

## Delano's FAQ

### **Before You Arrive**

#### **Does Delano Las Vegas accept pets?**

- Delano 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 Delano Las Vegas 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

#### **Does Delano offer non-smoking rooms?**

- Delano Las Vegas is a smoke-free hotel

#### **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.

#### **Does Delano Las Vegas provide Day care service or children's activities?**

- Delano 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 702.451.0021.

#### **Where is Delano Las Vegas located on the Las Vegas Strip?**

- Delano is located in the South End of the Las Vegas Strip, about two miles from the McCarran International Airport.

#### **Does Delano Las Vegas offer parking for hotel guests?**

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

### **Does Delano Las Vegas 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.

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

- Log on to [delanolasvegas.com](http://delanolasvegas.com) and click on reservations, or you can call Delano Room Reservations toll-free at 877.632.5400.

### **Are children permitted at Delano Las Vegas?**

- While anyone under the age of 21 is not permitted in the gaming areas in the adjoining Mandalay Bay, there are other areas of the Mandalay Bay Resort Campus available as well, including Shark Reef and our 11-acre tropical beach.

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

- Shampoo, conditioner, 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.

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

- Our normal check in time is 3:00 PM. If you arrive before 3:00 PM, 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 11:00 AM. 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.

## **After Your Stay**

### **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](#)

### **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 Delano Las Vegas. 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+.

## **During Your Stay**

### **Does Delano Las Vegas provide public Wi-Fi?**

- Yes, we certainly do. Delano offers three different internet speeds for your convenience: Up to 1Mbps: Free to all visitors for one hour 3Mbps: Available for a fee and free to resort fee paying guests 5Mbps: Available for a fee

### **Can I access the Mandalay Bay Beach and Pool area? Are there restrictions at the wave pool?**

- Yes, all registered Delano Las Vegas guest have complimentary access to the Mandalay Bay Beach and pool area. All guests accompanied or unaccompanied must be 48" to enter the wave pool.

### **Does Delano Las Vegas offer a day pass to the pool area for non guests?**

- For guest safety and security, the Beach and pool area is open only to registered guests of Mandalay Bay and Delano Las Vegas; however, a non-guest can have access by renting a cabana Monday thru Thursday. Please call Cabana Reservations at 877.305.3136 for reservations and questions.

### **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?**

- All hotel accommodations are non-smoking. If there is evidence of smoking of any substance in your accommodation, you will incur a minimum deep cleaning fee of \$500 for standard accommodations (deluxe king and queen suites and scenic suites) 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.

## **Miscellaneous**

### **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 of Mandalay Bay, fill out a short form and our staff will be happy to issue you a M life Players Club card. You can also join online at [www.mlife.com](http://www.mlife.com). After joining, 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.

### **How do apply for a job at Delano Las Vegas?**

- 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.