. The nightly rate will not be waived pending Food and Beverage requirements.
5. Functions may be held in the Suites from 8:00am – 1am, only.
6. Functions must be contained within the Suite and not in Foyer areas.
7. A **Guest List** and a **Schedule of Activities** should be provided to your Catering Manager, 7 days prior to arrival. In addition, a list of guests spending the evening must be provided. **We allow two (2) people per bedroom.**
8. For your safety, electrical usage over and above the standard outlets is **Not Available.**
9. Freight, boxes or crates of equipment **will not** be allowed in the Suites. Suites are not to be utilized for exhibiting machinery or products.

10. Due to local fire codes and hotel policy, easels/signage are **not permitted** in the casino, hotel lobby or sleeping room hallways. Any easels or signage in these restricted areas will be removed immediately by hotel security.
11. We will help you coordinate and establish all your billing arrangements. All request for direct billing or Master Account must be submitted to our **Credit Department** 60 days prior to your function. Direct billing is only available when an account will exceed \$7,500.00 after deposit.
12. All Suites require a first night deposit plus tax along with a \$5000.00 damage deposit. We must receive a company check within 5 business days of requesting the suite. Credit Cards will not be accepted as a method of payment for the rental/damage deposit.

If you have any additional questions or concerns on the information listed above, please contact the **Red Rock Casino, Resort & Spa** Sales department at 866-617-0777.

Failure to comply with any or all of the policies detailed above will result in immediate termination of suite functions. All damages are subject to additional charges, based on hotel cost assessment. If no damages are incurred, your damage deposit will then be used as a credit towards your account. A signed form stating these policies and procedures must be received with the first night deposit along with the damage deposit within 5 (five) business days of reservation request.

# I

## **TAXES**

Current Clark County Room Tax is 12%, State Sales Tax is 8.1% and Service Charges for Banquets at *Red Rock Casino, Resort & Spa* is 20%. Taxes are subject to change.

## **TAX EXEMPT STATUS**

In order for an organization to be considered tax exempt, you must provide your Catering Manager a certificate of exemption from the State of Nevada or a Federal Tax Exempt Certificate at least seven (7) days prior to your event.

Individual government employees must follow current tax exempt laws and provide appropriate and current documentation at time of check-in. Lodging purchases made with the following federal government credit cards are exempt: Visa and Mastercard that contain an account number that begins with 4486, 4716, 5568, and the sixth digit from the left is 0,6,7,8 or 9. Transient lodging charges billed directly and paid directly “centrally billed” by the federal government are exempt. Those charged billed directly to federal employees “individually billed” are NOT exempt regardless of whether the employee is subsequently reimbursed by the Federal Government. It is not necessary that an exemption certificate be issued in conjunction with the above referenced credit cards.

## **TELEPHONE INFORMATION**

The main telephone line for *Red Rock Casino, Resort & Spa* is 702-797-7777.

If you have telephone installation requirements such as Analog phone lines for use with telephones, fax machines and data ports, please call your Catering Manager for assistance.

A telephone request form can be found in the Appendix. Requests must be received no later than seven (7) days prior to the installation date. Requests received inside of seven (7) days prior to installation, may be subject to a one time expedite charge.

Exhibitor Phone Requirements are to be faxed to 702-797-7551 and the Telecommunications Manager will handle these requests directly.

For high speed data/ethernet, please refer to “Internet Access” for more information. Clients are to arrange services direct through your Catering Manager.

### ***TELEVISION CHANNELS***

All guest rooms at ***Red Rock Casino, Resort & Spa*** are equipped with 42” flat screen color televisions. A listing of all channels is available in each guestroom. Guests may access Pay-Per-View channels by following the directions on their television.

***Red Rock Casino, Resort & Spa*** offers one (1) rentable in-house TV Channel. Current cost is \$2,500 per day per channel. Format is continuous loop DVD. Arrangements are to be made direct with your Catering Manager. Approval of all in-house videos, advertisements, etc. remains at the sole discretion of ***Red Rock Casino, Resort & Spa*** Management.

### ***TOURS/SIGHTSEEING***

For individual or small group tours, please contact either the Concierge Desk at 702-797-7877. They can provide information and assistance with arrangements. For Convention/Group Tours please also refer to “DECORATIONS” for our preferred DMC vendors.

### ***TRANSPORTATION***

All group arrivals and departures with motor coaches must pick-up and depart from the ***Red Rock Casino, Resort & Spa*** main entrance. For convention groups that require transportation, please also refer to “DECORATIONS” for our preferred DMC vendors. For individual transportation, Taxi service is available at the Front Entrance of ***Red Rock Casino, Resort & Spa***.



## V

***VALET PARKING*** ~ See "PARKING"

### ***VOICE MAIL***

Voice Mail is available in all guestrooms. To leave a "personalized" greeting from your guestroom, press "7" or "Message Button" on the phone unit. When recording starts, press "8" and follow the additional instructions.

To pick-up your voice mail messages from outside of your guestroom, if in-house, call the Hotel Operator. If outside of the Hotel, dial 702-797-7070. You will hear a recording to enter your guestroom number. If you are in a 4 digit guestroom number, it would be 8XXXX or if you are in a 5 digit guestroom, it would be 8XXXXX. You will then enter your password, which will be set up upon check-in at the Hotel.

## W

### **WEDDING CHAPEL**

*Red Rock Casino, Resort & Spa* offers wedding packages for reception and ceremony. The resort does not have a wedding chapel though it offers several memorable locations for ceremonies.

### **WEATHER INFORMATION**

For an area weather update, call the Weatherline Forecast Service, updated by the local television station, Channel 13, at 702-248-4800 or visit [weather.com](http://weather.com) and enter zip code 89135. This weather service offers a continuously updated forecast, including time, day, present high and low temperatures and a five-day forecast.

### **WHEELCHAIRS**

Both standard wheelchairs and motorized scooters are available at the *Red Rock Casino, Resort & Spa* Concierge Desk. Standard wheelchairs are complimentary with an imprint of the guests' credit card for deposit. Motorized Scooters are available for one-day rental \$40, two-day rental \$70, three/four-day rental \$105 and five or more day rental \$120.

Arrangements for these and other medical supply rentals are to be made direct with the Concierge Desk at 702-797-7877, (866) 328-9270 or ext 7877 from any in-house phone.

### **WIRE TRANSFERS**

To wire transfer payments to the Hotel to cover convention costs, please send as noted below:

Bank of America  
Head Office Branch  
300 South 4<sup>th</sup> Street  
Las Vegas, NV 89109  
ABA# 026009593

Credit Account: Charleston station DBA Red Rock  
#026009593  
General Account:  
# 0 05011456460

\*Include customer name and purpose of funds