

## Mandalay Bay's FAQ

### What is Shark Reef?

- Shark Reef is not your typical aquarium. Featuring dangerous and unusual aquatic animals and fish from the world's tropical waters, Shark Reef takes visitors on a journey through an ancient temple that has been slowly reclaimed by the sea.

### Can I request a donation from Mandalay Bay?

- The social investments made by MGM Resorts International are dedicated to strengthening the communities where our employees live, work and care for their families. For this reason our charitable contributions are focused in Nevada, Mississippi and Detroit, Michigan and our giving areas focus on development of at-risk youth, public education, community development and diversity. If your request falls within these geographic and giving priorities, please visit our website at [www.mgmmiragevoice.com](http://www.mgmmiragevoice.com) for more information.

### Does Mandalay Bay have internet access in the rooms?

- High Speed Internet is available in all rooms. There is no charge associated with the internet access, as it is an inclusion with paid resort fees.

### Does Mandalay Bay offer AAA or Government rates?

- Yes, we offer AAA and Active Military Rates.

### How do I apply for a job at Mandalay Bay?

- Our job openings are listed at the following website address, <http://www.mgmresortscareers.com/mandalaybay/mandalaybay-las-vegas-jobs.aspx> Click on "Search jobs at Mandalay Bay" to begin your search for available openings. You may also call our job hotline at 702.891.1602.

### Are there restrictions at the wave pool?

- All guests accompanied or unaccompanied must be 48" to enter the wave pool.

### Does Mandalay Bay offer travel agent rates?

- We offer travel agent rates based on our availability. However due to the constant rate changes, we are not able to quote rates through this service. Please contact our Room Reservations Department for the most up to date rates and availability at the toll free number below or direct to 702-632-7000.

### How can I apply for casino credit?

- You may obtain a Casino Credit Application on our website at [www.mandalaybay.com](http://www.mandalaybay.com), click on casino, then marker application. You are also able to call and request an application with our Casino Credit Department at 800-929-9413.

### **Does Mandalay Bay have a shuttle or transportation services?**

- Mandalay Bay does not offer shuttle service. Shuttles are available at the airport and they drop off at all the major strip hotels. Mandalay Bay is usually either the very first drop off or the very last drop off. Shuttles generally cost \$8 - \$10 per person. Varieties of shuttle/limousine services are available at McCarran Airport, and are located on the north and west sides of baggage claim, outside door exits 8-14. For Limousine service please contact Concierge at 877.305.3136. The other option is a taxi which costs around \$25 for up to 5 people and will bring you directly to Mandalay Bay. Taxicabs are available outside on the east side of baggage claim, outside door exits 1-5. Airport personnel are available on the taxi curb to assist passengers. [www.executivelasvegas.com](http://www.executivelasvegas.com) or call directly to 702-646-4661 or 866-367-7774. The other option is a taxi which costs between \$16-\$20, for up to 5 people and will bring you directly to Mandalay Bay. Taxicabs are available outside on the east side of baggage claim, outside door exits 1-5. Airport personnel are available on the taxi curb to assist passengers.

### **Does Mandalay Bay accept pets?**

- Delano Las Vegas has a selection of [Dog Friendly Rooms](#). To ensure a comfortable stay for you and fellow guests, please refer to the following guidelines: Up to 2 dogs with a maximum combined weight of less than 100 pounds. A fee of \$75 per day, per dog, will be applied to your room account. Due to health code regulations we regret that dogs, except for guide dogs, are not allowed in any food and beverage outlets, the Spa, or pool areas. Dogs are permitted in hotel suites and authorized grounds only. Your dog cannot be left unattended in your guest room at any time unless placed in a kennel or carrier. Dogs must be fully house trained. Should you require a dog sitter, please contact our Concierge staff. Your dog must be kept on a leash when it is in the hotel or on the hotel property unless it is in your room. Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced. A designated outdoor area is available for your dog(s). Waste disposal dispensers are available at the designated location.

### **Does Mandalay Bay provide public Wi-Fi?**

- Yes, we certainly do. Our Resort offers three different internet speeds for your convenience: Up to 1Mbps: Free to all visitors for one hour  
Up to 5Mbps: Available for a fee and free to all resort fee paying guests  
Up to 10Mbps: Available for a fee

### **Are children permitted at Mandalay Bay?**

- While anyone under the age of 21 is not permitted in the gaming area, there are other areas of the hotel available including Shark Reef and our 11-acre tropical beach.

### **I lost a personal item in my room or at the Resort. How can I submit a claim?**

- You may submit an online claim form [here](#).

### **Where is your seating chart on the website?**

- We do not have a seating chart online. Our seating arrangements may vary for each event. You can contact our Box Office at toll free 877-632-7400. They can assist you in seating arrangements and any other questions you might have.

### **Where is Mandalay Bay Resort & Casino located on the Las Vegas Strip?**

- Mandalay Bay is located in the South End of the Las Vegas Strip about 2 miles from the McCarran International Airport.

### **If I purchase tickets for an event on the website, will the tickets be mailed to me?**

- We do not mail out tickets if you purchase from Mandalay Bay. Tickets purchased through us are kept at will call and may be picked up at any time after purchase at the Mandalay Bay Box Office. Photo I.D. and credit card used for purchase must be presented at time of pick up. You may order from Mandalay Bay either by phone, internet (mandalaybay.com) or in person.

### **I am booking a suite. Do I need a credit card on file?**

- Suite reservations require a valid credit card on file at registration for the remainder room balance and incidental charges. Deposits and payments may be made with credit card, cash, and debit cards but credit card must remain on record for duration of stay.

### **What is the Resort Fee and what does it include?**

- A \$37 Daily Resort Fee plus applicable tax is applied to each hotel reservation and includes amenities that are sure to enhance your experience at Mandalay Bay Resort & Casino. The resort fee includes: Property-wide high speed internet access (public spaces and in-room), unlimited local and toll free calls, airline boarding pass printing, notary service, and fitness center access for guests 18+.

### **What time is check in and check out? Can we request late check out?**

- Our normal check in time is 3pm. If you arrive before 3 you are welcome to check with the front desk, as they start doing pre-registration around Noon. If they have rooms prepared they may be able to check you in early. If not, you are welcome to leave your luggage at the bell desk and enjoy the restaurants, pool, spa and gaming areas until your room is ready. Our normal check out time is 11am. On the day of check out you can speak with the front desk regarding a late check out. Rates and availability are based upon occupancy. If a late check out cannot be arranged you are welcome to leave your luggage at the bell desk and enjoy the restaurants and gaming areas until your departure time.

### **What are the prices for a cabana and can we reserve one on the website?**

- The cabana prices are based on the cabana type, season and location; therefore we do not quote rates for this service. Please contact our Cabana reservations department at 877.305.3136. Mandalay Beach and Moorea offers 107 poolside units. Maximum occupancy is based on cabana type. Amenities included: dining table with chairs, interior furniture, lounge chairs, telephone, ceiling fan, refrigerator, IPOD® docking station, 32-50" LCD televisions (size depending on unit), and safe for valuables. Personalized cabana hosts provide water, juice, sodas, raft(s), towels and ice.

### **How can I purchase the lotion or shampoo that is used at the Mandalay Bay or Delano?**

- Mandalay's amenity line name is Luscious Citrus and Aloe. Delano it is Revitalizing Sea Breeze. Our products are 100% paraben free, 100% recyclable and, never tested on animals. Made exclusively for Mandalay Bay by M3 Green.

### **Does Mandalay Bay have wheelchairs available?**

- Wheelchairs and scooters are available at all MGM Resorts hotels for a fee. To guarantee a wheelchair or scooter, please contact our Bell Desk at 702.322.8199

### **Can I sign up for M life Players Club on the website?**

- Either stop by our M life Players Club booth located on the casino floor, fill out a short form and our staff will be happy to issue you a M life Players Club card or join online at [www.mlife.com](http://www.mlife.com) you will then receive casino promotions based on your rated play. When you make your next reservation please make sure that we have your correct address so that you will receive any possible promotions from our hotel.

### **Does Mandalay Bay offer a day pass to the pool area for non guests?**

- Non-Hotel guests are welcome to The Beach with paid admission. Valid Monday – Thursday. Please call Cabana Reservations at 877.305.3136 for reservations and questions. Subject to availability. Blackout dates: July 2-8. Minors must be accompanied by an adult.

### **Are your promotion emails being filtered into your Bulk folder?**

- Many email service providers place restrictions on how they deliver email to you. Some of these restrictions could prevent you from receiving mail that you have requested or not allow you to view email messages with images properly. To view our emails in their entirety in the future, you can simply add us to your address book or contact list. Instructions for some popular email providers are provided below. Below are the instructions for adding us to your address book or contact list. Microsoft Outlook Double click our name in the From address column of your Inbox. This will maximize the message. Right click on our email address on the upper left corner of the message. This will open up a menu box. Click on Add to Outlook Contacts. Our email address will appear in a text box. Click OK. AOL While viewing a message from us, fully maximize your window and locate the Address to Addressbook icon. This icon is located at the far right of your message window. Click on this icon and our email address will be added to the "other" email field. Click Save. Hotmail/MSN While viewing a message from us, click Save Address on the toolbar. Save Address is located at the far right of your toolbar. Follow the easy instructions provided. Yahoo! While viewing a message from us, click the Add to Address Book icon. Our email address will appear in a text box. Click Add to Address Book again. Earthlink While viewing a message from us, select Add Sender. The "Add to Address Book" pop-up appears with our name and email address. Click Yes.

### **Does Mandalay Bay offer parking for hotel guests?**

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

### **How can I make a room reservation?**

- Log on to [Mandalaybay.com](http://Mandalaybay.com) and click on reservations or you can call Mandalay Bay Room Reservations toll-free at 1-877-632-7800.

### **What types of amenities are in the rooms?**

- Shampoo, conditioner, toothpaste, lotion, soap, Q-tips, cotton balls and an iron and ironing board, make up mirror and hair dryer. Check the Rooms and Suites section of our website for a more complete list.

### **Does the Mandalay Bay provide Day care service or children's activities?**

- Mandalay Bay does not offer childcare. There are several licensed and bonded services listed in the phone book. Nanny's and Housekeepers U.S.A. is a licensed, bonded and insured childcare company. Services that are provided include: Bi-lingual Nannies Available 24 hours a day A flat rate of \$45.00 per hour with a four hour minimum, up to 3 children. (Holiday rates vary and are subject to change) All major credit cards are accepted and required to reserve a Nanny. Nannies are at least 18 years old and have had a minimum of one year experience, verifiable references, criminal background checks, drug screenings, and are CPR and First Aid certified. To make a reservation for a Nanny, please call Concierge at 877.305.3136. During the summer season our 11 acre pool and beach area is a great place to take the kids. The 11 acre tropical lagoon features a wave pool (4 ft height requirement) and sandy beach, and lazy river. [Shark Reef Aquarium](#) is a family favorite. See sharks of all kinds, along with sawfish, giant rays, endangered green sea turtles, piranha, moon jellies and the rare Komodo Dragon. Admission: Adults \$18.00, Children 12 years old and younger \$12.00, Children 4 and younger admitted free.

### **Is smoking marijuana permitted at your property?**

- 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?**

- Rooms and suites are non-smoking. If there is evidence of smoking of any substance in your non-smoking accommodation, you will incur a minimum deep cleaning fee of \$500 for standard rooms (resort kings and queens, bays, elites and executives) and \$1,000 for all other accommodations/suites charged to your hotel account.
- 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 (but use of marijuana and/or hookahs is prohibited in both smoking and non-smoking areas). Contact a resort employee for location information regarding designated smoking areas.