



**Hilton**  **Orlando**

## **Meeting & Event Resource Guide**

Our goal is to be Best to Do Business With. There are various stages when we interact with you, the customer. They are: solicitation and marketing, sales and booking, pre-planning, on-site and post-event. Through each of these stages, we focus on the following touch points: creativity, consistency, communication, flexibility and image.

To aid you in the planning process, we have compiled the following hotel information. It is a pleasure to assist you with coordinating the many details that are necessary for making the perfect meeting, convention or event a success. Please note that all pricing is subject to change.

We look forward to supporting you in planning a successful event.

**Hilton Orlando**  
**6001 Destination Parkway**  
**Orlando, Florida 32819**

**[www.Hilton.com](http://www.Hilton.com)**  
**[www.thehiltonorlando.com](http://www.thehiltonorlando.com)**

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### **GENERAL INFORMATION**

Welcome to the Hilton Orlando, with a refreshing and intelligent **design** that fully embraces each guest. The entranceway has an inviting sense of arrival with lush landscaping native to Central Florida. The central hotel lobby acts as a hub, delivering guests to 12 high-speed elevators, 19 floors and three wings that minimize downtime with short walks to and from guest rooms and suites. The overall design has a discreet separation between resort areas and business areas.

Travelers truly appreciate our **location** when they see how much Orlando has matured. The city offers tremendous art, theater, museums, shopping, and a wide range of ethnic restaurants and celebrity chef establishments. Pointe Orlando and Sand Lake Road are minutes away, offering some of the finest restaurants and entertainment in the region. The hotel is 13.5 miles, only 15 minutes, from Orlando International Airport. As an added bonus, we are central to all of the major Orlando attractions including SeaWorld® Orlando, Universal Studios Florida® and Walt Disney World® Resort theme parks.

### **FUNCTION SPACE AND BANQUETS**

Over **175,000 SF** of versatile function space, including:

- **50,000 SF** Orlando Ballroom
- **30,000 SF** Orange Ballroom
- **15,000 SF** Florida Ballroom
- 21 meeting rooms; 13 divisible into two sections
- 9 boardrooms
- Expansive Outdoor Event Lawn and Terrace

Connected to covered open-air walkway to the North/South Building of the **Orange County Convention Center**.

### **SPA**

Neroli, the essential oil that comes from the orange blossom, is rejuvenating, toning, calming, refreshing, soothing and promotes cell renewal. It is naturally anti-inflammatory, anti-bacterial, and anti-fungal. It is recommended for the treatment of sensitive or delicate skin, although it is appropriate for all skin types. It is also well known for its ability to soothe anxiety and uplift depression.

Welcome to The Spa at Hilton Orlando, where we celebrate the zest of Florida in our Neroli based products, treatments, and services. Our offerings enable you to rest, relax, rejuvenate, restore, and refresh.

Before or after your service, enjoy an infusion of moisture-rich eucalyptus in our state-of-the-art steam room or simply sit back, hydrate, and comfortably lounge while having Neroli foot bath in our relaxation room. The Spa provides a comprehensive menu and environment that offers guests comfort, luxury and repose.

To extend your progress in personal wellness at home, visit our Spa Boutique where you'll find products by Kerstin Florian.

The Spa at Hilton Orlando. Enter to restore...Stay to refresh.

Hours of Operation:

Monday through Friday: 9:00am-8:00p

Saturday: 9:00am-6:00pm

Sunday: 9:00am-5:00pm

For further information please call extension 8600.

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### **ADVERTISING OPPORTUNITIES**

The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

- Logo products, e.g., keycards, cocktail napkins, to go lunch boxes, etc.
- Video Channel
- Plasma Screens
- Banners/Signage

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### **AFFILIATES**

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space will work directly with our Event Services Department. All meeting space, if available, will be at the hotel's normal prevailing room rental rates and will be subject to the hotel's standard contract terms and conditions.

A listing of all affiliates should be sent to the hotel no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering/Event Services Department to set up food, beverage and billing arrangements.

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### **AIRLINE INFORMATION**

<u>Airline</u>	<u>Nationwide</u>
Aero Mexico	1-800-237-6639
Air Canada	1-888-247-2262
Air France	1-800-237-2747
Air India	1-800-223-7776
Air Jamaica	1-800-523-5585
Air New Zealand	1-800-262-1234
Air Tran	1-800-247-8726
Alaska Airlines	1-800-426-0333
All Nippon Airways	1-800-235-9262
American Airlines	1-800-433-7300
America West Airlines	1-800-235-9292
Austrian Airlines	1-800-843-0002
British Airways	1-800-247-9297
Continental Airlines	1-800-525-0280
Delta	1-800-221-1212
Frontier	1-800-432-1359
Japan Airlines	1-800-525-3663
Jet Blue	1-800-538-2583
KLM Royal Dutch Airlines	1-800-447-4747
Korean Air	1-800-438-5000
Lufthansa	1-800-645-3880
Midwest Airlines	1-800-452-2022
Northwest (Domestic)	1-800-225-2525
Northwest (International)	1-800-447-4747
Qantas	1-800-227-4500
Singapore Airlines	1-800-742-3333
Southwest Airlines	1-800-435-9792

United Airlines	1-800-521-0810
US Air	1-800-428-4322
Varig	1-800-468-2744
Virgin Atlantic	1-800-862-8621

**Airport Information**

The nearest airport is the Orlando International Airport located 13 miles, approximately 20 minutes from the Hilton Orlando Hotel. Click on this [http://www1.hilton.com/en\\_US/hi/hotel/ORLOCHH-Hilton-Orlando-Florida/directions.do#localmap](http://www1.hilton.com/en_US/hi/hotel/ORLOCHH-Hilton-Orlando-Florida/directions.do#localmap) for a map.

Orlando International Airport website: <http://www.orlandoairports.net>

Type	Typical Minimum Charge
Bus Service	\$18.00 USD per person each way
Limousine	\$165.00 USD
Towne Car	\$45.00 USD Flat Rate
Rental Car	Fees vary.
Taxi	\$30.00 - \$40.00 USD

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**AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. Your Event Manager can provide you with a list of current amenities offered and pricing

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 22%. For a standard delivery, the fee is \$4.50.

**Standard Amenities**

Your event manager can provide you with a list of current amenities offered and pricing

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**AMERICANS WITH DISABILITIES (ADA)**

The Hotel represents that the Hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans

with Disabilities Act. You agree that one week in advance of your event, you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.

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## **AUDIO/VISUAL**

### **PSAV® Presentation Services**

PSAV is the leading provider of audiovisual and event technology support to hotels, associations, producers and meeting planners worldwide. With on-site offices at nearly 1000 locations worldwide, PSAV is committed to making every live event an unforgettable experience. PSAV mixes creativity with the right technology so the message lasts. PSAV facilitates an exciting, stress-free and effective communications experience.

At The Hilton Orlando, we offer a wide variety of services that range from flipcharts and LCD projectors for boardroom type events, to large, General Session production work. PSAV also provides Audience Response Systems, Specialty Lighting for receptions or catering functions, as well as Wii Gaming for any entertainment events. As the preferred in-house AV providers of the hotel, our technicians understand the idiosyncrasies within this hotel, offering a service that is second to none.

**For more information, please reach out to:**

#### **PSAV Contacts:**

Ralph Cutrone, Senior Sales Manager  
407.313.8442  
[rcutrone@psav.com](mailto:rcutrone@psav.com)

Steve Alexander, Sales manager  
407.313.4300 ext: 8593  
[salexander@psav.com](mailto:salexander@psav.com)

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## **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located in the lobby and just before the escalators to the ballrooms. There are also ATM locations in Orlando at all major bank locations.

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### **BABY-SITTING SERVICES**

The following childcare companies are licensed, bonded, insured and CPR trained. Parents should arrange directly with the company selected. None of the babysitting agencies are affiliated with the hotel, and as such, the hotel is not responsible for the services rendered by these agencies.

The fees for babysitting services vary by vendor and holiday rates may also apply. Direct payment is required to the vendor. No room charges or master billing for babysitting services is permitted.

#### **All About Kids**

(407) 812 - 9300

[aaboutkids@aol.com](mailto:aaboutkids@aol.com)

[www.all-about-kids.com](http://www.all-about-kids.com)

7:00 a.m. – 9:00 p.m. (7 days a week)

#### **Kids Nite Out**

Team Disney

1 South 1375 Buena Vista Drive

250 South

Lake Buena Vista, Florida 32830

(407) 828 - 0920 Ext. 0

[officecontact@kidsniteout.com](mailto:officecontact@kidsniteout.com)

[www.kidsniteout.com](http://www.kidsniteout.com)

8:00 a.m. – 9:00 p.m. (7 days a week)

#### **Supersitters Inc.**

5353 Tribune Drive

Orlando, Florida 32812

(407) 382 - 2558

[Super-sitters@hotmail.com](mailto:Super-sitters@hotmail.com)

[www.super-sitters.com](http://www.super-sitters.com)

8:00 a.m. – 9:00 p.m. (7 days a week)

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### **BALLOONS**

There is a \$400.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest.

#### **The Balloon Connection, Inc.**

Ms. Bobbi Roberts

2005 Tree Fork Lane  
Suite 105  
Longwood, Florida 32750  
(407) 830 - 5300  
[ballooncon@aol.com](mailto:ballooncon@aol.com)  
[www.ballooncon.com](http://www.ballooncon.com)  
10:00 a.m. – 6:00 p.m. (24 hr. answering service)

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### **BANKS**

#### **Bank of America**

2051 Central Florida Parkway  
407-826-0643  
[www.bankofamerica.com](http://www.bankofamerica.com)

Lobby: Monday – Thursday 9am – 4pm, Friday 9am – 6pm, Saturday 9am – 1pm  
Drive Through: Monday – Friday 8am – 6pm, Saturday and Sunday Closed

#### **SunTrust**

7677 Dr. Phillips Boulevard  
Orlando, FL 32819  
407-354-1398  
[www.suntrust.com](http://www.suntrust.com)

Lobby: Monday – Friday 9am – 4pm, Saturday 9am – 12pm, Sunday Closed  
Drive-In: Tuesday – Thursday 8am – 5pm, Friday 8am – 6pm, Saturday – Monday Closed

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### **BANNERS**

Aerial Rigging is Hilton Orlando’s exclusive provider of rigging services. They may be reached at 863-607-9100, or you may access them online at <http://www.aerialrigging.com>.

Standard Pricing is as follows:

<b>Scissor Lift with Crew</b>	<b>Straight Time</b>	<b>Overtime</b>
<b>Advanced Price</b>	<b>\$345.00</b>	<b>\$517.50</b>
<b>Show Site Price</b>	<b>\$400.00</b>	<b>\$600.00</b>

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### **BANQUET BEVERAGE SELECTION**

The Hilton Orlando offers a choice of call brands and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

**Call Brands:** Smirnoff, Beefeater, Cutty Sark, Canadian Club, Jack Daniel's, Cuervo Especial, Meyers Platinum

**Premium Brands:** Stolichnaya, Tanqueray, Johnnie Walker Red, Crown Royal, Makers Mark, Sauza Hornitos, Bacardi Silver

**Beer:** Miller Lite, Budweiser, Heineken, Amstel Light, Corona

**Wine:** Canyon Road - Chardonnay, Sauvignon Blanc, Cabernet, Merlot

**Non-Alcoholic Beverages:** Coke Products

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request for an additional charge.

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### **BANQUET CURFEWS**

There is an outdoor function curfew of 10:00 p.m. In accordance with Florida liquor laws, all alcoholic beverage sales will begin at 10:00 a.m. and must conclude at 2:00 a.m.

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### **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 21 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

Specialty and theme parties may be designed to meet your particular needs. Special meal requests can be accommodated. Please advise your Event Manager in advance with any special dietary requirements.

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### **BANQUET TERMS AND CONDITIONS**

- 1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Banquet Event Order (“BEO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the BEO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.
- 2. GUARANTEE OF ANTICIPATED REVENUE:** At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your BEO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the BEO, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.
- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 25 persons, we will add a \$100 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final BEO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.
- 5. GRATUITY & SERVICE CHARGE:** 14.5 % of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 9.5 % of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.
- 6. PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.
- 7. SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel’s inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors.

**8. OUTSIDE FOOD AND BEVERAGE:** Due to state law, you may not bring into the Hotel alcoholic beverages. You must obtain prior approval from us before you bring in any food or non-alcoholic beverages from outside sources. A Hold Harmless Agreement and Liability Insurance are required if food or beverage products not purchased and served by Hotel staff are brought in for consumption by your guests. Service fees will apply to any outside food or beverage served in our function space regardless if Hotel labor is required.

**9. AUXILIARY AIDS:** The Hotel represents and you acknowledge that the Hotel facilities being rented for you including guest rooms, common areas and transportation services will be in compliance with our public accommodation requirements under the Americans with Disabilities Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.

**10. PROMOTIONAL CONSIDERATIONS:** We have the right to review and approve any advertisements or promotional materials in connection with your function which specifically reference the Hilton name or logo. Hilton does not offer or accept any terms or conditions which provide commissions, rebates, HHonors points or other forms of compensation related to revenue for food, beverage, room or equipment rental.

**11. CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, you agree to pay the liquidated damages outlined in your sales agreement, if any, or the guarantee amount as set forth in paragraph 2, whichever is greater. As products and services must be purchased and scheduled in advance, notification seven (7) business days or less before the event will require all charges (including labor and service fees, rentals and applicable taxes) for the final guarantee or contracted number of guests will be charged. Additional damages may be owed for cancellation of your sleeping room contract.

**12. CONDUCT OF EVENT:** Group agrees to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations including compliance with the provisions of 29 CFR part 470, and our rules, copies of which are available from the hotel's sales department. Group agrees to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. You assume full responsibility for the conduct of all persons in attendance at your event and for any damage done to any part of our premises during the time of your event. Should you require any rigging services for this event, all such services must be arranged through Aerial Rigging and you will be responsible for all costs associated therewith.

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### **BELL SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Portage charges will be set forth in your contract. The current rate is \$10 per person,

plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with your Event Manager and are subject to additional charges.

#### In-Room Deliveries

- Outside/under the door (newspapers, magazines, Flyers) \$2.00 p/room
- Inside the room (gifts, packages, etc...) \$3.00 p/room
- Polybag \$5.00 p/room

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#### **BILLING**

Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Catering/Event Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily bill review with our credit manager.

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#### **BOX LUNCHES**

Box lunches are available through Banquets. We can help you create your own customized lunch. If you wish to order box lunches for your group, your Event Manager will arrange the order for you and provide delivery to your specified location on the property.

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#### **BUSINESS CENTER**

Whatever your business need is, they can all be accommodated through our in-house Business Center, operated by the UPS Store.

Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group's needs, please refer to the Business Center or discuss them with your Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone's needs in mind.

Business hours are:

8 a.m.- 7p.m. Monday through Friday

9 a.m.- 5p.m. Saturday

9a.m.- 5p.m. Sunday

For large quick printing or copying jobs, we recommend calling:

**FedEx Kinkos**

9800 International Dr  
Orlando Convention C  
(Located in the Convention Center)  
Orlando, FL 32819  
407-363-2831

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**BUS/BUS COMPANIES**

Mears Transportation  
Anne Laxon  
Account Executive

**Hello Florida**

4205 Vineland Road Suite L-3  
Orlando, Florida 32811-6628  
Email: [alaxson@hello-florida.com](mailto:alaxson@hello-florida.com)  
Office: 407-313-8444  
Cell: 407-495-8842

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**CAR RENTAL AGENCIES**

Following are the three Hilton Orlando preferred companies, their locations, and contact numbers. Hertz Car Rental Company is located in the lower level of the hotel in the Group Departure/Arrival area.

**Hertz Rent-A-Car**

6001 Destination Parkway  
Orlando, FL 32819  
Direct: 407-313-8842  
Hours: Sunday - Saturday 8am – 5pm

**Avis Rent-A-Car**

Orlando International Airport  
1 Airport Terminal A & B  
Orlando, FL 32827  
Local Phone Number: 407-825-3700  
Hours: Monday – Friday 8am – 5pm  
Saturday and Sunday 9am – 3pm

**Budget Rent-A-Car**

Orlando International Airport

1 Airport Terminal A & B  
Orlando, FL 32827  
Local Phone Number: 407-825-1700  
Hours: Sunday – Saturday Open 24 hours

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### **CASH PAID OUTS**

Cash Paid-Outs can be arranged through your Event Manager.

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### **CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Orlando will require full payment in advance for room and tax charges. In addition, there will be a \$200 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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### **CELEBRITY/DIGNITARY VISITS**

Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

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### **CHECK CASHING PRIVILEGES**

Hotel guests may cash checks at the Front Office. The daily limit for cashing checks is \$100.00 per day. The check must be imprinted with the guest's name and address and made out to Hilton Orlando. Proper photo Identification will be required.

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### **CHECK-IN AND CHECKOUT**

Hotel check-in is 3:00p.m., and checkout is 11:00 a.m. (All guests arriving before 3:00p.m. will be accommodated as rooms become available. Our Bell Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there may be an early departure fee assessed in the event the guest departs prior to their confirmed departure date.

### **Late Departure**

Late checkouts are available upon request and subject to availability. Please contact the Front Desk directly to discuss availability and associated fees.

### **Satellite Check-In**

Satellite check-in is available. In order to be eligible for consideration, an arrival manifest must be provided 7 days in advance of major arrival. The success of a satellite check-in is dependent on the hotel's occupancy the evening before and flow of your arrival manifest. Your Event Manager will be able to discuss these issues in more detail to determine if this is the best experience for your guests arrival.

### **Zip Checkout**

With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension "55" to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

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### **COFFEE MAKER**

All guest sleeping rooms are equipped with a coffee maker, coffee, sugar and cream. Items are replenished on a daily basis.

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### **CONCIERGE**

The Concierge is available 7 days a week from 7:00 a.m. to 10:00 p.m. Some of the many services our concierge may arrange are:

- Airport Transportation
- Area Maps
- Art Museums
- Attraction Tickets
- Baby Sitting Referrals
- Beauty Salon
- Cirque du Soleil Tickets
- Dining and Reservations
- Directions
- Disney Bus Schedule

- Fishing
- Florist
- Golf
- Health Spa Services
- Kennedy Space Center
- Mail Handling
- Message Services
- Museums
- Notary Public
- Parks
- Religious Services
- Sea World® Orlando Tickets
- Shopping
- Sight-seeing Services
- Universal Studios® Tickets
- Weather Information

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### **CONVENTION CENTER ORLANDO, FL**

Orlando/Orange County Convention & Visitors Bureau, Inc  
6700 Forum Drive  
Orlando, FL  
407-363-5872 or toll free 800-972-3304  
info@orlandocvb.com  
[www.orlandoinfo.com](http://www.orlandoinfo.com)

The Hilton Orlando is connected to a covered, open-air walkway to the North/South Building of the Orange County Convention Center.

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### **CORKAGE**

No food and beverage of any kind will be permitted to be brought into the Hotel by the patron or any of the patron's guest or invitees without the General Manager's approval. Corkage fees are applicable. Please see your Event Manager for approvals and pricing.

### **CREDIT CARDS**

The Hilton Orlando accepts most major credit cards including American Express, Master Card, Visa, JCB, and Discover.

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### **CREDIT POLICY**

Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

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### **CURRENCY EXCHANGE**

The Front Desk currently exchanges the following currency at the prevailing rate through the Bank of Ireland and will exchange Australia Dollar, Bahamas Dollar, Canada Dollar, Cayman Islands Dollar, China Yuan, Denmark Kroner, England\Scotland Pound, Euro Dollar, Hong Kong Dollar, Jamaica Dollar, Japan Yen, New Zealand Dollar, Norway Kronor, Saudi Arabia Riyal, Singapore Dollar, Sweden Kronor, Switzerland Franc

Each guest is limited to a currency exchange of \$200.00 per day, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

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### **DANCE FLOOR**

The hotel has 320 sections of 4'x4' wood dance floor available for indoor events. Exhibitions or Events requiring additional dance floors may be arranged with your Event Manager.

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### **DECORATIONS**

Please contact your Event Manager for a description of items available as well as complete party package menus. We are happy to suggest ideas on novelty favors, souvenir menus, printed programs, creative ice carvings, theme food presentations, and room accent decor and specialty linens.

We are not responsible for any loss or damage to property belonging to you or your attendees and do not maintain insurance covering it. All displays and/or decorations will be subject to our written approval and we reserve the right to contract and charge for hotel staff to provide the labor for any installations or removals of such.

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### **DESTINATION MANAGEMENT COMPANIES (DMC)**

Anne Laxon  
Account Executive

## **Hello Florida**

4205 Vineland Road Suite L-3

Orlando, Florida 32811-6628

Email: [alaxson@hello-florida.com](mailto:alaxson@hello-florida.com)

Office: 407-313-8444

Cell: 407-495-8842

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## **DEPOSITS**

Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance.

Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

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## **DIAGRAMS**

Diagrams are available on our website or by contacting your Catering/Event Manager.

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## **DIETARY REQUIREMENTS**

Our Chef will provide meals for your attendees with special dietary requirements.

Please advise your Catering/Event Manager if a special meal is required.

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## **DINE AROUND**

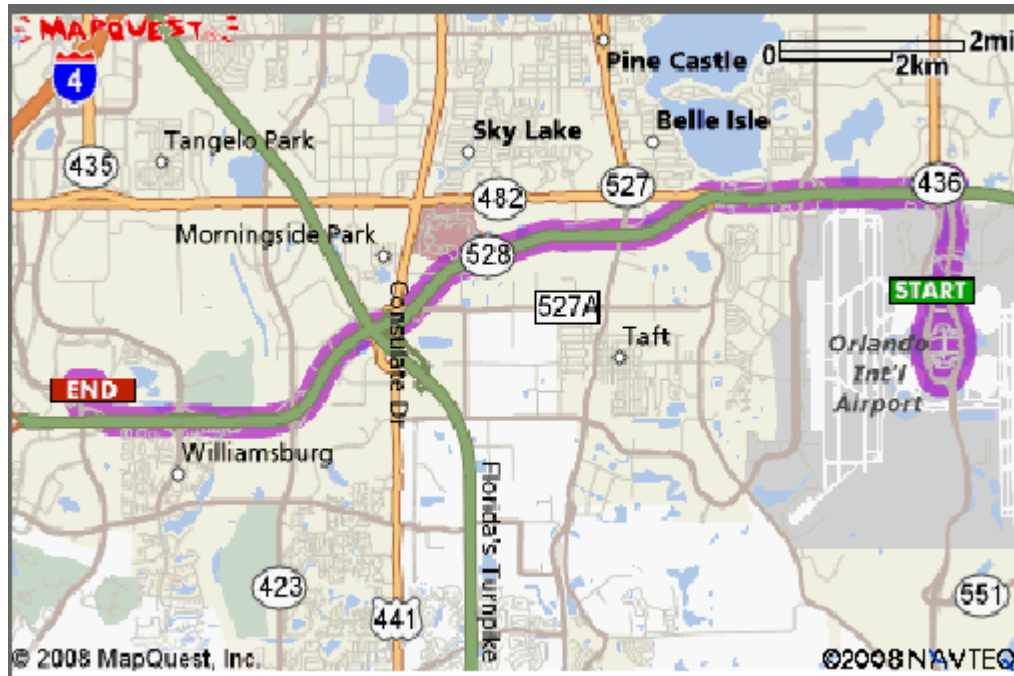
Dine Arouns for your group are scheduled through your Event Manager or your Destination Management Company (DMC).

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## **DIRECTIONS TO THE HOTEL**

From Orlando International Airport: Depart airport on Airport Blvd. Take SR 528 West towards International Drive. Exit Int'l Drive. Turn right onto Int'l Dr. Turn right onto Destination Parkway. Hotel will be on the left.

- **Distance from hotel:** 13 mi.
- **Drive time:** 20 min.
- **Map below**



[www.thehiltonorlando.com](http://www.thehiltonorlando.com)

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### **DOCTORS ON CALL**

Solantic Urgent Care Center  
7751 Kingspointe Parkway, Ste. 114  
Orlando FL 32819  
407-581-9672

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### **DRESSING/GREEN ROOMS**

Your Event Manager will make appropriate arrangements based on your unique needs for VIPs and special events.

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### **DRUG STORES**

Walgreens  
8050 International Dr  
Orlando, FL 32819  
407-352-7071  
Hours: Open 24 Hours  
Pharmacy: Monday – Friday 8am – 8pm  
Saturday and Sunday 9am – 6pm

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### **DRY-CLEANING**

Laundry services are available by dialing extension 55. Garments picked up prior to 8:30a.m. are returned to guests by 7:00p.m. the same evening. Garments picked up after 8:30a.m. will be returned the following day by 6:00p.m.

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year's.

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### **eEVENTS**

Hilton Family's online booking channel for small groups and meetings.

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### **ELECTRICAL**

Edlen Electrical provides assistance with all your mechanical and electrical needs. Please contact your Event Manager if you require an electrical services request form to secure additional power and/or labor services. All requests for power requirements are to be communicated to your Event Manager.

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### **ELEVATORS**

The Hilton Orlando hotel has 12 guest elevators located in the lobby. In addition, there are 2 parking garage elevators located to the left of the front desk on the third level of the parking garage.

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### **EMERGENCY PROCEDURES**

The Hilton Orlando is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 66.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 66 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 9 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.

- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: [Dr. Phillips Hospital](#): 4 Miles and 9 Minutes
- Nearest hospitals: [Dr. Phillips Hospital](#): 4 Miles and 9 minutes
- [Celebration Hospital](#): 10 Miles and 15 minutes

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### **ENTERTAINMENT**

The Hilton Orlando has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 7:00a.m. and end no later than 10:00p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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### **ENVIRONMENTAL COMMITMENT**

At Hilton Hotels Corporation, protecting the Environment is a top priority. Responsible environmental activity is good for both our business and the community. Hilton has developed a comprehensive company-wide policy to promote business practices that help preserve the environment. We provide guidelines for all of our facilities, and our goals are to “Reduce – Reuse – Recycle” as much as we can.

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### **EXHIBITS**

Please request the hotel’s production guidelines from your Event Manager.

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### **FAX MACHINES**

Fax machines are located in the business center and will be able to fax to domestic and international numbers as well as receive faxes.

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### **FAX NUMBERS**

For Guests:	407-313-4301
Events & Catering office:	407-313-8484
Sales office:	407-313-8401
Reservations office:	407-313-8487

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## **FIRE CODES**

The following are a few general regulations that typically fall under local fire authorities' specifications. They should be considered when planning and coordinating space, decorations, etc., in the ballrooms and meeting rooms, as well as all other applicable laws, codes, and regulations.

Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles or corridors shall be maintained leading directly to every exit and shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel. The aisle needs to be as wide as or wider than the exit to which they are leading.

There will not be any setup permitted in front of any exit doors. Staggering of dining tables is not permitted. All room sets must be in compliance with the local Fire Department regulations pertaining to occupancy load, mandatory aisles and ceiling clearance fire exits. Any event which has vehicle displays, fog machines, fueled cooking demonstrations, laser exhibits (including tabletop) or extensive productions with staging and props must have a certified permit from the local Fire Marshall. All associated fees for permits, floor plan approval and stand-by fire watch are your responsibility and final approved copies must be received at least three days prior to the event.

Every required exit, exit access or exit discharge shall be continuously maintained free of all obstructions or impediments to full instant use of fire or other emergency.

No furnishings, decorations, or other objects shall be placed so as to obstruct exits, access thereto, egress there from, or visibility thereof.

Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.

No open flame devices shall be used in any meeting rooms. When necessary for ceremonial or religious purposes, the fire marshal having jurisdiction may permit open flame lighting under such restrictions as are necessary to avoid danger of ignition of combustible materials or injury to occupants.

Any furnishings, decorations, and stage settings shall be fire retardant treated and must display certificate of proof. Local fire authorities in advance of event set-up shall approve all extensive production plans.

Distance between tables must be equal to or greater than the required aisle width plus 19" for chairs on one or 38" for chairs on both sides.

It is ultimately the group's responsibility to ensure that your event complies with all applicable laws, including, but not limited to fire and safety codes, rules and regulations.

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### **FITNESS CENTER**

Our Fitness Center offers state-of-the-art Precor Cardio equipment, strength training and free weights. All Precor stations are outfitted with individual flat screen LCD cardio theater units for personal viewing, and MP3 player docking stations.

#### **Hours of Operation:**

Open 24 Hours a Day

Charge for guests is \$10 per day per guest plus tax

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### **FLAGS**

Our Banquet Department currently has 5 United States flags and 2 Florida flags in inventory. If you require additional flags, please discuss rental costs with your Event Manager.

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### **FLORAL/FLORIST**

Greenery Productions, Inc. is our in-house, full-service floral and foliage provider for all of Central Florida and coast to coast. This multi-faceted company provides exquisite and artistic, floral designs and foliage for retail, corporate and social events, including weddings: production for movies, TV commercials, interiorscape maintenance, Christmas and holiday decor. No matter the size or nature of your request they "Exceed Expectations Every Time".

Mickey Grier

Corporate & Tradeshow Account Executive

Phone: 407-363-9151 x 321

Email: MickeyGrier@greeneryproductions.com

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### **FOOD DONATIONS**

Hilton is committed to assist our communities in the effort to alleviate hunger in this country. Our hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. We ask you to cooperate with us in this endeavor.

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### **FREIGHT ELEVATOR**

The Freight Elevator services the Lake Room and Ballroom areas. We offer a single freight elevator located behind Orlando Ballroom 6.

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### **GENERAL MANAGER**

Doug Gehret is the General Manager of the newly opened 1,400 room Hilton Orlando. During his tenure in Orlando he has become involved in the hotel community by joining the Board of Directors of the Central Florida Hotel and Lodging Association and the Executive Sales Committee of the Orange County Convention and Visitors Bureau.

Doug's experience encompasses 16 years with Hilton Hotel Corporation. Prior to opening the Hilton Orlando, Doug opened and spent the next six years as the General Manager of the 800 room Hilton Austin. He was very involved in the Austin community having served on the Board of Directors of seven business and charitable organizations. He also held a two year term as President of the Austin Hotel and Lodging Association.

He spent nine years at the famed Waldorf-Astoria Hotel in New York and two years at the luxurious Hilton Short Hills in Short Hills, New Jersey. He was inducted into the Waldorf-Astoria Distinguished Alumni.

Doug holds a degree in Hotel, Restaurant and Institutional Management from Penn State University. He is happily married to his wife Lisa who works with numerous charities and they have one son.

Doug is thrilled to welcome your group to the Hilton Orlando. Feel free to contact him anytime at 407-313-8460.

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### **GIFT CERTIFICATES**

A gift certificate is a wonderful way to reward your attendees, staff or event winners. Gift certificates are available for purchase through your Event Manager and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Event Manager for further details.

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### **GIFT IDEAS**

<http://www.hiltontohome.com/> - The Hilton Serenity Collection

<http://www.hilton.corplogoware.com/?rep=hilton> – Olympic Merchandise

<http://www.waldorfcollection-hotelsathome.com/home.html> – The Waldorf Collection

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### **GOLF COURSE INFORMATION**

While we do not offer a golf course on property, our In House Golf DMC, Golf Event Management, offers you the very best. Transportation for your group can be arranged through Golf Event Management or your Event Manager in advance.

#### **Golf Event Management**

Dawn Lafferty

407-787-4667

Direct: 407-722-4811

We also offer an executive putting green for your guest's enjoyment. Guests may make arrangements to utilize this course through the recreation department.

### **GRATUITIES**

Informally known as tipping, in the United States tipping is voluntary. Tips are generally rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - \$3.00 per day, Bellman - \$2.00 per bag and discretionary for above and beyond services provided for you. *Disclosure: all gratuities not outlined in the contract are discretionary.*

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### **GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**

Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

- Automates the process of all reservations booked within or around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- No charge – it's FREE

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### **GROUP CHECK-IN, ARRIVALS AND DEPARTURES**

The Hilton Orlando has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be

reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

Your guests will be asked to a remit credit card or provide a cash deposit upon arrival for their incidental charges, unless we have agreed to accept a letter of guarantee from your organization, and it is on file at time of check-in.

If your guests are arriving via group transportation and an arrival manifest has been supplied, we will be happy to have all of the rooms assigned in advance and key packets prepared. If your guests will be arriving at scattered times throughout the day with no transportation arrangements made or arrival manifest, we will assign rooms on a first-come, first-serve basis.

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### **GUEST LIST MANAGER**

An on-line tool provided by Hilton to group customers that allows them to manage their group's reservations on-line and provides on-line guest list information.

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### **GUEST ROOMS**

The hotel's current bedding breakdown is as follows:

1,417+ luxurious guest rooms and suites

- 882 double queens, 482 kings
- 46 two-bay hospitality parlors
- 5 four-bay signature suites with king master
- 2 six-bay presidential suites with king master

Florida state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children). Roll away beds are only permitted in rooms with one King bed.

Hilton is pleased to present "The Serenity Collection", today's premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night's sleep? Visit [www.pacificcoast.com](http://www.pacificcoast.com) to order your own Serenity bed.

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### **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door \$2.00 for the first item and \$1.00 for each additional item, deliveries inside the room \$3.00 for the first item and \$1.00 for each additional item.

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### **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 55. A hotel operator will direct your needs to the appropriate hotel contact.

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### **HAIR SALON**

Hair Salon services available upon request at our Spa. Please call 407-313-8600 for an appointment.

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### **HEAT**

HEAT (Hilton Environmental Analysis and Tracking) is our internal measurement system to collect, analyze, and track environmental and social performance at our property as well as our brands globally. In so doing, we are able to integrate sustainability as a core performance metric and drive economic and social returns. Your Catering/Event Manager can share detailed information.

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### **HOSPITALITY DESKS**

Your Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks can be set in any approved area. Phones may be arranged for an additional fee in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day's use.

Should you require a larger area for an office, storage or hospitality, please consult your Event Manager for space availability.

Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance.

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### **HOSPITALITY SUITES FUNCTIONS**

Please contact your Event Manager to plan your Hospitality Suite functions.

### **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Orlando:

Location: Orlando, Florida  
Address: 6001 Destination Parkway  
Telephone: 407-313-4300

Telex: N/A  
Facsimile: 407-313-4301  
Reservations: 888-488-3509  
Website: [www.thehiltonorlando.com](http://www.thehiltonorlando.com)  
Developer: RIDA Development  
Managed By: Hilton  
Grand Opening: September 1, 2009  
Last Renovation: NA  
Architects: HKS  
Employees (Full-Time, Part-Time): 500+

**Brief Description:**

Welcome to the **Hilton Orlando** hotel, an intelligently designed hotel with a very smart location. Blurring the line between hotel and resort, this hotel in Orlando, FL, is redefining the hotel experience for today's business and leisure traveler with an inimitable balance of recreational amenities and meeting facilities amid a beautiful, natural setting.

Spanning over an impressive 26 acres, the Hilton Orlando hotel features 1,400 luxury guest rooms, over 175,000 square feet of versatile meeting space, seven distinct dining options and exceptional resort amenities that include a full service spa, executive putting golf course and serene lazy river.

Located on Destination Parkway at the crossroads of I-4, the Beach Line and International Drive, our Orlando, Florida, hotel is perfectly situated in the heart of the city, just minutes from famous attractions such as Sea World Orlando, Universal Orlando and Walt Disney World. This unique destination is also just a 15-minute drive from Orlando International Airport and moments from Pointe Orlando and shopping, dining and entertainment options.

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**HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 8:00a.m. and 4:30p.m.. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

The suggested housekeeping gratuity is \$3.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

Each guest room is provided with several special service amenities either at no charge or for a nominal fee. These items include: an iron and ironing board, coffee makers, hairdryers, in-room safe, bath/shower amenities, and extra pillows. Additional bedding

available for children: cribs and rollaways. Please note there is a maximum of four persons (including children) allowed per room.

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### **INDEMNIFICATION**

To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton, and the Owner, and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney's fees), arising out of or connected with your function, except those claims arising out of the sole negligence or willful misconduct of the hotel.

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### **IN-ROOM DINING**

Our In-room Dining is open 24 hours a day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 8576/8577 in-house.

Room service gratuity is 22% and is posted automatically on all checks. There is also a delivery fee of \$4.50 per order.

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### **INTERPRETATION/TRANSLATION SERVICES**

With more than 30 years of experience, Professional Translating Services provides timely certified translations, in over 100 languages. Professional Translating Services is affiliated with the ATA (American Translators Association) and NAJIT (National Association of Judicial Interpreters and Translators.)

#### **Professional Translating Services, Inc**

John Speck  
Courthouse Tower Building  
18<sup>th</sup> Floor, 44 W. Flagler Street  
Miami, Florida 33130  
Direct: (305)371-7887  
Fax: (305)371-8366

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### **INTERNET SERVICES**

The Hilton Orlando provides numerous Internet Services. Your Event Manager will work with you in securing you all communication needs.

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### **KEY CARDS**

Please contact your Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. There will be a \$125.00 charge for each room that is re-keyed. The charge includes up to 5 copies of the key, additional keys will be \$5.00 each. You will be required to sign a hold harmless agreement upon delivery of the keys. In the event that all "hard" keys are not returned, a fee of \$100.00 will be assessed.

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### **(Customized) KEY CARDS**

Please contact your Event Manager if you would like custom keys for your group. These are available at an additional cost. They are an excellent way to market your organization.

### **KEY HOTEL CONTACTS**

The Hilton Orlando Managing Committee consists of the following people:

General Manager	Doug Gehret
Resident Manager	
Director of Food & Beverage	Chris Mueller
Director of Finance	Fran Kahle
Director of Front Office	Jay Stirewalt
Executive Chef	Louis Martorano
Director of Housekeeping	Anna James
Director of Engineering	
Director of Marketing	Juan Garcia
Director of Sales	Donna Kelly
Director of Catering	Teresa Bernstein
Director of Events	Debbie Schembri

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### **KOSHER**

We offer a variety of Glatt Kosher Meals to our guests. Please ask your Event Manager for kosher suggestions. Let your Event Manager know in advance if you'd like to add Kosher meals to your menu.

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### **LABOR**

The Hilton Orlando is a non-union hotel.

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### **LAUNDRY/VALET**

Laundry services are available by dialing extension 55. Garments picked up prior to 8:30a.m. are returned to guests by 7:00p.m. the same evening. Garments picked up after 8:30a.m. will be returned the following day by 6:00p.m.

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year's.

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### **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. **Hello Florida/Mears** is our preferred service and can be reached at (407) 495-8842 for any type of ground transportation request.

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### **LINEN SELECTION**

A variety of table linens are available for your various functions. If you desire specialty linen, or would like quotes on theme-coordinated linens and chair covers, please consult your Catering/Event Manager.

Linen colors: Eucalyptus, Royal Blue, Cream

Napkins: White and Cream

Tablecloths: White and Cream

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### **LIQUOR LAWS**

The State of Florida has strict liquor laws that must be followed by the Hilton Orlando. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Orlando no group may bring in their own alcohol to be served. The legal drinking age in Florida is 21.

Your Catering/Event Manager may provide a copy of some of the applicable State of Florida liquor laws upon request.

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### **LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**

Please refer to the Production Guidelines

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### **LOADING DOCK**

The loading dock is located behind the hotel on the Convention Center side. The hotel receiving hours of operation are from 7 a.m. – 3 p.m. Monday-Friday daily. There are no deliveries or load-in/load out between the hours of 6 p.m. and 7 a.m. unless coordinated with the UPS Store or your Event Manager.

Dimensions:

4 Bays:           8'0" Wide  
                      9'4" Tall

Doorway (From Dock to Back of House Space):

Door 1:           10'0" Wide  
                      10'0" Tall

Door2:           12'0" Wide  
                      12'0" Tall

Clearance to Service Elevators

Doors to Service Elevator Bay:  
                      5'6" Wide  
                      7'0" Tall

Service Elevator Doorways:

                      4'0" Wide  
                      7'0" Tall

Orlando I Overhead Door (Access Via Destination Parkway):

                      10'0" Wide  
                      14'0" Tall

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### **LOST AND FOUND**

It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

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### **LUGGAGE STORAGE**

Our bellstand provides complimentary luggage storage for our guests. Should your group have a large departure, an organized luggage pull or additional storage may be needed. Your Event Manager can help arrange this as well as inform you of any associated fees.

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### **MANAGER ON DUTY (M.O.D.)**

For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 55.

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### **MAIL SERVICES**

Stamps are available for purchase at the UPS Store. If you have a large number of items that need to be mailed, or require shipping materials, we suggest visiting our Business Center. They are located on the lobby level and offer complete mail services as well as materials.

The United States Post Office located on Turkey Lake and can be reached at 407-351-2492. Their hours are 8 a.m. – 7 p.m. weekdays, and 9 a.m. – 5 p.m. on Saturdays.

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### **MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Spa offers several massage therapy treatments including Swedish Massage, Deep Tissue Massage, Neroli Signature Stone Massage and many more. Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Convention Services Manager.

- Swedish Massage (50 - 80 min.) \$120.00 - \$190.00
- Deep Tissue Massage (50 - 80 min.) \$130.00 - \$200.00
- Signature Neroli Antioxidant Facial (80min.) \$190.00
- Herbal Ritual (80 min.) \$220.00
- Peninsula Paradise Spa Manicure (50 min.) \$55.00
- Peninsula Paradise Spa Pedicure (80 min.) \$80.00

All prices are subject to Florida state sales tax. A standard gratuity of 18% is suggested for any group bookings. Pricing is subject to change without notice.

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### **MEETING ROOM CAPACITIES**

Your event manager can provide all capacity information for your meeting space.

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### **MEETING ROOM DELIVERIES**

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area should be shipped directly to the hotel. The Hilton Orlando's business center will receive and deliver the package upon the guest arrival. Please contact your Event Manager for current handling fees.

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### **MEETING ROOM RENTAL**

Please ask your Event Manager for rates based on room size and hours of use.

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### **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Ice water

Basic meeting room set up is complimentary. Depending upon the extent of the setup requirements, additional charges may be incurred. Please contact your Catering/Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are set non-smoking.

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### **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our Destination Essentials store are:

Wall Street Journal

New York Times

Orlando Sentinel

They are delivered to the Destination Essentials store at 6:00 a.m. daily.

The USA Today is delivered to guest rooms Monday through Friday.

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### **PACKAGE ROOM**

Please refer to the Shipping and Receiving Section.

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### **PARKING**

The Hilton Orlando offers self-parking in the hotel's attached parking garage. Self-parking is \$12.00 per day plus tax. We also offer valet parking at the rate of \$20.00 per day plus tax.

If you are planning a large movement or delivery of rental cars for a specific group event or activity, please advise your Catering/Event Manager so that specific parking may be reserved.

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### **PERSONALIZED ON-LINE GROUP PAGE (POG)**

POG is a personalized web page for your attendees to book reservations directly online.

- Available at all Hilton Family properties
- Customize with your program
- Customize with your logo
- No charge – it's FREE

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### **PETS (POLICY)**

Service animals are always welcome and must be accommodated. Pets are also welcome at the Hilton Orlando for a non-refundable deep cleaning room fee of \$75.00. Pets must be no larger than 75 lbs are permitted and are not allowed in the pool area.

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### **PHOTOGRAPHY**

**Christies Photographic Studios**

6314 Kings Pointe Parkway  
Suite 1

Orlando, Florida 32819  
Office: (407) 345-1100  
Fax: (407) 345-1304  
E-Mail: [christiesphoto@bellsouth.net](mailto:christiesphoto@bellsouth.net)  
Web Site: [www.christiesphotographic.com](http://www.christiesphotographic.com)

*Christies can provide photography services for all occasions, special events, and groups.*

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### **PIANOS**

If your group requires pianos your Event Manager can rent them from an outside source.

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### **POOLS**

The Hilton Orlando has one large main pool with zero entry, whirlpool and water slide. We also offer a Quiet Pool for adults with a whirlpool. The Hilton Orlando also has a fun, relaxing, meandering 892 foot lazy river with water cannons and fountains.

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### **POST-CONVENTION MEETING**

We encourage our customers to meet with our General Manager during or after the meeting to provide and review feedback. Your Event Manager will coordinate a convenient time.

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### **POST EVENT REPORT**

For meetings and conventions with more than 100 rooms on peak night, your Event Manager will complete a Post Event Report. This report details room pick-up and food and beverage revenues.

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### **POSTING OF EVENTS**

The posting of events is on the Reader Boards in the Public Function space. Please let your Event Manager know which events you would like posted on this public board and what the proper posting should read.

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### **PRE-CONVENTION MEETING**

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour).

Please note that for smaller groups, a smaller more personalized meeting may be set up involving key operational department heads.

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### **PRODUCTION CREW MEALS**

Please contact your Catering/Event Manager regarding production crew dining as crews and outside security companies are not permitted to dine in the employee cafeteria.

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### **PUBLIC TRANSPORTATION**

Orlando provides several options for transportation for your guests.

The I-ride Trolley provides transportation up and down International Drive.

<http://www.iridetrolley.com/>

Bus Service in Orlando is provided by Lynx.

[www.golynx.com](http://www.golynx.com)

Taxi Service can be secured through Mears Transportation

[www.mearstransportation.com](http://www.mearstransportation.com)

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### **PYROTECHNICS**

Pyrotechnics are not permitted by Hilton Hotels Corporation.

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### **RADIOS/PAGERS/NEXTELS**

#### **PSAV**

Ralph Cutrone-Senior Sales Manager

407.313.8442

[rcutrone@psav.com](mailto:rcutrone@psav.com)

Steve Alexander-Sales manager

407.313.4300 ext: 8593  
[salexander@psav.com](mailto:salexander@psav.com)

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### **RECYCLING**

The Hilton Orlando recycles food products, paper, cardboard, cans, bottles and plastic.

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### **RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM**

Expedited reservation processing straight from your rooming list into our system.

- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3<sup>rd</sup> Party Clearinghouses
- No charge – it's FREE

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### **RESORT FEE**

Hilton Orlando does not have a resort fee.

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### **RESTAURANTS/LOUNGES**

#### **The Bistro**

A Modern American Bistro featuring simple, fresh, and natural food in a comfortable and casual setting. The menu showcases dishes with farm-to-table in season ingredients from Florida's coastal areas.

*Open daily for breakfast and lunch from 6:30 am – 2:30 pm*

#### **David's Club Bar & Grill**

An American "Gastro Pub" showcasing creative and contemporary comfort foods. This elevated sports pub experience offers a high energy environment with local and craft beers and eclectic wines by the glass.

*Open for dinner Monday through Friday from 4:00 pm – 1:00 am / Lunch and Dinner Saturday and Sunday from 12:00 pm – 1:00 am*

#### **Spencer's**

Sophisticated and approachable... this New American Steakhouse redefines the classic steakhouse with intelligent preparations and contemporary twists. We serve Prime Spencer's Cut aged 21 to 28 days, fresh local seafood matched with local organic produce, over twenty wines by the glass and scratch made cocktails.

*Serving drinks and dinner Tuesday through Saturday from 5:00 pm – 10:30 pm*

### **Lobby Lounge**

An ideal gathering spot adjacent to the hotel's lobby. The perfect place to relax and unwind. Featuring handcrafted cocktails and a small bite menu perfect for sharing.

*Serving Saturday - Sunday from 12:00 pm – 11:00 pm*

### **The Tropics Pool Bar & Grill**

Simple poolside fare with a tropical twist. Sit back and relax with a citrus sangria or a signature Tropic's cocktail.

*Serving drinks daily from 11:00 am – Sunset and Food Service from 11:00 am – 5:30 pm*

### **Marketplace**

Our European, neighborhood-style Marketplace features everyday bistro fare for breakfast, lunch and dinner. Offering fresh baked pastries, rustic baguette sandwiches, organic salads and convenience items "on the go." We feature a gelato bar and proudly serve Starbucks Coffee. Convenience without compromise.

*Open daily 6:00 am – 11:00 pm*

### **In-Room Dining**

A complete menu for breakfast, lunch and dinner enables you to enjoy restaurant quality food served in the privacy of your guest room.

*Available 24 hours with a limited menu*

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### **RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the hotel and in Orlando, whether it is for a table of four or a dine-around for 250.

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### **RESTROOMS**

Public restrooms are located in the following areas:

Next to the bellstand

Next to the UPS store

Next to Lake Monroe/Lake Florence

Across from Orlando Ballroom 5

Outside of Orlando Ballroom 1

Outside of Orange Ballroom F/Florida Ballroom 1

Outside of Florida Ballroom 6

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### **RESUMES**

Group Resumes are prepared by your Event Manager.

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## **RIGGING**

Your Event Manager will provide you with the Production Resource Guide. All rigging must be arranged through Aerial Rigging.

Christine Allen, Scheduling Coordinator/ Sales  
P.O. Box 7340  
Lakeland, FL 33807-7340  
Phone: 863-607-9100

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## **ROBES**

Robes are available in the Executive Level Rooms and Suites. Robes are also available upon request, call Housekeeping at extension 8480 for assistance.

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## **ROPES/STANCHIONS**

Ropes and Stanchions

- 66 Pairs of stanchions with connecting rope.

For more information on banquet equipment, please see your Catering/Event Manager.

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## **SAFES/SAFE DEPOSIT BOXES**

Available via the front desk upon check-in or anytime throughout the guest's stay. Fees will vary based on the size of the box.

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## **SECURITY**

If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons.

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## **SHIPPING AND RECEIVING**

Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are extremely limited.

Please do not ship valuables. We cannot be responsible for contents.

#### Handling Fees\*

##### Small Packages

Letters/Packs	3.00
1-10 lbs	5.00
11-20	10.00

##### Medium Packages

21-45	20.00
46-70	35.00

##### Large Packages

71-100	55.00
101-150 lbs	75.00

##### Freight

Wooden Crates & 150lbs +	100.00
Pallets	250.00

\*Includes labeling, taping, logging tracking numbers and secure storage. Same handling fee applies to outbound packages.

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage.

#### **IMPORTANT**

##### **Shipping Instructions:**

The UPS Store at Hilton Orlando  
Guest Name and Arrival Date  
Name of Event (if applicable)  
6001 Destination Parkway  
Orlando FL, 32819

We also recommend that you have a packing slip both inside and outside of each package. Guests will be responsible for the packing and return of all packages.

Receiving, handling and shipping charges may apply. No COD packages will be accepted. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

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## **SHOPPING**

### **Local Shopping**

Orlando Premium Outlets

(407) 238-7787

[www.premiumoutlets.com](http://www.premiumoutlets.com)

Monday through Saturday 10:00 a.m. to 11:00 p.m.

Sunday 10:00 a.m. to 9:00 p.m.

### **The Mall at Millenia**

(407) 363-3555

[www.mallatmillenia.com](http://www.mallatmillenia.com)

Monday through Saturday 10:00 a.m. to 9:00 p.m.

Sunday 12:00 p.m. to 7:00 p.m.

### **The Florida Mall**

(407) 851-6255

<http://www.simon.com/mall/default.aspx?ID=139>

Monday through Saturday 10:00 a.m. to 9:00 p.m.

Sunday 12:00 p.m. to 6:00 p.m.

### **Lake Buena Vista Outlets**

(407) 238-9301

[www.lbvfs.com](http://www.lbvfs.com)

Monday through Saturday 10:00 a.m. to 9:00 p.m.

Sunday 10:00 a.m. to 6:00 p.m.

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## **SIGNAGE/BANNERS**

The Hilton Orlando takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

Only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

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## **SITE INSPECTION/PRE-PLANNING**

We welcome key event planning staff to visit the hotel during the pre-planning process. Your Event Manager will establish special rates and accommodations for your visit(s) which meet your budgetary guidelines and our respective organization's codes of conduct and ethics. Your Event Manager will coordinate menu tasting when creating and planning your catered events.

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## **SMOKING**

Select guest rooms do permit smoking and are available based on availability. Please note any advance requests on your rooming lists. On-site requests can be handled through the front desk. All other indoor areas of the hotel are non-smoking.

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## **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel's noise curfews: No sound system functions can take place outdoors before 7a.m., and all outdoor evening functions must end no later than 10p.m.

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## **SPORT**

*Sustainable Property Operations Results Tracking*

SPORT is an integrated, performance based system, built into our HEAT system that looks at all of the key focus areas in terms of sustainability and operational best practices.

Your Catering/Event Manager can share detailed information.

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## **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the UPS Store. If you are anticipating shipping a large volume of materials, we suggest you consult your Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. Hotel cannot provide security. If shipping valuables, please make arrangements to hire and pay for outside security.

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## **SUITES**

Hospitality parlors feature living room area and dining room table for 8, workstation, kitchenette, and full bath, most connect to guestrooms on one or both sides. Presidential and Executive Suites feature king master bedroom, parlor area, additional bathroom and kitchenette.

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## **SUNRISE/SUNSET**

Please utilize below website to determine sunrise and sunset times during your meeting.

<http://www.timeanddate.com/worldclock/sunrise.html>

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## **SUSTAINABILITY**

Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:

- Enhance the guest experience
- Engage our employees
- Improve operational efficiency
- Advance building design
- Strengthen our partnerships
- Serve our communities
- Protect our global environment
- Enrich our Family of Hotels

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## **TAXES**

The current Florida State Hotel Tax is 12.5% (includes state tax). All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

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## **TELEPHONES/TELECOMMUNICATIONS**

The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise your Telecommunications Department for additional fees or appropriate team members, if you need the use of a phone for your program.

**House phones** \$175.00 plus \$30 for each additional day

Used for in-house, local and toll-free calls only.

**DID Lines** \$225.00 plus \$50 per additional day and cost of calls

DID lines can be used for Long Distance, minimal PC and fax can work as well.

The following are enhancements that can be added to a DID Line:

Polycom \$225.00 plus \$75 per additional day and cost of calls

**Internet Access**

Broadband Access – T1.5 or greater (Call for price quote)

DSL (Call for price quote)

**Guest Room Calls**

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
Room to Room		No Charge
Local	9+Number	\$1.00+\$.10 per
minute after 60 minutes		
800/888/8xx toll free	9+1+Number	No charge for first 60
minutes; \$.10 per minute thereafter		
Long Distance	9+1+Number	AT&T Operator
assisted rate less 50%		
International	9+011+CC+CC+Number	AT&T Operator
assisted rate (by country)		

Local, Long Distance and International Calls will be billed to your account only when the call is answered.

Applicable Taxes will be added ● Rates subject to change.

You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. Orlando Telephone is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier. Direct Complaints to:

Federal Communications Commission, FCC Enforcement Division;  
CCB Room 6202; Washington, DC 20554.

State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223  
800-342-3377

**Voice Mail**

Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out.

To hear messages, if the red light is flashing on your guest room telephone:

1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

Should you require assistance while using Voice Mail, simply press the “\*” key at any time.

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### **THEME PARTIES**

Anne Laxon

Account Executive

**Hello Florida**

4205 Vineland Road Suite L-3

Orlando, Florida 32811-6628

Email: [alaxson@hello-florida.com](mailto:alaxson@hello-florida.com)

Office: 407-313-8444

Cell: 407-495-8842

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### **TOURS/SIGHTSEEING**

Our hotel concierge will be on-site throughout your program to assist with any information regarding any tours or sightseeing.

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### **TRASH REMOVAL**

The Hilton Orlando recycles food products, paper, card board, cans, bottles, and plastic. Please consult with your Event Manager to accommodate extraordinary or hazardous trash removal needs.

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### **TUXEDOS/FORMAL WEAR**

If you are anticipating a large delivery of tuxedos on site, please advise your Event Manager in advance.

The following company offers tuxedo rentals:

**After Hours Formal Wear**

Linda DeMarco Ext. 2306

14748 West Colonial Drive

Winter Garden, Florida 34787

Direct: (407) 656 - 7700  
Main Toll Free # (866) 268 - 6637  
Fax # (800)535 - 9421  
9:00 a.m. – 5:30 p.m. Monday – Friday  
Saturday – Sunday Available for Appointments only

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### **WEATHER**

Depending on the season, the weather in Hilton Orlando varies from a low of 45 degrees to a high of 90 degrees. Before visiting the Hilton Orlando we recommend that guests check the local listings to determine the weather conditions.

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### **WHEELCHAIRS**

If a guest requires a wheelchair, we can arrange a rental for them at their own expense.

The following company has wheelchairs for rent and will deliver to the Hilton Orlando.

#### **E-Z Street Rental**

Tim Sullivan  
15605 Bay Vista Drive  
Clermont, Florida 34714  
Direct # (407) 929 – 5498  
Toll Free # (866) 394-1115  
[www.orlandoscooterrentals.us](http://www.orlandoscooterrentals.us)  
8:00 AM – 9:00 PM

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### **WIRED PAYMENT**

If you would like to have payment wired, please notify your Catering/Event Manager, and instructions will be faxed to you.

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### **WORSHIP SERVICES**

The following is a list of nearby locations.

- **Baptist**  
First Baptist Church of Windermere  
11551 North State Road 535  
Orlando, FL 32836  
407-239-6030

- **Catholic**  
Mary Queen of the Universe  
8300 Vineland Ave.  
Orlando, FL 32821  
407-239-6600
- **Christian**  
West Orange Christian Church  
7325 Conroy Windermere Road  
Orlando, FL 32835  
407-299-2092
- **Church of God**  
Church of God by Faith  
821 S. Kirkman Road  
Orlando, FL 32811  
407-294-5487
- **Episcopal**  
4950 South Apopka Vineland Road  
Orlando, FL 32819  
(407) 876-3480
- **Jehovah's Witness**  
Jehovah's Witness Kingdom Halls: Winter Garden Congregation  
2500 Hemple Ave.  
Windermere, FL 34786  
407-445-1833
- **Jewish**  
South West Orlando Jewish Congregation  
11200 S. Apopka Vineland Road  
Orlando, FL 32836  
407-239-5444
- **Lutheran**  
Christ the King Lutheran Church  
4962 Apopka Vineland Road  
Orlando, FL 32819  
407-876-4991
- **Methodist**  
St. Luke's United Methodist Church  
4851 South Apopka Vineland Road  
Orlando, FL 32819  
407-876-4991
- **Pentecostal**  
India Pentecoastal Church  
11114 Apopka Vineland Road  
Orlando, FL 32836  
407-239-7880

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