



2026 Audiovisual Service Standards

1. When third-party vendors plan to work in at least one full Salon of the Uncas Ballroom or at least half of the Earth Ballroom, an Encore Representative must be on-site to ensure the following standards are upheld. A labor charge of \$1040.00 per 8-hour day and \$130 per hour thereafter will be billed to the client or group's master account. This must be addressed no later than 14 days prior to the event.
2. Any electrical services required to power a third-party vendor's equipment must be addressed no later than 14 days prior to the event. Services will be billed to the client or group's master account at prevailing rates.
3. Rigging in the Sky and Earth convention Centers and Expo Hall is exclusive to Encore. All truss, motors, their attachments and rigging labor must be provided by Encore at prevailing rates. All rigging diagrams must be submitted for approval at <https://encoreglobal.com/rigging-portal/> no later than 14 days prior to the event.
4. All third-party vendors planning to work in the facility must submit a certificate of insurance with a minimum coverage of \$2,000,000 to the facility no later than 30 days prior to the event. This certificate must name the facility and its ownership as additional insured under the same policy. Such insurance shall be primary and not contributory with the facility or ownership insurance.
5. All third-party vendors planning to do audiovisual work within the facility must sign a Hold Harmless Agreement to protect the facility against claims or damages caused by their work. (See attached: "Hold Harmless Agreement")
6. All third-party vendors working within the facility must assume complete responsibility for equipment loss or theft. The facility accepts no responsibility for lost or stolen property.
7. All third-party vendors planning to do audiovisual work within the facility must properly dress (drape) all screens, carts and stands in accordance with Encore standards. All drape, trim kits, and banners must be accompanied by a certificate of flame resistance.
8. To maintain the integrity of the in-house audio system, third-party vendors are not permitted to patch in.
9. No equipment or cases are to remain in the "back of the house" areas at any time. Any storage space needed for third-party vendors will be the responsibility of the third-party vendor. If space is requested and available for rent, the client or group's master account will be billed for such space through convention services.
10. The client is completely responsible for any damage caused by their vendors. This includes disposal of all trash, props, cardboard, plastic, etc. If a dumpster is required, it needs to be dropped off and picked up on the same day. Cleaning fees will be assessed if floor, wall or ceiling marks require more than basic cleaning.
11. All third-party audiovisual companies must meet the dress code to work in the Mohegan Sun Convention Center. Business Attire, such as suits or polo shirts, slacks and appropriate shoes must be worn at all times.
12. All audiovisual sales incentives offered by the hotel will be extended only if Encore is the primary audiovisual provider for the event. If Encore is not selected, all such sales incentives will become null and void and prevailing rates will apply to any services provided by Encore.
13. All wireless devices must be approved by Encore to avoid conflict with other devices present in the convention centers. Encore maintains a list of wireless microphone frequencies that the house microphones occupy. These frequencies are to be avoided by third-party vendors to prevent interference.
14. Anyone operating machinery must carry certification for operation. This may include but is not limited to forklifts, scissor lifts and boom lifts.
15. Mohegan Sun reserves the right to deny any third-party vendor access to the property if the above agreements are not met.