



October 4, 2017

Thank you for your patience over the past two days as we have dealt with the tragic event that took place on Sunday night in Las Vegas. Please understand our immediate priorities have been on the safety of the hotel, supporting in-house guests and employees, working with law enforcement and government officials and getting the hotel back to full service. Ahead of your upcoming program at Mandalay Bay, we wanted you to know that we have continued to host groups of all sizes this week and also inform you and your attendees what to expect during your program.

First and foremost, security continues to be a top priority. Our team is working tirelessly to protect the safety of our guests and facilities. The security teams at MGM Resorts International have always maintained security measures to ensure the safety of our guests. With the recent events in mind, we have moved to an elevated security level to ensure an added level of security.

While we do not ordinarily share the specific details of our security plans, Property and Corporate Security teams have implemented many added security measures and we have outlined a few for your reference:

- Increase security presence at critical locations
- Conduct additional K-9 sweeps of major public gathering areas
- Enhance local law enforcement presence on property
- Restrict vehicle parking on or near the building perimeter
- Selective vehicle searches
- No staging of vehicles
- 24 hour key check at guest elevator lobby
- Maintain active surveillance of critical locations

We have also spoken with a number of other owners in the hospitality industry, and we are all committed to working together to coordinate efforts as a whole to protect the safety of guests at all resorts. Our focus on security and guest services will ensure that Mandalay Bay continues to serve as a premier convention destination.

We are proud that we have continued to host programs during this time and have exceeded their expectations in service levels. Executives and attendees from these groups have responded overwhelmingly with support and positively to the quality of facility operation and success of their program. The CEO of a company that was onsite this week for their 4,500 person group said "Following the tragic event in Las Vegas, Mandalay Bay was a strong partner. We worked closely with them to review scenarios and input from stakeholders, including local authorities.

They provided us with timely information, continual updates, and enhanced security. Their team gave us the confidence we needed to move forward with our event. Across the board, the support, care, and professionalism of the Mandalay Bay staff was impressive and heartwarming. We appreciate their commitment to warm and friendly customer service in these circumstances."

MGM Resorts International and Mandalay Bay are so grateful for the outpouring of concern and thoughts during this time. We are also appreciative of the hard work and vigilance of the planners who held events this week. But most importantly, we are thankful for your continued support and business at a time when we need it now more than ever! Las Vegas is a community that will stand together to continue to be the leader in meetings and events. We look forward to working with you on the remaining details of your program and welcome you and your attendees to Mandalay Bay. Our goal will be to exceed your expectations in each aspect of your experience as both a guest and a convention attendee, just as we did this week. We welcome the opportunity to address any specific concerns or questions. Please contact your Sales Manager or Convention Services Manager to coordinate a call with the appropriate management.

Sincerely,

Chuck Bowling Stephanie Glanzer, CMP

President & Chief Operating Officer Vice President of Sales