

Luxor's FAQs

Can I make multiple reservations under the same name?

- Our Internet site will allow you to make multiple reservations under the same name but room reservations will contact you via e-mail for names of the guests occupying the rooms.

How do I upgrade my room?

- Please call 800.288.1000.

Is early check-in available?

- Early check-in prior to 3:00 PM is available on a day-by-day basis.

Do you have Wheel chair accessible rooms?

- Yes.

Can I request a donation from Luxor?

- MGM Resorts considers all donation requests; please send your request to philanthropy@mgmresorts.com.

How do I make a hotel reservation?

- Our best rates are always at luxor.com book online or call 877.386.4658, however there is an additional charge for all reservations booked by phone. We also send out our best offers via e-mail weekly. See "Email Promotions" in the footer below.

Do you have a spa or fitness facility?

- Yes, Nurture Spa & Salon. Guests must be a minimum of 18 years of age to use the facilities

How can I make tour and travel arrangements?

- For guest convenience, Luxor provides in-house Concierge Services whom are available to assist with tours to the Grand Canyon, Zion, Hoover Dam and surrounding areas. The Concierge is also able book thrilling adventures such a Exotic Car and Nascar Racing Experiences, Helicopter Flight over The Strip and much more!

Do you have a wedding chapel?

- Luxor has two chapels with packages starting at \$299. For more information see "Weddings" in the "Meetings & Groups" section.

How old do I have to be to gamble?

- Gaming law requires guests to be a minimum of 21 years if age to gamble and identification is required.

What if I find a lower rate on Luxor.com after I've already booked?

- If you book on Luxor.com and find a lower rate for the same dates at a later time, call 800.288.1000 and we'll be glad to lower your rate (\$10 change fee applies). If you find these rates within 24 hours of booking click the "Best Rate Guarantee" logo in the footer below.

Do you offer hearing impaired rooms?

- Yes TDD/TTY devices are also available and require a credit card deposit for use.

How do I add an additional name to a reservation?

- If you booked directly through Luxor, please call 800.288.1000. If you booked through a travel agency, please contact them directly.

Are pets allowed?

- No, with the exception of assistance animals. Please be advised during the summer months the temperatures are very high and heat buildup in cars will kill animals. ** You can call Animal Inn Pet Kennel at 702.736.0036 for your pets' boarding needs. Please note that Luxor does not endorse nor is affiliated with this company and is providing this information merely as a courtesy to our guests. **

Do you have a golf course?

- No, Luxor does not have a course. See the "Amenities" section in the header link at the top of the page for information about nearby golf courses.

How do I establish Casino credit?

- A credit account, which is for casino markers and check cashing purposes only, can be applied for online. The information you submit online will be processed, but credit cannot be issued until you present your photo ID at the Main Casino Cage for verification. Must be 21 to apply.

Do you have a business center?

- Yes, our business center is open Monday - Thursday 7:00 AM to 4:00 PM & Friday - Sunday 7:00 AM to 2:30 PM Computer Services Available: • \$5.00 Minimum first 5 minutes • \$1.00 each additional minute • \$1.00 per printed page Black/White • \$2.00 per printed page Color • WIFI available Photocopies: • One Sided \$.25 • Two Sided \$.50 • Transparency \$2.00 Faxes: • Incoming (per page) \$1.00 • Outgoing Domestic (first page) \$6.00 Package Handling for Sending & Receiving: • Letter \$6.00 • 0-15 lbs (per package) \$7.00 • 16-30 lbs (per package) \$12.00 • 31-40 lbs (per package) \$15.00 • 41-60 lbs (per package) \$20.00 • 61-75 lbs (per package) \$25.00 • Over 75 lbs total weight x \$0.60 • Outgoing International (first page) \$10.00 • Additional pages (per page) \$1.00

How do I reserve 10 or more hotel rooms?

- For more information please contact our Sales Department at 702.262.4800 or 800.777.2771 or email meetings@Luxor.com.

How do I become a member of your Players Club?

- Click the "Mlife" logo in the footer below for information on joining the Mlife Players Club, or just stop by the Mlife Players Club booth at Luxor to sign up. Must be 21 to apply.

Is there a rental car agency in the hotel?

- AVIS is located in the main lobby. They can be contacted at 702.730.5988.

How do I make changes to my room reservation?

- If booked directly with Luxor, please call 800.288.1000 for information about changes, requests, restrictions and cancellations.

Do you offer Internet service in the guest rooms?

- Yes, high-speed Internet access is available as part of the daily resort fee. Internet access available in English, Spanish and Japanese.

Do you have childcare?

- Luxor does not offer childcare. There are several licensed and bonded services listed in the phone book.

Does Luxor sell Gift Cards?

- Yes, Luxor gift cards are available for purchase at our spa. To purchase by phone, dial 702.262.5720 or 800.258.9308. You can also click the "Gift cards" link in the footer below. Gift cards cannot be used for gaming.

Is transportation available to/from the airport?

- No, however shuttles, taxicabs and limousines are available outside the baggage area. Airport shuttles conveniently whisk Las Vegas visitors between McCarran International Airport and Las Vegas Strip.

Is smoking allowed in the hotel rooms?

- All rooms are non-smoking. A \$300 cleaning fee will be applied for smoking in a designated nonsmoking room. Smoking is permitted throughout the casino floor, at stand-alone bars and another other assigned smoking area.

How do I obtain a confirmation for my room reservation?

- If your room reservation was booked online, a confirmation will be e-mailed to you. If you booked your reservation over the phone, please call 800.288.1000 and a confirmation can be emailed to you.

Can I send and receive faxes at the hotel?

- Yes our Front Desk fax number is 702.262.4405. Luxor guests can receive faxes at no charge. There is a fee to send faxes. This price is subject to change at any time. To Send: \$1.99 to send per page • (Domestic = \$6 1st page, \$1 additional page) • (International = \$10 1st page, \$2 additional page)

What parking options are available?

- For complete details on parking, please visit the [Luxor parking information page](https://www.luxor.com/en/amenities/parking.html). (<https://www.luxor.com/en/amenities/parking.html>)

Do you cash foreign currency? Where do we cash in the currency? And what is the rate?

- We cash in foreign currency at the casino cage, at no charge, and the rate changes daily so we cannot guarantee the rate for any given day.

What is the temperature in Las Vegas?

- Please note all temperatures given in Fahrenheit. • Winter: December, January and February average daily temperature is 45 degrees. • Spring: March, April, and May average daily temperature is 70 degrees. • Summer: June, July and August average daily temperature is 100 degrees. • Fall: September, October and November - average daily temperature 80 degrees.

What amenities do your guest rooms have?

- All standard guest rooms come equipped with the following: • Alarm Clock (Wake up calls are also available through the Hotel operator). • Cable TV featuring: ABC, CBS, CNN, CW Las Vegas, ESPN, FOX, PBS, NBC, WGN, TBS, TELEMUNDO (SPANISH), USA. • Hair Dryer • Iron with ironing board • Shower • Pool Area access The following amenities are available for rent on a limited basis: • Cribs are available upon request • Cots \$30 plus tax per night fee • Refrigerators \$25 per night fee The rooms do not offer the following: • Coffee pot • Microwaves • Stoves • DVD/Blu-Ray/HDMI/video game systems hookup • Bathtubs in Pyramid Deluxe rooms

What time is check in/ check out?

- Check-in time is 3:00 PM, and check-out is 11:00 AM.

What is your cancellation policy for individual hotel reservations?

- Luxor requires a minimum of 72 hours notice prior to your scheduled arrival date for a full refund.

Do you have a lost and found?

- Yes. Click "Lost & Found" in the footer below.

Do you rent wheelchairs or auto-chairs?

- Yes, however availability is limited and is on a first-come-first-serve basis. If you do require mobility assistance please contact the Bell Desk at 702.262.4430 for more information.

Do you cash traveler's checks, and is there a charge for so doing?

- We cash traveler's check at the casino cage and there is no charge for this service.

How do I obtain house rules on Poker?

- You may contact our Poker Room directly at 702.730.5510 or go to the "Casino" section in the header link at the top of the page.

Is smoking marijuana?

- Use of marijuana (weed), including but not limited to smoking, inhaling, ingesting, or using oils, lotions, or other transdermal introduction of, is prohibited at all MGM Resorts properties notwithstanding approval of recreational use in Nevada. State law prohibits use of marijuana in public places. Use of marijuana is also prohibited in guest rooms at all MGM Resorts properties in Nevada, consistent with the discretion afforded private property owners under the State law authorizing use of recreational marijuana in non-public places. And marijuana use continues to be prohibited at MGM Resorts properties outside Nevada. Notably, the vast majority of our guest rooms are non-smoking and therefore smoking of any substance in those rooms is prohibited. If marijuana in any form is observed, the property will take the necessary steps to ensure compliance with the law and Company policy.

Do you allow smoking in the resort?

- Please note that e-cigs, vapors, hookahs, marijuana etc. fall under our non-smoking policy. Cleaning fees will be applied to smoking in areas that are non-smoking. We do have designated smoking areas throughout the casino, bars, and other areas. Contact a resort employee for location information regarding designated smoking areas.