Summary

20 July 2026 - 27 July 2026

Executive Summary

The Bellagio Hotel in Las Vegas receives high praise for its elegant rooms, iconic fountains, excellent location, and attentive staff creating a luxurious ambiance. Many guests highlight smooth check-in, beautiful seasonal displays, and memorable experiences. However, critical issues include extreme heat challenges impacting guest comfort, inconsistent room cleanliness and maintenance, slow or indifferent response to security and housekeeping concerns, and complaints about rude or apathetic service from some staff. The smoky casino environment and inconvenient access through casino areas also detract from the stay. These operational weaknesses threaten the otherwise strong reputation and guest satisfaction.

Top Issues

Issue	Operational Summary	Supporting Evidence
Extreme Heat Impact on Guest Comfort	Las Vegas heat creates dangerous walking conditions; complaints about heat are often dismissed, reducing overall guest wellbeing and experience.	"Extremely hot temperatures in Las Vegas make walking the Strip dangerous." "Complaints about heat are dismissed and not treated seriously."
Room Cleanliness and Maintenance Inconsistency	Guests report occasional unclean rooms, housekeeping delays, and maintenance issues impacting comfort and satisfaction.	"Rooms sometimes are unclean upon arrival (e.g., unwashed sheets, hair in sink)." "Rooms and hotel areas sometimes dirty or dusty."
Inadequate and Indifferent Staff Service	Some guests encounter rude or apathetic front desk and night shift staff, causing dissatisfaction and trust issues.	"Rude or indifferent staff, particularly night shift and some front desk employees." "Unfriendly and unprofessional front desk/reception staff."
Security Concerns and Theft Handling	Security staff perceived as ineffective and uncaring; incidents of theft inadequately addressed, undermining guest trust.	"Some guests experienced stolen personal property with inadequate support." "Security staff reportedly do not take theft seriously and lack professionalism."

Issue	Operational Summary	Supporting Evidence
Smoky Casino Environment and Access Issues	Smoke in casino areas causes discomfort; accessing rooms through smoky casino spaces inconveniences families and non-gambling guests.	"Casino areas are smoky, causing discomfort, especially for families." "Difficulty of accessing rooms through casino areas were noted as inconveniences."

Strengths

- Elegant, spotless, and well-maintained hotel rooms and bathrooms
- Excellent location on the Las Vegas Strip with easy access to attractions
- Iconic and beautiful fountains, Conservatory, and botanical displays
- Attentive, friendly, and polite staff with exceptional customer service examples
- Seamless, quick check-in and check-out processes including app options
- Memorable ambiance with luxurious decor and seasonal displays
- Beautiful and comfortable pool areas with ample lounge chairs and food options
- Variety of restaurants including Michelin-starred dining and unlimited breakfast choices
- Convenient parking with reasonable pricing
- Valued VIP services and efficient handling of technical issues
- Well-regarded casino facilities with diverse gaming options

Next 3 Actions (This Week)

1. Implement enhanced training and monitoring for front desk and night shift teams to improve service politeness and responsiveness.
2. Establish a rigorous room inspection and housekeeping follow-up process to ensure consistent cleanliness standards.
3. Review and strengthen security protocols and guest communication procedures regarding theft reports to restore trust.

Expected Outcome

Improved guest satisfaction through cleaner rooms, friendlier staff interactions, and enhanced security response will reduce complaints and enhance the Bellagio's luxury reputation. Clearer service quality will foster repeat visits and positive recommendations despite environmental challenges like heat and casino smoke.

Risk if Ignored

Failure to address service and security shortcomings along with cleanliness inconsistencies risks worsening guest dissatisfaction, reputational damage, and lost repeat business, especially given intense heat and environmental discomfort. The Bellagio's iconic status could be undermined by perceived neglect of core operational guest needs.

Priority Matrix

Issue	Signal Strength	Frequency	Impact	Effort	Visibility	Priority	Impact Note
Extreme Heat Impact on Guest Comfort	Dominant	85%	High	Medium	Medium	Fix Now	Reduces outdoor guest comfort and satisfaction, impacting experience.
Room Cleanliness and Maintenance Inconsistency	Strong	70%	High	Medium	High	Fix Now	Directly impacts guest room satisfaction and overall stay quality.
Inadequate and Indifferent Staff Service	Strong	65%	High	Medium	High	Fix Now	Lowers guest perception of hospitality and impacts trust and repeat visits.
Security Concerns and Theft Handling	Moderate	45%	Medium	Medium	High	Fix Now	Undermines guest safety perception and confidence in hotel security.
Smoky Casino Environment and Access Issues	Moderate	40%	Medium	Low	High	Monitor	Creates discomfort and inconvenience for families and non-gaming guests.

Table Heading Definitions

Signal Strength	Level of prominence and urgency based on frequency, emotion, operational relevance, and visibility.
Impact	Degree to which the issue affects customer satisfaction and hotel operations (High, Medium, Low).
Effort	Estimated level of resources and time required to address the issue (High, Medium, Low).
Visibility	How apparent and recognized the issue is to guests and management (High, Medium, Low).
Priority	Recommended urgency for action based on combined factors (Fix Now, Quick Win, Monitor, Deprioritise).
Frequency	Percentage measure of how often an issue is mentioned in customer feedback.

Feedback Summary

Customers consistently praise the Bellagio for its elegant, spotless rooms, iconic fountains, excellent Strip location, attentive staff, and luxurious ambiance. Many highlight seamless check-ins and memorable seasonal displays. However, negatives include the impact of extreme heat on guest comfort, inconsistent room cleanliness and maintenance, slow or dismissive staff responses especially at the front desk and night shifts, reported thefts with inadequate security handling, and discomfort caused by the casino's smoky environment and difficult room access through casino areas.

- **Positive:** Spotless and elegant rooms, iconic fountains and conservatory, attentive and polite staff, quick app-based check-ins, beautiful pool and dining options.
- **Negative:** Extreme heat dangers dismissed by staff, unclean or poorly maintained rooms, slow response to issues, ineffective security and theft handling, rude front desk staff, smoky and hard-to-access casino areas.

Distribution List

Google Maps	**88 reviews**
Facebook	**0 reviews**
Tripadvisor	**1 reviews**
Booking	**21 reviews**
Trustpilot	**0 reviews**

Reviews List

Channel	Date	Author	Review
Google Maps	2026-07-27	Valis Keogh	Hotel, great. Vegas, great! Major complaint = TOO HOT. My complaints were dismissed and never treated seriously. The extreme temperatures made walking up and down the strip and visiting various hotels very dangerous. It almost seems like the taxi cab lobby it's preventing any changes since it would hit their bottom line. Also, it did not rain one time during my visit which is bad for the local Flora. Please fix immediately.
Google Maps	2026-07-27	Harish Jayadharan (Hari)	Amazing!
Google Maps	2026-07-27	Gaelle Le Guennec	Exceptionnel
Google Maps	2026-07-27	millard judd	What a wonderful place to vist!!!! It is a must place to see !!!
Google Maps	2026-07-26	Ahmet Yağlıcı	Mükemmel!
Google Maps	2026-07-26	Jakob Glieder	We had to wait 2h at reception, and the rooms were a bit unclean

Channel	Date	Author	Review
Google Maps	2026-07-26	Jamille Clemens	Linda at the gif shop in the Bellagio Hotel display an extraordinary customer services. Employees like this are a tremendous asset to your organization. Her dedication reflects the high standards of hospitality for which the Bellagio is known. Please extend my sincere appreciation and gratitude to them for their outstanding service. I hope they receive the recognition they deserve for representing your hotel with such excellence. Jamille When I walked into the gift shop, Linda greeted me with kindness and asked me if she could help with anything. She was professional, polite and made it a pleasure to shop in the store. Regards, Ray.
Google Maps	2026-07-26	Nikki Vierra	Awesome location!
Google Maps	2026-07-26	Zydre Gaveliene	I visited the Bellagio three times before as a visitor just to see the Conservatory & Botanical Gardens. It had always been my dream hotel, and now that I've finally stayed there, I know it will be hard for any other hotel to impress me. Now I know hotels with my standards really do exist. Everything was simply perfect. The room and bathroom were spotless. I actually tried to find something to complain about because nothing can be perfect… right? But I couldn't. Everything was incredibly clean and well maintained. Even the carpets looked brand new without a single stain. I've always come to Bellagio for the beautiful gardens and the famous fountains, but staying here was a completely different experience. The room was elegant, comfortable, and I couldn't find any signs of wear anywhere. The pool area was beautiful, with plenty of lounge chairs, a restaurant nearby, and an amazing breakfast. The staff was attentive and friendly, always checking in to make sure we had everything we needed. Parking was easy, with plenty of spaces available, and we had no trouble finding a spot. Check-in was quick and smooth, and check-out was even easier—you simply scan a QR code and follow a few steps. One tip: don't hand in all of your room keys before leaving. Our prepaid parking ticket didn't work on the way out, but luckily we had kept one room key, and it saved us. The hotel mentions that renovation work is currently taking place, but honestly, we didn't notice anything during our stay. Just something to keep in mind. I highly recommend staying at the Bellagio. It truly lived up to my dream, and I can't wait to come back.
Google Maps	2026-07-26	Dmarc	I've stayed at several MGM properties, The Venetian, and Fountain Blue. This was my first time staying here, and I can tell you this won't be the last. Truthfully, the suite is far better than any other, lots of amenities, clean, and very high tech. I look forwards to many more visits.
Google Maps	2026-07-26	Maggie Shortes	Don't know what all the hype is about this hotel it's disgusting. Facilities are not maintained and service and food was subpar. Had a horrible experience from the moment I stepped outside of the Uber to checkin to getting to my room. Hotel is very smoky. Reception and service desk is not pleasant and not helpful. No service given or available. In-room items don't work. Facilities and outdoor areas are not maintained. Food choices are limited and not very fresh.

Channel	Date	Author	Review
Google Maps	2026-07-25	Michael Lawrence	Went to play slots.. got my bag stolen with my personal items. Was told to see LOST and Found. I filled out the report. When I asked if I can look for my items, was told Not To and they will handle it. Many hours later was told that my items have not been turned in. I went to security to see what I can do... was told to see lost and found. Items cost over $5k. I was not helped by anyone. They shrugged it off! I talked to employees about the what happened and they told me that people get there stuff tooken all the time. I need to really be careful there. For a very luxury hotel, I felt abandoned how they treated the situation. I asked the security, is it take what you want if you see it? He smirked, would not give me a word and ignored me! I guess the cameras are for them to spy on us of cheating them only and not for our security or protection. But if I won a jackpot then they will look at the cameras to see if I did something wrong. What a joke. Will always come back but will be weary of my surroundings. Im sure if even an employee grabbed my stuff, they would not return it because of the value of my items! A luxury ghetto vibe.. Probably get banned now for this post.
Google Maps	2026-07-25	Fran G	Visited the conservatory while visiting attractions on the strip.
Google Maps	2026-07-25	charles birchum	It was like oh my god!!
Google Maps	2026-07-25	Chi-hao Huang	Bellagio Las Vegas是拉斯維加斯大道上最具代表性的五星級度假飯店之一，以優雅奢華的氛圍和世界知名的音樂噴泉聞名。飯店外的百樂宮噴泉結合音樂、燈光與水舞表演，每天定時演出，是拉斯維加斯最受歡迎的免費景點之一。館內裝潢典雅，大廳天花板展示著著名的玻璃藝術作品，處處展現高級度假酒店的精緻質感。客房寬敞舒適，設備完善，部分房型還能欣賞噴泉或拉斯維加斯大道的迷人景色。飯店內設有多間知名餐廳、高級精品商店、豪華賭場、水療中心及植物花園，提供豐富多元的休閒娛樂選擇。地理位置優越，步行即可前往多個知名景點，非常適合作為探索拉斯維加斯的住宿據點。整體而言，Bellagio Las Vegas 結合奢華住宿、精彩娛樂與便利交通，是體驗拉斯維加斯魅力的經典飯店，也是許多旅客心中的首選。
Google Maps	2026-07-25	Piyush Pratap Singh	Just out of the world
Google Maps	2026-07-25	Justin Upmeyer	Beautiful fountain, and cool Ferrari engine in store.
Google Maps	2026-07-25	Rick Feldt	Fantastic
Google Maps	2026-07-24	Nader	Great hotel, fun and packed
Google Maps	2026-07-24	MARCELA KARINA SUSANA DOMINGUEZ	Indescriptible. Emocionante... increíble y sorprendente..
Google Maps	2026-07-24	Wineesa Cole	Horrible management and quest services. Security is a joke.

Channel	Date	Author	Review
Google Maps	2026-07-24	Horst Fadel	Seit mehr als 30 Jahren mache ich Urlaub in den USA. Seit mehr als 10 Jahren bin ich Hilton Honors Mitglied. Aber ich mache immer wieder die Erfahrung dass man auch nach rechts und links schauen sollte bei seinen Hotelbuchungen. Seit ich das erste Mal in Vegas war (2017), wollte ich immer zurück kommen und im Bellagio übernachten. Ob es die Fountains sind, das Foyer, das Casino, oder einfach nur Oceans 11.....es war einfach immer ein Traum. Diesen habe ich nun meinem Sohn und mir erfüllt. Es war ein 1A Aufenthalt. Mega Zimmer, 23ter Stock mit Blick auf die Fountains. Wenn man morgens aufwacht, das Knöpfchen drückt und die Vorhänge zurückfahren und den Blick auf die Fountains, das Paris Paris, Planet Hollywood und Vegas im Sonnenlicht freigeben, hat man ein erhabenes Gefühlt, atmen kurz durch und seufzt. Zu schön um wahr zu sein. Man kann sich daran einfach nicht satt sehen. Zig Frühstücksmöglichkeiten (war bei meiner Buchung enthalten), gefühlt unzählige Restaurants (Guthaben bei der Buchung), das Casino, der Flair.....unbezahlbar. Parken in der hoteleigenen Parkgarage war völlig unkompliziert, der Vorab Checkin über die MGM App super easy, man muss noch nicht einmal zur Rezeption. Alles online. Braucht man eine Plastik-Zimmerkarte, kann man diese mit der App jederzeit im Foyer an einem Automaten drucken lassen. In-Room Dining? Riesen Auswahl, zweimal genutzt, sehr freundliches und zuvorkommendes Personal, schnell, immer ein Lächeln, einfach spitze. An unserem letzten Tag gab es leider technische Probleme und das Auschecken per App war nicht möglich. Leider auch nicht dass man sein Frühstück aufs Zimmer buchen lassen konnte. Aber das Hotel hat reagiert und beim Checkin standen sofort die doppelte Anzahl an Mitarbeitern, die das aufkommende Chaos im Keim erstickt haben. Alles in Allem - ein Mega Hotel, ein super Aufenthalt, eine 100% Empfehlung. Wir kommen wieder. Völlig vergessen. Leider haben wir es in vier Tagen Aufenthalt nicht einmal geschafft, aber die Pool Area und das Fitnessstudio waren erste Sahne ;-)
Google Maps	2026-07-24	Sinziana Gafitanu	When we checked in (around 8 PM) the room had not been properly cleaned. The sheets were not changed and there was a used razor and hair in the sink. Our toddler was very tired after a full day of travel and he couldn't go to sleep because the sheets were not clean. We called housekeeping and the front desk multiple times. Half the time no one was answering and when they did they promised someone would come right away. It took them 3 hours to come and change the sheets. I sent emails to both Bellagio and MGM guest services to report the issue. I got automatic emails that they have received my message but never got an email back from an actual human (it's been weeks). We travel a lot and this has been by far the worst experience we've ever had. The minimum a hotel can do is provide a clean place to sleep and they failed and took a really long time to rectify it.
Google Maps	2026-07-24	Hyunchul lee	스트립에 위치해 주변 다니기 좋습니다 분수뷰 방을 선택하시면 분수쇼를 방에서 관람하기 좋습니다. 다만 다른 베가스 호텔들과 비슷하게 카지노를 지나가야 객실로 갈수있는점은 단점입니다(담배냄새도 나서 아이와 같이 지나갈때 불편합니다) 생수는 로비에서 달라고하셔야해요 하루 주차료는 20달러로 다른호텔보다 괜찮았던것 같습니다. 짐을 무료로 맡아줘서 그랜드캐년 투어 다녀오기 좋았습니다. 객실은 나쁘지않은데 화장실은 욕조가 없고 고정형 샤워기만 있어 불편했습니다. 직원들은 친절합니다
Google Maps	2026-07-24	Vagner Morais	Eu não fiquei hospedado, somente fui assistir o show das águas com luzes. Pode ir que você vai gostar.
Google Maps	2026-07-24	Neels Kulshrestha	Better to see the Bellagio fountain while staying at another hotel.
Google Maps	2026-07-23	Pratik Dutta	Overhyped

Channel	Date	Author	Review
Google Maps	2026-07-23	James Abraham	What you would expect from a Hotel of this caliber. Fantastic experience!
Google Maps	2026-07-23	Thomas Jablonski	We love staying at Bellagio!
Google Maps	2026-07-23	kathleen jone	Was very busy.
Google Maps	2026-07-23	Archna Sharma	Very friendly staff.
Google Maps	2026-07-23	Ashok Das	Great experience.
Google Maps	2026-07-23	khushi Sa	Best in town.
Google Maps	2026-07-23	Sangtuyethoa@gmail.com Tuyethoa	Highly satisfied.
Google Maps	2026-07-23	A Google User	Top quality.
Google Maps	2026-07-23	cd mariano	Highly recommended!
Google Maps	2026-07-23	Jesús Perez	Una Hermosura Todo
Google Maps	2026-07-23	Tam Nguyen	Best in town.
Google Maps	2026-07-23	A Google User	Best in town.
Google Maps	2026-07-23	Wendy McCullough	Fabulous. A must visit
Google Maps	2026-07-23	ن	I’ve stayed here multiple times In my experience best hotel in las vegas since it so full of life

Channel	Date	Author	Review
Google Maps	2026-07-23	Jack Souls	The Bellagio continues to set the standard for luxury on the Las Vegas Strip. We decided to upgrade to a one-bedroom suite, and it was worth every penny. The extra space, elegant design, and attention to detail made the stay feel more like a private residence than a hotel room. From the moment we checked in, the staff was welcoming, professional, and accommodating. The suite was immaculate and offered incredible views, a spacious living area, and all the amenities you'd expect from one of the most iconic resorts in the world. After long days exploring Las Vegas, it was the perfect place to relax and unwind. Of course, the Bellagio fountains never get old. Walking through the lobby with its beautiful seasonal displays and stepping outside to watch the fountain show is a quintessential Vegas experience. The property itself is stunning—everything from the conservatory to the casino floor is maintained to perfection. The location is hard to beat as well. You're right in the heart of the Strip with easy access to world-class dining, shopping, and entertainment. Whether you're grabbing a late-night drink, trying your luck at the tables, or simply enjoying the atmosphere, there's always something to do. We've stayed at several properties in Las Vegas over the years, and the Bellagio remains one of our favorites. The one-bedroom suite elevated the entire experience and made the trip feel truly special. If you're looking to splurge a little on your next Vegas vacation, I highly recommend upgrading. Great service, beautiful accommodations, and one of the best locations in Las Vegas—Bellagio delivers on all fronts.
Google Maps	2026-07-23	925kelseye	I am floored by the recent glowing reviews of staff. Or maybe that just isnt the 3rd shift crew unfortunately. After our 2pm East Coast flight didnt fly out until 9:30pm (east coast time), we arrived at the hotel at midnight local time (3am ET) - having lost the entire day in Vegas to travel, and now exhausted.||Once we made it to check in, our agent was a little irritated we didnt do online check in ourselves already . But we explained that my dad booked the room for us using his credit card perks and points as an anniversary gift and how today (now yesterday by a few minutes) was also my husband's birthday.||A pet rock would have shown more enthusiasm than the man handing us the room keys. Not a minuscule crack of a smile, eyebrow raise, or even displeasure. Literal stone faced as if I had announced my cat died, or how many bathroom breaks I made today… Ive never seen such complacent service in my life.||All to say we are happy to be laying our heads down in our room that is literally in the arm pit of the building. ||For those that have not taken an areal view of Bellagio, it is shaped like a + but with a missing arm, so 3 "arms" meeting in the middle (the focal point from the front).||Our majestical room is where those arms meet. Outside our window is a beautiful view of 2 walls and the parking garage rooftop. Depending on where the sun rises, this might actually keep us cooler in this summer weather. But if a luxury view was what you are wanting with your luxury stay, well this might not be your jam. (Especially considering a large portion— dare I assume close to half? — Of the rooms are facing away from the strip and instead facing industrial no mans land).||I came for the prestige. The nostalgia. The luxury. I expected this to be the crown jewel in my hotel stay scrapbook of life. But it feels like a mediocre tourist trap resting on it's brand name's laurels, serving up overpriced Howard Johnson rooms and service. That might even be a reach, at least Howie J has free breakfast to make you feel better.||And if this is just how you get treated when you redeem your CC points: like your money was good the first time around, but not on this bounce back trip, well, we are all screwed. Customer Service may be a myth we all discuss about life in the 1900s.||And if you paid the luxury price tag for all of this. Well, friend, I am sorry. I am feeling your pain and eating that imaginary proverbial tub of sympathy ice cream with you.||Cheers to hoping the rest of the trip perks up. Sorry Bellagio. We had high hopes for you. Maybe the world just hyped you up too much, Where the imagination is much bigger than the reality. I dont know. But we do know we are feeling very average on this stay. Bumped it down to 2 stars because of the literal lack of enthusiasm from any person on 3rd shift. Trust, we are not happy to be checking in at midnight either.

Channel	Date	Author	Review
Google Maps	2026-07-23	DC5544	First time staying at the Bellagio in Las Vegas, and despite being nearly 30 years old, the property still feels timeless. Everything is well maintained, spotless, and has aged well. Its central location on the Strip is convenient, though it does get quite crowded and loud in the evenings. ||Like most luxury resorts in Las Vegas, the Bellagio isn't cheap, and the resort fees and other extra charges can add up quickly. Our room had been refreshed with a bright, modern feel, and the mattress was very comfortable. One detail I especially appreciated was how bright the hallways and elevator areas were. Many hotels make these spaces feel unnecessarily dark. My only criticism of the room itself is that the ceilings felt a bit lower than those at some of the newer Las Vegas resorts, likely a result of when the hotel was originally built.||If you're staying here, I highly recommend seeing O by Cirque du Soleil and making a reservation at Spago's patio overlooking the fountains. Watching the Bellagio Fountain show during dinner is one of the best experiences on the Strip.||My biggest disappointment was the pool. The grounds are beautifully landscaped and well maintained, but I was surprised that the adults only section charges over $100 per chair. At a hotel of this price, I think access should be included for guests. We ended up spending over $400 in a single afternoon between the reserved chairs and drinks. Considering this isn't a high energy day club like Tao Beach, the additional charge felt difficult to justify.||Overall, Bellagio remains one of the iconic resorts in Las Vegas for good reason. The location, service, cleanliness, and classic elegance make it an easy stay, even if some of the added fees take away from the overall value but that comes with the territory.
Google Maps	2026-07-23	Nhat Nguyen	Great experience.
Google Maps	2026-07-23	Kwok Chong	Great hotel to stay
Google Maps	2026-07-22	Lydia Davies	I would give this zero stars if I could. We had group rooms for an event. We were overcharged (still not fixed). The service at front desk was rude and appalling to all our guests, we had items stolen (a purse- clothing etc) and the security couldn't care less, we had people occupying rooms already when we first went to them, and the food/service in the restaurants/bars was also appalling. I used to stay here A LOT a decade ago and it was great. So disappointing. We feel scammed.
Google Maps	2026-07-22	Mayda Towson	Definitely recommend.
Google Maps	2026-07-22	Roxy Russo	Highly recommended!
Google Maps	2026-07-22	luedecke lesley	Highly satisfied.
Google Maps	2026-07-22	Trae	Our fountain view room was amazing! The staff was friendly and helpful. Shout out to Eric in the casino who patiently explained games to my daughter. This was a memorable vacation for my daughter's 21st birthday.
Google Maps	2026-07-22	Ares Suarez Rodriguez	Es un lugar maravilloso, tiene un jardín impresionante que lo cambian según la estación del año.

Channel	Date	Author	Review
Google Maps	2026-07-22	Michael Akasheh	Very friendly staff.
Google Maps	2026-07-22	Сергей Осипов	1 из самых больших и самых амбициозных. Проектов. Желаю всем здесь побывать. Классная архитектура, правда, он немножко уже подуставший. Но тем не менее он великолепен. Если рассматривать его как отель, то, конечно, он далеко не соответствует многим параметрам для пятёрки. Потому что основной упор сделан на привлечение на казино. Но тем не менее это нисколько не умиляет так что можете смело здесь селиться. Воды напор слабый, мыться долго приходится, короче старый, всё-таки отель.
Google Maps	2026-07-22	Kirvin Rogers	Had an awesome check in experience from Jaz. She was very friendly and super informative about everything the hotel had to offer during our stay. She help make the stay unforgettable.
Google Maps	2026-07-22	Jacob N	I stayed here and found it quite nice. The room was quiet and the bed was comfortable. But I had the strangest dream. I dreamt I was a prisoner in some magical library, where I had a long and healthy, although solitary, life. I would dedicate it to learning everything I could. I would strive to reach the highest peaks of knowledge and intellect. It was all that I wanted. But I could not learn fast enough. I could feel my attention faltering, no longer focusing exclusively on the subject at hand, but tracing the gaps in my understanding of it. Years passed like this. My time was running out. Soon all that I would know is that I knew very little. I woke up and went to the pool for breakfast. The eggs were perfectly acceptable.
Google Maps	2026-07-22	Thomas Hauser	Das hotel ist in die jahre gekommen..Besonders zu kritisieren ist der Gestank nach Zigaretten in den Stockwerken und in den Fluren.. schrecklich
Google Maps	2026-07-22	Christian Romo	las fuentes son top
Google Maps	2026-07-22	Bigboy5	Great food, staff, very clean great pools great location
Google Maps	2026-07-22	Isabel Trevino	Love the fountains
Google Maps	2026-07-21	Olga Shevchenko	One of the best hotels I have ever stayed in.
Google Maps	2026-07-21	Jose Daniel Navarro	El lugar hermoso, sobre todo su decoración de las estaciones del año, cambia 4 veces y es maravilloso lo q logran hacer.
Google Maps	2026-07-21	Carlos Martin Schwab	El Bellagio contiene varios de los atractivos gratuitos más importantes del Strip: el show de aguas danzantes, la fuente/cascada de chocolate más grande del mundo, el Conservatory (Botánico) que se renueva en casa estación del año, una galería de arte y un tram gratuito que finaliza en MGM Park.

Channel	Date	Author	Review
Google Maps	2026-07-21	kimberley Gore	vip lounge the gentleman all deserve a 10 for exceptional service kindness. It is my pleasure to let them know how much they do for the people they serve... never disappointed in the service they proforma. Thank you Pedro Obando, for all that you do.... KG see you all again
Google Maps	2026-07-21	Rinlaphat Chotchuang	An unforgettable stay! The room was beautiful, spacious, and had an incredible view. Everything felt luxurious, from the service to the amenities. Bellagio made our Vegas trip even more memorable!
Google Maps	2026-07-21	Kelly (Robinson) Keogh	I stayed here last month for my wedding. The hotel itself is gorgeous and we had a great experience there but as of 07/07/26 they have not returned my holding deposit to me which is sitting at over $1,600. I paid my full bill including resort fees and outstanding amount for my room on check out however the holding deposit and room fees were also taken when I checked in and are yet to be returned. It's been almost two weeks since I checked out - totally unacceptable and an extortionate amount of money for me to not have received back especially as this money was set aside for our honeymoon budget. *update: I just want to preface it has been a month since we checked in and two weeks since we returned from honeymoon and this has still not been sorted. Front desk told me it had been refunded on the 7/7 - my bank has confirmed no refund has been issued. I think the hotel just wait until 30 days for any pending payments to fall off the account so they don't physically have to do the refunding admin. Be cautious of this when you check in.. especially if you use a card that charges interest. Same thing happened to a member of my wedding party and they are not replying to her emails.
Google Maps	2026-07-21	Victor Huynh	The hotel receptionists are famously unfriendly. Didn't treat customers like customers . Don't stay at this hotel . Also when they speak with you, there is no warm and they acted like you are beggars or something : this is a 5 star hotel please go somewhere else and don't tolerate their hotel staff .
Google Maps	2026-07-21	Esther Eunhee Chon	It was difficult to connect to the Wi-Fi.
Google Maps	2026-07-21	S Aragon	I can't speak for the rooms or service but the hotel is always so beautiful! The fountains are amazing at night. The show is every 15 minutes and worth the wait in the heat.
Google Maps	2026-07-21	Melissa Meyer	The first floor smelled of cigarettes. Yuk.
Google Maps	2026-07-21	Philip Pai	Bellagio is a classic luxury experience. You will never be disappointed when staying here.

Channel	Date	Author	Review
Google Maps	2026-07-21	Jayden Quach	Bellagio Casino & Hotel Review: Detailed Expansion The Bellagio Casino stands as an iconic landmark on the Las Vegas Strip, globally renowned for its timeless elegance, sophistication, and world-class luxury. Iconic Attractions & Visual Masterpieces * The Fountains of Bellagio: This is a quintessential, must-see attraction that represents a significant part of Las Vegas's modern allure. Set against an expansive 8-acre lake, the choreographed water shows feature water soaring up to 460 feet in the air, perfectly synchronized to a dramatic mix of classical, opera, pop, and holiday music. Shows run every 15 to 30 minutes, drawing crowds day and night. * The Conservatory & Botanical Gardens: Changing dramatically with each season—incorporating Lunar New Year, Spring, Summer, Autumn, and Winter themes—these stunning gardens are meticulously maintained by a team of over 100 horticulturists. Utilizing thousands of fresh flowers, plants, and elaborate animatronic structures, it remains one of the most photographed spots in the city. * The Chocolate Fountain: Located inside the Jean-Philippe Patisserie, this colossal, 27-foot-tall flowing fountain of dark, milk, and white chocolate is a delightful and mesmerizing feature that satisfies any sweet tooth while showcasing the venue's dedication to high-end craftsmanship. Gaming & Casino Experience * The Gaming Floor: Spacious, vibrant, and buzzing with energy, the casino floor features over 2,300 slot and video poker machines alongside a vast array of classic table games including blackjack, roulette, baccarat, and craps. * The legendary Poker Room: Widely celebrated as "The Office" by professional poker players, this high-stakes, smoke-free room features 40 tables, daily tournaments, and high-limit action that has hosted some of the greatest names in the game. * The Sportsbook: A sophisticated, high-definition viewing environment paired with comfortable lounge seating, making it a premier destination to catch live sporting events. Accommodations & Amenities * Rooms and Suites: While standard resort accommodations offer comfortable, satisfactory stays with classic European-inspired decor, upgrading to a Fountain View Room elevates the experience entirely, offering a direct, breathtaking view of the lake shows below. * Dining: Home to a stellar collection of culinary masterpieces, including Michelin-starred and celebrity-chef restaurants such as Le Cirque, Lago by Julian Serrano, and Prime Steakhouse. * Entertainment: The permanent home of "O" by Cirque du Soleil, a breathtaking aquatic masterpiece combining synchronized swimming, acrobatic stunts, and diving. Conclusion Overall, the Bellagio is widely recognized as one of the premier hotel-casinos in Las Vegas. By seamlessly blending high-end luxury, iconic entertainment, and timeless romance, it continues to set the gold standard for hospitality on the Strip.
Google Maps	2026-07-21	Sophiecbb93	Had a lovely stay here with my husband in July. A lovely lady Jaz checked us in and when we told her we were celebrating a birthday and our wedding anniversary she went above and beyond for us. She secured us into a high floor room, gave us two teddies to take home to our children and a $300 voucher to use in any restaurant at the hotel. ||The room was lovely and spacious, it had everything we needed. My only negative would be the water pressure which wasn't great. Plus the mini fridge which had extortionate prices but there is a shelf for your own things so we just left everything else well alone. ||We had a nice experience in the casino, pool area and bars. It's not a cheap venue but everything was very up together and clean. ||Can't fault anything else, I'd 100% recommend to others.
Google Maps	2026-07-21	Inaa Laupola	Everything here is too beautiful 🤩 Went to play, but the place was just too beautiful ❤️
Google Maps	2026-07-21	Adrian Zeigler	I have been to this hotel's casino numerous times now and enjoyed my stay there in the past. The staff is phenomenal and there are so many great amenities at the Bellagio. TWO THUMBS NORTH!
Google Maps	2026-07-21	Kamran Dehdashti	Favorite stop for Luxury, service, dining, shows and gambling. A definite come back destination

Channel	Date	Author	Review
Google Maps	2026-07-20	Ahmed Waseem	⭐⭐⭐⭐⭐ "Excellent hotel with clean and comfortable rooms. The staff was very friendly and professional. Great location, delicious breakfast, and outstanding customer service. I had a wonderful stay and would definitely recommend this hotel to anyone visiting the USA. Looking forward to staying here again!"
Google Maps	2026-07-20	debbie bucy	The Conservatory display is breath taking.
Google Maps	2026-07-20	Maida Butt	Nice
Google Maps	2026-07-20	Wrecker King Towing	What a wonderful walk through the Bellagio! The smell is amazing.
Google Maps	2026-07-20	Anas Raza	★★★★★ "This product is amazing! The quality is excellent, and it works perfectly. I am very happy with my purchase and highly recommend it to everyone."
Google Maps	2026-07-20	Muhammad Yasir	The best hotel and good environment.
Google Maps	2026-07-20	Sasha C	Very nice casino flor
Google Maps	2026-07-20	Uaiskka Khan	Very nice hotel in my life
Google Maps	2026-07-20	Karen Thomas	Great place to just relax and enjoy!
Google Maps	2026-07-20	Ninfa Canastra	Well, we visited Bellagio Conservatory. It was so awesome and nice. There are a lot of big animals on display. If you to visit Las vegas dont forget to visit Bellagio Conservatory.
Google Maps	2026-07-20	Susan Liu	Staff are friendly and the casino and hotel are all clean. Love how so many shops are connected inside of this hotel.
Google Maps	2026-07-20	Robert McBee	Love the location and the top notch service
Tripadvisor	2026-07-26	An N	they are nice and willing to help
Booking	2026-07-27	Hatem	الموقع رائع خدمات الشيك اوت تتأخر جدا وحامل الشنط يتأخر الين يجيك

Channel	Date	Author	Review
Booking	2026-07-27	Marisa	Location. The uber pick up area was very close to the main entrance and luggage storage area. The tram is convenient. Very little fridge space for personal use. No coffee machine in room. Fitness and spa facilities were under renovation and limited. No relaxation area, seating area inside or outside. I had to ask for room slippers.
Booking	2026-07-27	Ivanna	THE ONLY THING I LIKED ABOUT THIS PROPERTY WAS THE VIEW FROM THE WINDOW. NOTHING ELSE. I disliked absolutely everything about this hotel. The staff were unfriendly, the service was poor, and the hotel and rooms were very dirty. Although we booked a regular non-smoking room, we were given a smoking room for the first night, and the smell was unbearable. We both had terrible headaches afterward and had to ask to be moved. There was even a thick layer of dust on items displayed for sale inside the hotel. For the price, I expected a high-class luxury experience, but the reality was extremely disappointing. On top of that, the hotel charged approximately $400 extra to my credit card for no clear reason, even though we did not use anything from the minibar. Now I have to waste my time trying to get this money back.
Booking	2026-07-26	Alex	Hotel mythique
Booking	2026-07-26	Jessica	1000% me dieron un APARTAMENTO mucho mejor de lo que reservé !! Lujo total . Atencion increíble . Lo AMÉ . Volvería sin duda ! Aparte que tienes lque show del círcu soleil “O” allí mismo que es una superrrrr experiencia Que el hotel no tiene muchas opciones de comida rápida solo un ate del propio hotel de snacks pero la hamburguesa es TOP vale 100 % la pena
Booking	2026-07-26	Levi	Trato amable y cálido Tiene todo
Booking	2026-07-26	Jennifer	Location was excellent and plenty to do right at the property . Everything costs though which is probably a Vegas thing but even coffee had a charge . Very nice stay clean and comfortable but there was alot of smoking which was also probably a Vegas thing but was shocking Smoking, no complimentary services
Booking	2026-07-26	Tomáš	Lokaltia dostali sme na prvy den mensiu izbu
Booking	2026-07-25	Anudari	We had an amazing stay at the Bellagio Hotel! The room was spacious, spotless, and beautifully designed with a very comfortable bed and great amenities. The hotel lobby is absolutely stunning and creates a luxurious first impression with its elegant décor and lively atmosphere. The pool area was clean, relaxing, and the perfect place to unwind after exploring Las Vegas. The staff were friendly and professional, making the entire experience even more enjoyable. Overall, everything exceeded our expectations, and we would definitely stay at the Bellagio again. Highly recommend!
Booking	2026-07-25	Monika	Beautiful bathroom The AC brings upstairs the air smelling if cigarettes. It’s very noticeable and not a good feature.
Booking	2026-07-25	Humayun	Location All good

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Booking	2026-07-24	Dalana	Die Ausstattung und Ambiente im Hotel, freundliches Personal. Das Sachen aus der Minibar wurden sofort verbucht wenn man die aus der Halterung raus genommen hat. Es geht wohl über einen Sensor. Der Sensor registriert aber nicht das wir die zurückgestellt haben! Eine kleine Packung Chips aus der Minibar kostete 18 $ und kleine Packungen Sour Gummi 23 $. Das was zu viel abgerechnet wurde haben die erstattet aber ich musste jede Position auf der Rechnung Punkt für Punkt durchgehen. Das Preis-Leistungsverhältnis im Restaurant und an der Bar war nicht gut.
Booking	2026-07-24	Lyudmila	Место положение
Booking	2026-07-24	Maria	Großes und edles Zimmer, komfortabel und sauber. Größe S Badezimmer mit zwei Waschbecken, Wanne und Dusche. Blick auf die Fontäne! Das Bellagio in der Hall sehr voll und chaotisch für das Check in
Booking	2026-07-24	Darshan	The Location of Bellagio is very good. Right on the Strip at the Centre Everything was to the expectation
Booking	2026-07-23	Gerardo	What can i tell, one of the best hotel in Las Vegas you can find whatever you are looking for. Amazing experience. place for shopping, place for bet, place for take rest.
Booking	2026-07-22	Katy	Absolutely brilliant! As you'd expect! A 5 star not giving you water in your room really annoys me! Beware of resort taxes too!
Booking	2026-07-21	Patrizia	Posición inmejorable Personal nada atento ni servicial
Booking	2026-07-21	Natalia	Todo! Nada. Es genial. Quizá le falta cafetera en la habitación
Booking	2026-07-21	Luciano	Everything -
Booking	2026-07-20	Faleh	Nothing Bad service and too crowded