Hilton Baltimore

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 Baltimore
401 W. Pratt Street
Baltimore, MD 21202

www.Hilton.com
www.baltimore.hilton.com
Table of Contents

General Information
- Hotel Overview
- Guest Room diagrams with specifications
- Suite Information and Descriptions
- Dining Information with Restaurant Descriptions
- Hotel Shop(s) Information

Function Space and Banquets
- Function Space Diagrams with specification
- Catering Menu’s available separately

Resource Information
- Hotel specifics listed alphabetically

Forms
- Activities
- Amenity Request Form
- AV Form (For Exhibitors)
- Credit Application
- Credit Card Authorization
- Electrical Form
- Internet Form
- Miscellaneous request form
- Phone Form
- Planning Checklist
- Room Re-Key Form
- Shipping Form

GENERAL INFORMATION
The ideal destination, the Hilton Baltimore is neatly situated in Baltimore’s scenic Inner Harbor, directly opposite Oriole Park at Camden Yards. It is directly linked by covered pedestrian sky bridge to the Baltimore Convention Center, and located near many of the city’s leading historic and cultural attractions including the National Aquarium, Maryland Science Center, M&T Stadium (home to the Baltimore Ravens), Fort McHenry, as well as exclusive shopping and restaurants.

Hilton Baltimore guestrooms are spacious and stylish with a comfortable work area, high-speed internet access, multiple line phones, voicemail and data port, alarm clock radio, and complimentary newspaper Monday through Friday.
FUNCTION SPACE AND BANQUETS

- Catering Menu’s available separately.

RESOURCE INFORMATION

Advertising Opportunities
Affiliates
Airline Information
Amenities
Americans with Disabilities Act (ADA)
Audio/Visual
Automated Teller Machines
Baby-Sitting Services
Balloons
Banks
Banners
Banquet Beverage Selection
Banquet Curfews
Banquet Equipment
Banquet Menu Selection
Banquet Terms and Conditions
Bell Services
Billing
Box Lunches
Business Center
Bus/Bus Companies
Car Rental Agencies
Cash Paid Outs
Cash Paying Guests
Celebrity/ Dignitary Visits
Changing Facilities/Day Use
Check Cashing Privileges
Check-In and Checkout
Coat Check Services
Coffee Maker
Community Outreach
Concierge
Convention Center
Corkage
Credit Cards
Credit Policy
Currency Exchange
Dance Floor
Decorations
Destination Management Companies (DMC)
Deposits
Diagrams
Dietary Requirements
Dine Around
Directions to the Hotel
Doctors on Call
Dressing/Green Rooms
Drug Stores
Dry Cleaning
eEvents
Electrical
Elevators
Emergency Procedures
Entertainment
Environmental Commitment
Executive Meeting Packages
Exhibits
Fax Machines
Fax Numbers
Fire Codes
Fitness Center
Flags
Floral/Florist
Food Donations
Freight Elevator
General Manager
Gift Certificates
Gift Ideas
Golf Course Information
Gratuities
Group Reservations Identification Program (GRIP)
Group Check-In, Arrival and Departures
Guest List Manager
Guest Rooms
Guest Room Deliveries
Guest Service Hotline
Hair Salon
HEAT
HHonors Floor
Hospitality Desks
Hospitality Suites Functions
Hotel Facts/History
Hotel Map
Housekeeping
In Conjunction With (ICW’s)
Indemnification
In-Room Dining
Interpretation/Translation Services
Internet Services
Key Cards
Key Hotel Contacts
Kiosks
Kosher
Labor
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
Load-In/Load Outs (Production, Decor, & Staging)
Loading Dock
Local Information
Lost and Found
Luggage Storage
Manager on Duty (MOD)
Mail Services
Massage Therapy
Master Accounts
Medical Facilities/Services
Meeting Packages
Meeting Room Capacities
Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
Music/Musicians
Newspapers/Publications
Office Equipment/Supplies
Off Premise Catering
Package Room
Parking
Personalized On-Line Group Page (POG)
Pets (policies)
Photography
Pianos
Pools
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Printing Services
Production Guidelines
Production Crew Meals
Public Transportation
Pyrotechnics
Radios/Pagers/Nextels
Recycling
Registration Assistance
Registration Desks
Reservations (RAPID!)
Resort Fee
Restaurants/Lounges
Restaurant Reservations
Restrooms
Resumes
Rigging
Robes
Ropes/Stanchions
Rooming Codes/Rooming Lists
Safes/Safety Deposit Boxes
Security
Shipping and Receiving
Shoe Shine
Shopping
Signage/Banners
Site Inspection/Pre-planning
Smoking
Sound System
Spa
Special Meal Requests
SPORT
Storage
Suites
Sunrise/Sunset
Sustainability
Taxes
Taxicabs
Team Member Recognition
Telephones/Telecommunications
Tents
Theme Parties
Tours/Sightseeing
Trash Removal
Tuxedo/Formalwear
Voice Mail
Weather
Wheelchairs
ADVERTISING OPPORTUNITIES
The hotel offers groups and their affiliate’s 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
- Reader Boards

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.

AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<td>Air Canada</td>
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<td>Air France</td>
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<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
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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 Baltimore Washington International Airport located 10.07 miles, approximately 16 minutes from the *Hilton Baltimore* Hotel.


**MTA Light Rail** offers direct line service from our East entrance to the Baltimore Washington International Airport. Allow 30-45 minutes travel time.
410-539-5000
[www.mtamaryland.com](http://www.mtamaryland.com)

**MARC Train** 410-539-5000
[www.mtamaryland.com](http://www.mtamaryland.com)

**Super Shuttle (Van Service)** 800-BLUE-VAN
[www.supershuttle.com](http://www.supershuttle.com)

**The Airport Shuttle (GO!)** 800-776-0323
[www.theairportshuttle.com](http://www.theairportshuttle.com)

Back to Resource Information

**AMENITIES**
The Room Service department is happy to service your group gift and amenity needs. Please see your Catering/Event Manager for your specific preferences, budgeting guidelines, and a list of amenities.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 20%. For a standard delivery, the fee is $4.00

Back to Resource Information
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.

Back to Resource Information

AUDIO/VISUAL
PSAV, our in-house audiovisual & production company, brings years of experience in
the field of audio visual to your meeting at the Hilton Baltimore. Please contact the
director of PSAV, D’Andre Winder of PSAV at 443.683.8866 for further information.

Back to Resource Information

AUTOMATED TELLER MACHINES
There is an ATM conveniently located in the main lobby next to the gift shop that is
available at all times.

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.

KiddieCorp
(858) 455-1718
10455 Sorrento Valley Road, Suite 103
San Diego, CA 92121
info@kiddiecorp.com
www.kiddecorp.com

Back to Resource Information

BALLOONS
Balloon Bouquets of Baltimore (410) 727-0909
Flower Shop (410) 727-6610
There is a $300.00 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. Please see the Banquet Event Order (BEO) for other specific contractual information.

**BACK TO RESOURCE INFORMATION**

**BANKS**

Provident Bank  
250 W. Pratt Street  
Baltimore, MD 21201  
410-281-7997  
https://web.provbank.com/index.html  
Mon - Thu 8-3, Fri 8-4

M&T Bank  
22 S. Greene Street  
Baltimore, MD 21201  
410-547-2620  
http://www.mandtbank.com/  
Mon-Thurs. 8:30-4:00 and Fri. 8:30-5

Bank of America  
20 N. Howard Street  
Baltimore, MD 21201  
410-332-4667  
https://www.bankofamerica.com/index.jsp  
Mon-Thurs. 9-5 and Fri. 9-6

**BANNERS**

See SIGNAGE/BANNERS.

**BACK TO RESOURCE INFORMATION**

**BANQUET BEVERAGE SELECTION**

The Hilton Baltimore offers a choice of standard 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.

**Premium Brands:**

SKYY Vodka, Tanqueray Gin, Bacardi Rum, Jose Cuervo Especial Gold Tequila, Canadian Club Whiskey, Cutty Sark Scotch, Jim Beam Bourbon
Canyon Road Chardonnay and Cabernet Sauvignon

**Name Brands:**
Gordon’s Vodka, Gordon’s Gin, Myers Platinum White Rum, Sauza Gold Tequila, Seagram’s 7 Whiskey, J&B Scotch, Jim Beam Bourbon

**Domestic Beer**
Budweiser, Bud Light, Miller Lite, and St. Pauli NA

**Premium Beer**
Heineken, Amstel Light, Sam Adams and Corona

**Non-Alcoholic Beverages**
Coke, Diet Coke, Sprite, Ginger Ale, Club Soda, and Tonic Water
Juice - orange, grapefruit and cranberry
Mineral Water

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.

**BANQUET CURFEWS**
Please contact your catering/event manager.

**BANQUET EQUIPMENT**
Items in our banquet inventory are for your use at no additional charge. Any equipment requested not in inventory, which have associated costs, will be passed on to your group.

*Please note the hotel does not carry the following items:*
- 8 ft. tables
- Pianos

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

**BANQUET MENU SELECTION**
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 1 month 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 Catering/Event Manager in advance with any special dietary requirements.

Back to Resource Information

STANDARD 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 EO 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 GUESTS: 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. 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 EO. 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.

4. GRATUITY & SERVICE CHARGE: 23% 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. 23% 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.

5. 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.

6. 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.

7. **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.

8. **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.

9. **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.

10. **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.

11. **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 the in-house AV provider or the Hotel and you will be responsible for all costs associated therewith.
**BELL SERVICES**

Our bell services are available 24 hours a day to assist with your luggage. Should your departure be later than 12:00 noon, we will be happy to collect and store your luggage. 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. Departure notices and bag pulls should be coordinated with your Catering/Event Manager.

- **Porterage:** Mandatory Porterage ($5in/$5out) for guests arriving on vehicles that hold 20+ passengers
- **Room Drop Fees:** $2.00-$5.00 based on complexity

**BILLING**

Should you require a master account for billing purposes, please complete and return our credit application within 90 days of your event. 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 review with the Group Billing Coordinator.

**BOX LUNCHES**

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

**BUSINESS CENTER**

Complete Executive Services are available in our Business Center located in the main lobby. Available for self service options 24 hours a day.

**BUSINESS CENTER SERVICES (PERFORMED BY FRONT OFFICE – NOT SELF SERVICE):**

- **Fax Charges:**
  - Incoming: Free for 2 pages – each page add’l $.50 cents
  - Outgoing – domestic: $2.00 for 1st page – each page add’l $.50 cents
  - Outgoing – int’l: $5.00 for 1st page – each page add’l $.50 cents

- **Photo Copy Charges:**
  - Up to 100: $.20 per page over 100: $.12 cents per page
  - 2 sided – up to 100: $.25 per page over 100: $.15 cents per page
  - COLOR – up to 100: $1.00 per page over 100: $.75 cents per page
For large quick printing or copying jobs, we recommend calling:

Fed Ex Kinko’s
36 S. Charles Street 410-547-1350
11 S. Charles Street 410-625-5826
3003 N. Charles Street 410-467-2454

BUS/BUS COMPANIES/CAR SERVICE

A.S. Midway Trailways & Midway Limousine, LLC
2400 Sisson Street
Baltimore, MD 21211
Phone: 410-367-6900
Toll Free: 888-573-5466
www.midwaylimo.com

ZBest Executive Global Transportation Services
6809 Ritchie Highway
Glen Burnie, MD 21061
Phone: 866.675.2271
Fax: 410.768.0186

Beltway Transportation Service
8016 Marlboro Pike
Forestville, MD 20747
Phone: 301-420-5100
Fax: 301-420-0648
www.beltwaytransportation.com

Convention Store, Inc.
2981 Solomons Island Road
Edgewater, MD 21037
Phone: 410-956-0001
Fax: 410-956-6592
www.theconventionstore.com

Gray Line, Inc.
10411 Hall Industrial Drive
Frederickburg, VA 22408
Phone: 301-386-8300
Fax: 301-386-2024
www.grayline.com

Maryland Transit Administration
6 St. Paul Street
Baltimore, MD 21202
Phone: 410-539-5000
Fax: 410-333-2203
www.mtamaryland.com

Back to Resource Information
**CAR RENTAL AGENCIES**

BWI Car Rental Facility  
7432 New Ridge Road  
Hanover, MD 21076

Alamo  410-859-8092  
Avis  410-859-1680  
Budget  410-859-0850  
Dollar  800-800-4000  
Enterprise  800-325-8007  
Hertz  410-850-7400  
National  410-859-8860  
Thrifty  410-850-7139

*CASH PAID OUTS*
Cash Paid Outs are available to groups with advance deposits or proper credit established in accordance with Hilton Finance policies. Cash paid outs will need a minimum of 48 hours notice and approval from the Event Service Manager, Director of Event Services, and Authorized Signer from the group. Cash paid outs can be made for up to $2,000 and requested denominations must be presented in written request. Front Office Manager on Duty will be available to complete paid out directly to group’s Authorized Signer. The paid out will then be billed to the master account.

[Back to Resource Information](#)

*CASH PAYING GUESTS*
In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Baltimore will require full payment in advance for room and tax charges. In addition, there will be a $100.00 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.

[Back to Resource Information](#)

**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.

[Back to Resource Information](#)

**CHANGING FACILITIES/DAY USE**
Based on availability, guest rooms may be used as changing rooms; however a full/half-day rate may be assessed. Hours of guest room availability for day use will depend on hotel occupancy of the hotel.
CHECK CASHING PRIVILEGES
Hotel guests may cash checks at the Front Desk. The check must be imprinted with the guest’s name and address, identification is required. Certain limits apply – for more information contact the Guest Service Hotline.

CHECK-IN AND CHECKOUT
Hotel check-in is 3:00 p.m., and checkout is 12:00 p.m. (All guests arriving before 3:00 p.m. will be accommodated as rooms become available. Our Bell Desk can arrange to store 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 will be a $50.00 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 Guest service Hotline directly to discuss availability and associated fees.

LATE CHECKOUT REQUESTS (BASED ON AVAILABILITY…ONLY GRANTED ON DEPARTURE DATE!):

• Up to 1pm  Complimentary (if available)
• Up to 3pm  $50.00 (anything after 1pm)
• Up to 5pm  $125 –or- Half Day Rate (whichever greater)
• Anything After 5pm  Full Day Rate

Satellite Check-In
Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 20 days in advance of major arrival. The success of a satellite check-in is very dependent on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your 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 press the “Zip-Out Check-Out” button on the guest room telephone. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bell desk.
**Kiosks**
The Hilton Baltimore offers Kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout. The Kiosk also allows guest’s to print out boarding passes for all major airlines. This service is complimentary.

Back to Resource Information

**COAT CHECK SERVICES**
Coat check services are available for any event. Please consult your catering/event manager for pricing.

Back to Resource Information

**COFFEE MAKER**
Each guest room includes a Cuisinart dual-cup, single-brew coffeemaker and Lavazza coffee from Italy.

Back to Resource Information

**CONCIERGE**
Our Concierge is at your service each day to provide you with a personal introduction to Baltimore, as well as to assist you with restaurant suggestions, reservations, airline tickets, car rentals transportation, tours, theater tickets, flowers and any other services that can make your stay more enjoyable. (Concierge Hours- 7am-9pm, Sunday-Saturday)

**CONVENTION CENTER**
Baltimore Convention Center
1 W. Pratt Street
Baltimore, MD 21201
410-649-7000
info@bccenter.org
www.bccenter.org

Back to Resource Information

**CORKAGE**
There is a corkage fee of $15.00 per bottle. Please see your catering and/or event manager in regards to associated fees.

**CREDIT CARDS**
The Hilton Baltimore accepts most major credit cards including (American Express, Diners Club, Discover, JCB, Master Card, Optima and Visa).

**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 consult your Catering/Event Manager.

**CURRENCY EXCHANGE**
The front desk currently exchanges the following currency at the prevailing rate from
FCE Corp.: Australian Dollar; Bahamas Dollar, Canadian Dollar, Cayman Islands Dollar,
China Yuan, Denmark Kroner, England/Scotland Pound, Euro, Hong Kong Dollar,
Jamaican Dollar, Japanese Yen, Mexican Peso, New Zealand Dollar, Norwegian Kroner,
Saudi Arabia Riyal, Singapore Dollar, Swedish Kronor, Swiss 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.

**DANCE FLOOR**
Dance floors may be provided in a variety of sizes. The largest dance floors we can
accommodate based on availability are 60’x72’ and 48’x72’. Labor fees may be
assessed.

**DECORATIONS**
Please contact your Catering/Event Manager for a description of items available as well
as complete party package menus. We are happy to suggest ideas on novel 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.

**FANDANGO**
1050 S. Paca Street
Baltimore, Maryland 21230
Phone: 1-866-232-6326
Phone: 410-539-7236
Fax: 410-539-0026
Email: wow@fandangoevents.com
www.fandangoevents.com
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.

Back to Resource Information

DIAGRAMS
Diagrams are available on our website or contact your Catering/Event Manager.

Back to Resource Information

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.

Back to Resource Information

DINE AROUND
Dine Arounds for your group are scheduled through your Catering/Event Manager.

Back to Resource Information

DIRECTIONS TO THE HOTEL
From Regan National Airport:


End at 401 W. Pratt Street Baltimore, Maryland 21201-1629
Estimated Time: 57 Minutes Estimated Distance: 42.22 miles

From Dulles International
Start out going West on Dulles Airport Access Road toward Saarinen Circle. Dulles Airport Access Road becomes Saarinen Circle. Take Saarinen Circle toward arrivals, stay straight to go onto Dulles Airport Access Road. Merge onto I-495 N / Capital Beltway via Exit 18-19 / VA – 123 / Baltimore. Merge onto I-95 via Exit 27 toward Baltimore / New York. Take Exit 52 toward Russell Street
North, ramp becomes Russell Street. Stay straight to go onto Russell Street / MD-295 N. Continue to follow MD -295 N. Turn right onto West Pratt Street.

End at 401 W. Pratt Street Baltimore, MD 21201
Estimated Time: 1 Hour 12 Minutes  Estimated Distance: 60.47 miles

From Baltimore/Washington Airport
Start out going East toward I-95 W. Stay straight to go onto I-95 W, Merge onto MD – 295 N via Exit 2A toward I-695 / Baltimore. Turn right onto W. Pratt

End at 401 West Pratt Street Baltimore, MD 21201
Estimated Time: 16 Minutes  Estimated Distance: 10.07

**DRUG STORES**

Rite Aid
301 W. Lexington Street
Baltimore, MD 21201
Phone: 410-727-1108
Front Store Hours Mon-Sat 7:00am to 7:00pm, Sun Closed
Pharmacy Hours Mon-Fri 9:00am to 6:00pm, Sat 9:00am to 5:00pm, Sun closed

Rite aid
300 Martin Luther King Jr. Blvd.
Baltimore, MD 21201
Phone: 410-539-2532
Front Store Hours Mon-Sun 8:00am to 10:00pm
Pharmacy Hours Mon –Sat 9:00am to 9:00pm, Sun 10:00am to 6:00pm

CVS Pharmacy
31 Light Street
Baltimore, MD 21202
Phone: 410-685-4843
Front Store Hours Mon – Fri 7:00am to 8:00pm, Sat- Sun 7:00am to 7:00pm
Pharmacy Hours Mon-Fri 8:00am to 6:00pm, Sat 10:00am to 3:00pm

**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry bags and pricing information are located in your guest room closet. Same day service is available, Monday through Saturday. If received before 8:00am (to be returned to guest rooms by 7:00pm). Laundry may be dropped off at the guest services desk the lobby. Laundry service is not available on Sundays or certain Holidays

Back to Resource Information
eEVENTS  
Hilton Family’s online booking channel for small groups and meetings.

Back to Resource Information

ELECTRICAL  
The Engineering Department provides assistance with all your mechanical and electrical needs. Please contact your Catering/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 Catering/Event Manager.

A complete production package is also available through your Catering/Convention Services Manager. Please see forms for pricing and ordering.

Back to Resource Information

ELEVATORS  
The Hilton Baltimore hotel has 6 guest elevators located in the main lobby. In addition, there are 2 parking garage elevators located in the main lobby.

Back to Resource Information

EMERGENCY PROCEDURES  
The Hilton Baltimore 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 5 minutes from the hotel.
• Our Security Department, and all MODs, 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: University of Maryland Medical Center
• Nearest hospital: University of Maryland Medical Center

Back to Resource Information

ENTERTAINMENT  
The Hilton Baltimore has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.
Maryland Entertainment
410-356-1500
www.marylandentertainment.com
Mark Mosley
410-551-5025
mosleymchlMrk@aol.com

Mark Walker & Friends
240-988-3100
Walker1123@aol.com
Monika M. Vasey- Harpist
716-316-6961
harpist@monikavasey.com

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.

EXECUTIVE MEETING PACKAGES
Please refer to your Convention Agreement for the provisions made for your meeting space rental. Meeting room set-ups are provided without charge with the exception of the “special” setups noted below or extraordinary set-ups or turnovers requiring an additional crew. Special Set ups:

Schoolroom Seating

Congressional VIP set

Presidential VIP set

Skirted Tables for Exhibitor Displays

All other standard convention inventory is supplied at no charge unless your demand is larger than Hotel supply. Note the Hotel is not responsible for the cost of additional equipment ordered through outside vendors. Public meeting space does not include the Pool Area, public hotel lobbies, restaurants, lounge areas and parking lots. These areas must be approved in writing in advance, to be used for any meeting-related gatherings or displays. In order to ensure that adequate space is available for your meeting, please provide the Event Service Department with a tentative function schedule six months prior to your meeting/convention, or as soon as possible.

A final program is required no later than 60 days prior to the start of your convention. Space not assigned at 60 days will be released to the Hotel for scheduling of other functions, as required. Space releases required by the Hotel prior to 60 days out will be forwarded to your attention for approval. Your cooperation in providing this information as quickly as possible will be appreciated. Additional meeting space requests
over and above the contracted space are subject to meeting room rental. Meeting room rentals will be assessed for space assigned to exhibitors or affiliated groups coming in for your convention, as well.

**EXHIBITS**
Please request the hotel’s Production Resource Guide from your Event Services Manager.

**FAX MACHINES**
Fax machines are available to rent upon request. Please conduct your catering/event manager.

**FAX NUMBERS**
- For Guests: 443-683-8841
- Catering/Convention Services office: 443-573-8799
- Sales office: 443-573-8799
- Reservations office: 443-683-8550

**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 therefrom, 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.

FITNESS CENTER
Located on the 4th Floor, our Hilton Fitness Center by Precor features treadmills, elliptical trainers, free weights, recumbent bikes, swimming pool and whirlpool. Pool hours: 6:00am to 10:00pm. Children under 18 are not permitted in the fitness center without adult supervision. The fitness center is open 24 hours and is complimentary. Changing rooms, showers and towels provided in the Fitness Center.

FLAGS
Our Banquet Department currently has United States flags, Maryland State flags, and Baltimore city flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

FLORAL/FLORIST
Flowers by Chris     J.J. Cummings Floral Company
410-727-3434      410-664-1100
www.flowersbychris.com
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.

FREIGHT ELEVATOR
During vendor/contractor break periods, the freight elevators must be left empty so that the elevator may be used for other purposes.

For Access to: 2nd & 3rd floors
Dimensions: 10’W x 22’D x 8’H
Door Opening: 10’ W x 8’H
Capacity: 8000 lbs

Linda Westgate joined the Hilton Baltimore in the August of 2007 as General Manager. She has been in the hotel industry for 21 years, most recently holding position as General Manager at the full-service Hilton Los Angeles North/Glendale Hotel in California.

Linda is thrilled to welcome your group to the Hilton Baltimore and is accessible as needed.

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

GRATUITIES
Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - $1.00-2.00 per day, Bellman - $1.00
per bag and discretionary for above and beyond services provided for you. *Disclosure: all gratuities not outlined in the contract are discretionary.*

**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

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

Your guests will be asked to remit credit or 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.

**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.

**GUEST ROOMS**

The hotel’s current bedding breakdown is as follows:
293 King; 450 Queen/Doubles.

Maryland state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children).
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 to order your own Serenity bed.

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 per envelope ($3.00 if personalized), deliveries inside the room - $4.00-$5.00.

Guest Service Hotline
If you should require assistance in any way to make your stay more comfortable, please contact our Guest Service Hotline by pressing the guest service hotline button or dial extension 55.

Hair Salon

About Faces Day Spa & Salon
110 West Road
Suite 350
Towson, MD 21204
Phone: 410-675-0099
Fax: 410-675-0093
Web Site: www.aboutfacesdayspa.com
Neighborhood: Canton

Elizabeth Arden Red Door Spa
42 Village Square
Village of Cross Keys
Baltimore, MD 21210
Phone: 410-323-3636
Fax: NONE
Web Site: www.reddoorspas.com
Neighborhood: North - Less than 10 miles

THE Ritz-Carlton Residences-The Pearl Spa
of the Inner Harbor, Baltimore
821 Key Highway
Baltimore, Maryland
Phone: 443-692-1911
Website: www.thepearlspa.com
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.

HHONORS FLOOR
The Hilton Baltimore has designated floors 18, 19, 20 as Honors Floors.

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located near the group’s check-in based on availability. Phones may be arranged 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 Catering/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.

HOSPITALITY SUITES FUNCTIONS
See Suites

HOTEL FACTS/HISTORY
The following is a fact sheet for the Hilton Baltimore:

Location: Baltimore
Address: 401 West Pratt Street
Telephone: 443.573.8700
Facsimile: 443.573.8799
Reservations: 1-888-243-9694
Website: www.baltimore.hilton.com
Managed By: City of Baltimore
Grand Opening: October 2008
Brief Description:
The ideal destination, the Hilton Baltimore is neatly situated in Baltimore’s scenic Inner Harbor. There are 757 well appointed guest rooms including 20 luxury and hospitality suites (10 with balcony views), and all with stylish décor. All guest rooms feature the Hilton Serenity Collection with Suite Dreams plush-top mattress, down duvet and pillows, and exclusive Crabtree & Evelyn La Source bath amenities. All guest rooms include high-speed Internet access and large flat screen televisions with on-demand entertainment.

Back to Resource Information

HOTEL MAP
Our Electronic Reader Boards are equipped with “You Are Here” GPS technology and maps of our meetings space. By simply touching the event you would like to attend, the reader board will visually give you directions from your current location to the location of the selected meeting.

Back to Resource Information

HOUSEKEEPING
Daily housekeeping services, which consist of general cleaning, take place between throughout the day. 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 $1.00 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.

Back to Resource Information

IN CONJUNCTION WITH (ICW’S)
Any group hosting an In-Conjunction With Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. 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 ICW’s 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 Department to set up food, beverage and billing arrangements.

Back to Resource Information

**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.

Back to Resource Information

**IN-ROOM DINING**
Our In-room Dining is open 12 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 8878 in-house.

A variety of amenities are also available through room service.

Gratuity and Service Charge: 22% of the food and beverage total will be added to your account. 15% will be fully distributed as gratuity to the servers and 7% will be an administrative charge. An additional $5.00 in-room charge plus applicable state and local taxes will also be added to your account.

Back to Resource Information

**INTERPRETATION/TRANSLATION SERVICES**
aboutLanguage, Inc.
324 S. Wolfe Street
Baltimore, Maryland 21231
Phone: 410-846-022
www.aboutlanguage.net

Description: aboutLanguage Inc. provides a full range of language services to both businesses and individuals. From translating documents to organizing a major international conference, you can trust aboutLanguage Inc. to fulfill all your language needs.

Back to Resource Information

**INTERNET SERVICES**
The internet can be accessed via a high speed in connection in all guest rooms. Both wired and wireless connections are available. Please see the “Technology and Telephone Services” tab of this Directory.
KEY CARDS
Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms.

(Customized) KEY CARDS
Please contact your Catering/Event Manager if you would like custom keys for your group. They are an excellent way to market your organization.

Plasticard Locktech International
Ryan Caffrey
605 Sweeten Creek Industrial Park
Asheville, NC 28803
Phone- (800)752-1017 or (828)210-4754
rcaffrey@plicards.com
www.plicards.com

KEY HOTEL CONTACTS
The Hilton Baltimore Managing Committee consists of the following people:

General Manager          Linda Westgate ext. 8705
Resident Manager         Jacques D’Rovencourt ext. 8720
Director of Food & Beverage Jonathan Raz ext. 8711
Director of Finance      Chris Bullock ext. 8704
Executive Chef           Christian Gallic ext. 8856
Director of Rooms        Reginald Cox ext. 8722
Director of Property Operations Dennis Nelson ext. 8706
Director of Sales and Marketing John Hawley ext. 8701
Director of Catering     Julie Woods ext. 8725
Director of Events       Mary Nassar ext. 8726

KIOSKS
The Hilton Baltimore offers 3 kiosks to check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit. Guests are able to retrieve room keys at check-in and a printed folio at checkout.
**KOSHER**
We offer a variety of Kosher Meals to our guests. Please ask your Catering/Event Manager for kosher suggestions.

[Back to Resource Information]

**LABOR**
Our Audio Visual Services may require union labor via Union Local 19 and is represented at the *Hilton Baltimore through PSAV Audio/Visual Services*.

The hotel is currently in union negotiations, however at this time, no agreement has been made. Please consult your Event Manager with questions regarding our labor policies.

[Back to Resource Information]

**LAUNDRY/VALET – SEE DRY CLEANING**

**LIMOUSINE SERVICES**
Our concierge is pleased to assist you with your transportation needs.

A.S. Midway Trailways & Midway Limousine, LLC (*Hilton Baltimore Preferred*)
Phone: 410-367-6900
Toll Free: 888-573-5466
[www.midwaylimo.com](http://www.midwaylimo.com)

**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:
Napkins-White, Ivory
Tablecloths-White Rounds, White & Ivory 90x90 Overlays
Chocolate Overlays

[Back to Resource Information]

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

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

[Back to Resource Information]
LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)
A report will be completed with Hotel and Contractor/Vendor Representative prior to load in. Digital photos and diagramming of location of any existing damage will be documented. Contractor/Vendor must sign off on report. A copy will be provided to contractor/vendor, hotel security and contracting group representative.

A report will be completed with Hotel and Contractor/Vendor Representative at the completion of the show. Digital photos and diagramming of location of any incurred damage or trash will be documented. Any damages to the areas and facilities utilized by the contractor/vendor will be the responsibility of the contractor/vendor; estimated repair costs will be quoted by a Hotel representative in writing to said contractor/vendor. Estimated repair costs will be the sole responsibility of the contractor/vendor; full payment will be required prior to departure. Contractor/Vendor must sign off on report. A copy will be provided to contractor/vendor, hotel security, hotel finance and contracting group representative.

Drayage companies are required to use a protective material (massonite) in any space that is scheduled for exhibits and has hotel carpet and/or marble. This includes (but not limited to) Key Ballroom, Holiday Ballroom, and all meeting room space. Failure to provide a protective floor covering will result in a $5,000 surcharge.

LOADING DOCK
The hotel Loading Dock is located on Camden Street between South Eutaw and South Paca for access to the Ballroom and/or Exhibit Hall. A schedule of load-in/load-out times must be submitted to the Catering or Event Services office no less than 10 days prior to start date for all activities, including all sub-contractors that have been hired by the vendor.

The Hotel Loading Dock is 13’7” high and 36’ wide. It has 3 bays. The largest bays will accommodate a tractor-trailer 45’ in length and 13’7” in height. The other bay will accommodate a tractor-trailer no longer than 33’ long and 11’9” high. The Dock can handle trailers with cabs, not extending on the sidewalk, up to 45’ long. The loading dock is served by one freight elevator outlined above.

Hilton Baltimore
401 West Pratt Street (Dock is located in rear of hotel)
Baltimore, Maryland 21201

LOCAL INFORMATION
The ideal destination, the Hilton Baltimore is neatly situated in Baltimore’s scenic Inner Harbor, directly opposite Oriole Park at Camden Yards. It is directly linked by covered
pedestrian sky bridge to the Baltimore Convention Center, and located near many of the
city’s leading historic and cultural attractions.

<table>
<thead>
<tr>
<th>Location</th>
<th>Website</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oriole Park at Camden Yards</td>
<td><a href="http://www.orioles.com">www.orioles.com</a></td>
<td>410-547-6234</td>
</tr>
<tr>
<td>M&amp;T Stadium</td>
<td><a href="http://www.baltimoreravens.com">www.baltimoreravens.com</a></td>
<td>410-261-RAVE</td>
</tr>
<tr>
<td>1st Mariner Arena (Baltimore Arena)</td>
<td><a href="http://www.baltimorearena.com">www.baltimorearena.com</a></td>
<td>410-347-2020</td>
</tr>
<tr>
<td>Sports Legends at Camden Yards</td>
<td><a href="http://www.sportslegendsatcamdenyards.com">www.sportslegendsatcamdenyards.com</a></td>
<td>410-727-1539</td>
</tr>
<tr>
<td>Babe Ruth Museum</td>
<td><a href="http://www.baberuthmuseum.com">www.baberuthmuseum.com</a></td>
<td>410-727-1539</td>
</tr>
<tr>
<td>Geppi’s Entertainment Museum</td>
<td><a href="http://www.geppismuseum.com">www.geppismuseum.com</a></td>
<td>410-625-7060</td>
</tr>
<tr>
<td>American Visionary Art Museum</td>
<td><a href="http://www.avam.org">www.avam.org</a></td>
<td>410-244-1900</td>
</tr>
<tr>
<td>Baltimore &amp; Ohio Railroad Museum</td>
<td><a href="http://www.borail.org">www.borail.org</a></td>
<td>410-752-2490</td>
</tr>
<tr>
<td>The Baltimore Basilica</td>
<td><a href="http://www.baltimorebasilica.org">www.baltimorebasilica.org</a></td>
<td>410-727-3565</td>
</tr>
<tr>
<td>Baltimore Maritime Museum</td>
<td><a href="http://www.baltomaritimemuseum.org">www.baltomaritimemuseum.org</a></td>
<td>410-396-3453</td>
</tr>
<tr>
<td>Baltimore Ghost Tours</td>
<td><a href="http://www.baltimoreghosttours.com">www.baltimoreghosttours.com</a></td>
<td>410-522-7400</td>
</tr>
<tr>
<td>The Baltimore Museum of Art</td>
<td><a href="http://www.artbma.org">www.artbma.org</a></td>
<td>443-573-1700</td>
</tr>
<tr>
<td>Bromo Seltzer Arts Tower</td>
<td><a href="http://www.bromoseltzertower.com">www.bromoseltzertower.com</a></td>
<td>443-874-3596</td>
</tr>
<tr>
<td>Harborplace &amp; The Gallery</td>
<td><a href="http://www.harborplace.com">www.harborplace.com</a></td>
<td>410-332-4191</td>
</tr>
<tr>
<td>Hippodrome Theatre</td>
<td><a href="http://www.france-merrickpac.com">www.france-merrickpac.com</a></td>
<td>410-837-7400</td>
</tr>
<tr>
<td>Lexington Market</td>
<td><a href="http://www.lexingtonmarket.com">www.lexingtonmarket.com</a></td>
<td>410-685-6169</td>
</tr>
<tr>
<td>Maryland Science Center</td>
<td><a href="http://www.marylandsciencecenter.org">www.marylandsciencecenter.org</a></td>
<td>410-685-5225</td>
</tr>
<tr>
<td>The Maryland Zoo in Baltimore</td>
<td><a href="http://www.marylandzoo.org">www.marylandzoo.org</a></td>
<td>410-366-LION</td>
</tr>
<tr>
<td>National Aquarium in Baltimore</td>
<td><a href="http://www.aqua.org">www.aqua.org</a></td>
<td>410-576-3800</td>
</tr>
<tr>
<td>Outlet Shopping</td>
<td><a href="http://www.arundelmills.com">www.arundelmills.com</a></td>
<td>410-540-5100</td>
</tr>
<tr>
<td>Port Discovery Children’s Museum</td>
<td><a href="http://www.portdiscovery.org">www.portdiscovery.org</a></td>
<td>410-727-8120</td>
</tr>
<tr>
<td>Power Plant Live</td>
<td><a href="http://www.powerplantlive.com">www.powerplantlive.com</a></td>
<td>410-727-5429</td>
</tr>
<tr>
<td>Ride the Ducks</td>
<td><a href="http://www.baltimoreducks.com">www.baltimoreducks.com</a></td>
<td>877-887-8225</td>
</tr>
<tr>
<td>Six Flags America</td>
<td><a href="http://www.sixflags.com">www.sixflags.com</a></td>
<td>301-249-1500</td>
</tr>
<tr>
<td>Star Spangled Trails</td>
<td><a href="http://www.starspangledtrails.org">www.starspangledtrails.org</a></td>
<td>443-984-3089</td>
</tr>
<tr>
<td>Reginald F Lewis Museum</td>
<td><a href="http://www.africanamericanculture.org">www.africanamericanculture.org</a></td>
<td>443-263-1800</td>
</tr>
<tr>
<td>Top of the World Observation Level</td>
<td><a href="http://www.viewbaltimore.org">www.viewbaltimore.org</a></td>
<td>410-837-8439</td>
</tr>
<tr>
<td>USS Constellation Museum</td>
<td><a href="http://www.constellation.org">www.constellation.org</a></td>
<td>410-539-1797</td>
</tr>
<tr>
<td>Water Taxi</td>
<td><a href="http://www.thewatertaxi.com">www.thewatertaxi.com</a></td>
<td>410-658-8947</td>
</tr>
</tbody>
</table>

Back to Resource Information

**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.

**LUGGAGE STORAGE**
Based upon availability, a banquet/meeting room may be set aside to store hand carry luggage for individuals leaving later in the day. It is requested that the travel staff supervise these items, as they will be stored at your own risk.

**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 0.

**MAIL SERVICES**
Stamps are for sale at the Gift Shop. Our hotel offers shipping forms and small boxes for FedEx (preferred), UPS, and DHL. If you have a large number of items that need to be mailed, or require shipping materials, we suggest <(your convention company>]. They are located in <where> and offer complete shipping services as well as materials. (Put information about your convention load in company here…I can’t remember the name.

United State Post Office located at:

**US POST OFFICE**
130 N Greene St
Baltimore, MD 21201
410-659-6853

**US POST OFFICE**
146 W Ostend St
Baltimore, MD 21230
410-625-2333

**US POST OFFICE**
111 N Calvert St
Baltimore, MD 21202
410-625-1496
MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Urgent Care/Emergency Room

- University of Maryland Medical Center
  22. S. Greene St.
  Baltimore, MD 21201-1595
  410-328-UMMS (8667)
  Travel time from the hotel is about 5 minutes.

Hospital

- University of Maryland Medical Center
  22. S. Greene St.
  Baltimore, MD 21201-1595
  410-328-UMMS (8667)
  Travel time from the hotel is about 5 minutes.

Ambulance
Please Call #65 within the hotel for all emergencies. 911 emergency will be called by the hotel to summon EMTs as needed. Available 24 hours a day.

MEETING PACKAGES
Currently, the Hilton Baltimore does not offer any Day Meeting or Complete Meeting Packages (DMP & CMP).

MEETING ROOM CAPACITIES
The Hilton Baltimore has 60,000 sq. ft. of flexible function space including the 25,000 sq. ft. Key Ballroom, 15,000 sq. ft. Holiday Ballroom, and an additional 20,000 sq. ft. of meeting space. The hotel's meeting and events team is marked with a confidence born by a long tradition of success. Ours is, indeed, a history of great events. We are delighted to bring the same high standard to every gathering we host by honoring your priorities and managing your most challenging events with seamless assurance.
MEETING ROOM DELIVERIES
For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the hotel staff. Packaging fees will be assessed. Please contact your Catering/Event Manager for further detail.

MEETING ROOM RENTAL
For more information on room rental please contact your Catering/Event Manager.

MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:

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

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.

MUSIC/MUSICIANS
The Hilton Baltimore has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

NEWSPAPERS/PUBLICATIONS
Our guests enjoy weekday delivery of USA TODAY.

OFFICE EQUIPMENT/SUPPLIES
The in-house Business Center offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.
Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group’s needs with the Business Center or with your Catering/Event Manager.

The Business Center is open 24 hours.

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

**FedEx Kinko’s Office & Print Services**  
11 S. Charles Street  
Baltimore, Maryland 21201  
Phone: 410-625-5862  
Fax: 410-625-1046  
www.fedexkinkos.com

Back to Resource Information

**OFF PREMISE CATERING**  
Currently, the Hilton Baltimore does not offer off-premise catering.

**PACKAGE ROOM**  
**Receiving**  
Shipments to the Hotel are received, stored and delivered by our Package Room. Shipments must be addressed as follows:

Attn: Guest Name (Name of receiving party)  
Guest Arrival Date  
Hilton Washington & Towers  
1919 Connecticut Avenue, NW  
Washington, DC 20009  
(Name of group is helpful, but optional)

Handling fees are assessed for each package received by the Hotel. Fees are determined by the size and weight of the shipment according to the following scale: Boxes: $10 per box or $.32 per pound (if over 32 lbs.). Additional movements: $2 per package. We also recommend that you have a packing slip both inside and outside of each package. No COD packages will be accepted. Storage is limited. We ask your cooperation in shipping in a timely manner, no more than 3 days prior to the start of your event. Shipments for exhibitors for trade shows should always be directed to your selected Service Contractor and may be refused by the Hotel. For security reasons, all unidentified shipments or questionable packages will be refused. 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).

**Shipping**  
*Guests will be responsible for the packing of all return packages.*
The Package Room offers both ground and air shipping. If you wish to ship using your own account number from a carrier, a preprinted airbill from the carrier with the account number generated by the carrier should be provided. Hotel service fees are determined by the size and weight of the shipment according to the following scale: Outgoing shipments: $10 per box or 32¢ per pound. Please note this fee is not the freight charge. Actual freight charge is determined based on the carrier of your choice, e.g., Fedex®, UPS®, DHL®, etc.

PARKING

Central Parking Systems will be managing the Self & Valet Parking Operations of the new Hilton Baltimore with a one year contract.

Although parking charges may be added to a guest folio, all parking revenue goes to Central Parking. The Hilton Baltimore will not receive any revenue from the parking operation.

Employees of Central Parking will wear uniforms with the Central Parking logo. Self Parking tickets and Valet claim checks will display the Central Parking logo.

Requests for discounts, comps, and other concessions should go directly to Central Parking.

Central Parking System currently accepts Visa, Mastercard and American Express, in addition to cash. Any credit card charges initiated by Central Parking (valet cashier or pay-on-foot machines) will post as “Central Parking” on the guest’s credit card invoice.

Billing disputes, claims, robbery, vandalism, theft (etc.) will all be handled by Central Parking management.

HHonors points will only be given for parking charges that are added to the guest’s hotel folio.

Rates & Schedules: VALET PARKING

- 24 hour service – 365 days
- Rates:
  - 1st hour $18.00
  - Each additional hour, or part thereof $5.00
  - OVERNIGHT GUEST/Daily Max $36.00
- Rates are payable at Valet Cashier in main lobby or may be added to guest’s hotel folio.
- Valet Parking is on the Mezz Level
**Rates & Schedules: SELF PARKING**

- **24 hour SELF service automated gates and system**
- **Rates:**
  - 1st hour $10.00
  - Each additional hour, or part thereof $5.00
  - OVERNIGHT GUEST/Daily Max $26.00
- **CSR** – Customer Service Representative – will be on duty 24 hours. Central Parking will also have 24 hour Security for the garage. Central Parking will be responsible for the cleanliness of the garage at all times including trash receptacles and collection.
- Rates are payable at Pay-On-Foot machines in main lobby (by Gift Shop) or by Camden Street entrance to the garage. Parking charges may also be added to the guest’s hotel folio at Front Desk for in and out privileges.
- Self Parking is on P3, P2, and P1.

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.

**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

**PETS (POLICY)**
Service animals are always welcome and must be accommodated. Please see a Front Office Representative for further detail.

**PHOTOGRAPHY**

Freed Photography- Abber Knott
410-727-4455
abber@freedphoto.com

Photography by Alexander
410-833-0543
www.photographybyalexander.com
**POOLS**  
The Hilton Baltimore offers a wonderful indoor pool as part of our fitness center. Featuring interior and exterior lounging areas, our pool is staffed by a lifeguard at all times. Please ask your Event Manager for hours of operation.

*Back to Resource Information*

**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.

*Back to Resource Information*

**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.

*Back to Resource Information*

**POSTING OF EVENTS**  
Meeting names can be posted on the electronic reader boards that exist outside each function room. Typically, the meeting specifications will be used as our guide to indicate the name of each function. There is a limitation of 24 characters in the posting. The reader boards automatically communicate to the in-house television channel that runs a continuous listing of the “events of the day”. (Note, both the reader boards and the TV listing co-exist; an event cannot be posted on one site and simultaneously be removed from the other site). The posting is automatic, unless you have a specific identification as “Do Not Post”.

*Back to Resource Information*

**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.

*Back to Resource Information*
**PRINTING SERVICES**

FedEx Kinko’s Office & Print Services  
11 S. Charles Street  
Baltimore, Maryland 21201  
Phone: 410-625-5862  
Fax: 410-625-1046  
www.fedexkinkos.com

**PRODUCTION GUIDELINES**

Your Event Manager will provide you with the hotel’s Production Resource Guide.

**PRODUCTION CREW MEALS**

Please contact your Catering/Event Manager regarding production crew dining in the hotel employee cafeteria.

**PUBLIC TRANSPORTATION**

Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport. The Maryland Department of Transportation operates the bus service. For bus schedules and routes, please visit:

Maryland Department of Transportation

**PYROTECHNICS**

Exterior Pyrotechnics: Prohibited by state law.

Any vehicles brought into the building must adhere to the following regulations: gas tank must be empty (gas gauge to read empty), battery cables must be disconnected and taped, gas caps must be locking and visqueen must be placed under the vehicle.

**RADIOS/PAGERS/NEXTELS**

We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Catering/Event Manager for assistance.
RECYCLING
The Hilton Baltimore maintains recycling units for cardboard, glass and aluminum cans as part of our daily waste management. Recycling bins are available on our meeting floors, for guest use. We also recycle or have a compost program with throw-away food waste (vegetable peels, etc).

Back to Resource Information

REGISTRATION ASSISTANCE
If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. Registration attendants are easily scheduled with sufficient notice.

Back to Resource Information

REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk set up, as appropriate, at the contracted registration area for your group. Phones may be arranged 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 Catering/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.

Back to Resource Information

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 3rd Party Clearinghouses
- No charge – it’s FREE

Back to Resource Information
RESTAURANTS/LOUNGES

Diamond Tavern boasts new American cuisine, Charm City Style, amid a sophisticated yet comfortable setting. Open for breakfast, lunch, and dinner, the Diamond Tavern also hosts 20 high definition televisions ideal for celebrating game day at Camden Yards or catching your favorite sporting event throughout the year. Whether it is dining in the tavern or enjoying a cocktail in our lounge, relax and unwind in the most dynamic atmosphere downtown Baltimore has to offer.

With its art décor layout and chic, metropolitan feel, The Lobby Bar is the ideal spot for cocktail hour, a casual meeting, or just people watching. Treat yourself to our specialty martinis and cocktails, made with the finest spirits and freshest ingredients, or a glass of wine from our esteemed selection. Cheers!

In Room Dining

Experience restaurant dining in the comfort of your room. Enjoy breakfast, lunch, dinner or a late night snack carefully prepared by Hilton Baltimore’s renowned culinary team. Whether it’s food or a selection from our extensive wine list, In Room Dining is quick, convenient and delicious!

<table>
<thead>
<tr>
<th>Diamond Tavern</th>
<th>Breakfast (A la Carte)</th>
<th>06:00 am - 11:00 am</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Breakfast (Buffet)</td>
<td>07:00 am - 11:00 am</td>
</tr>
<tr>
<td></td>
<td>Lunch</td>
<td>11:00 am - 05:00 pm</td>
</tr>
<tr>
<td></td>
<td>Dinner</td>
<td>05:00 pm - 10:00 pm</td>
</tr>
<tr>
<td></td>
<td>Late Night (Limited Menu)</td>
<td>10:00pm – 12:00am</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lobby Bar</th>
<th>Beverages &amp; Limited Menu</th>
<th>03:00 pm - 02:00 am (Occ % based)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Last call no later than between</td>
<td>01:30 am - 01:45 am</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In Room Dining</th>
<th>Breakfast</th>
<th>06:00 am - 11:00 am</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lunch</td>
<td>11:00 am - 05:00 pm</td>
</tr>
<tr>
<td></td>
<td>Dinner</td>
<td>05:00 pm - 10:00 pm</td>
</tr>
</tbody>
</table>
Late Night (Limited Menu) 10:00 pm - 12:00 am

Executive Lounge
Continental Breakfast 06:30 am - 10:00 am
Cash Bar 05:00 pm - 10:00 pm
Complimentary Hors d’oeuvres 05:00 pm - 07:00 pm

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

RESTROOMS
Public restrooms are located in the following areas:
Lobby and multiples sets on all meeting and catering space event levels.

RESUMES
A Convention Resume will be outlined by your Event Manager, for most groups larger than 150 guest rooms on the peak night. The Resume should be distributed 7-10 days prior to the start of the convention, as long as the meeting specification details have been provided in the expected time frame, 3-4 weeks in advance. The Convention Resume is an overview for all operating departments, to understand.

RIGGING
Your Event Services Manager will provide you with the Production Resource Guide.

ROBES
Complimentary robes are offered in all of our suites and in our executive level guest rooms.

ROPES/STANCHIONS
The **Hilton Baltimore** has a limited quantity of ropes and stanchions (pairs of stanchions with connecting rope). Please coordinate your needs with your Catering/Event Manager to confirm quantities, availability, and placement.
**ROOMING CODES/ROOMING LISTS**

The following are the room category and special service codes that are utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Baltimore:

<table>
<thead>
<tr>
<th>Room Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2</td>
<td>Standard Room - 2 Double Beds</td>
</tr>
<tr>
<td>D2E</td>
<td>Executive Floor - 2 Double Beds</td>
</tr>
<tr>
<td>D2EO</td>
<td>Executive Floor - 2 Double Beds with Ballpark View</td>
</tr>
<tr>
<td>D2RCE</td>
<td>Sight &amp; Sound Room - 2 Double Beds Accessible</td>
</tr>
<tr>
<td>D2RO</td>
<td>Standard Room - 2 Double Beds with Ballpark View</td>
</tr>
<tr>
<td>D2RRC</td>
<td>Accessible Room - 2 Double Beds</td>
</tr>
<tr>
<td>D2REE</td>
<td>Sight &amp; Sound Room - 2 Double Beds</td>
</tr>
<tr>
<td>D2RV</td>
<td>Standard Room - 2 Double Beds with Harbor View</td>
</tr>
<tr>
<td>K1</td>
<td>Standard Room - 1 King Bed</td>
</tr>
<tr>
<td>K1E</td>
<td>Executive Floor - 1 King Bed</td>
</tr>
<tr>
<td>K1EO</td>
<td>Executive Floor - 1 King Bed with Ballpark View</td>
</tr>
<tr>
<td>K1EOO</td>
<td>Exec Floor - 1 King Bed Connecting to Suite with Whirlpool Tub</td>
</tr>
<tr>
<td>K1ERC</td>
<td>Accessible Room - 1 King Bed on Executive Floor</td>
</tr>
<tr>
<td>K1RO</td>
<td>Standard Room - 1 King Bed with Ballpark View</td>
</tr>
<tr>
<td>K1ROC</td>
<td>Accessible Room - 1 King Bed with Ballpark View</td>
</tr>
<tr>
<td>K1ROU1</td>
<td>Meeting Planner Suite - 1 King Bed</td>
</tr>
<tr>
<td>K1RRC</td>
<td>Accessible Room - 1 King Bed</td>
</tr>
<tr>
<td>K1RRE</td>
<td>Sight &amp; Sound Room - 1 King Bed</td>
</tr>
<tr>
<td>K1RRU1</td>
<td>Deluxe Suite - 1 King Bed + 1 Sofa Bed</td>
</tr>
<tr>
<td>K1RV</td>
<td>Standard Room - 1 King Bed with Harbor View</td>
</tr>
<tr>
<td>RREOP</td>
<td>Executive Parlor - Ballpark View on Exec Floor - 1 Sofa Bed</td>
</tr>
<tr>
<td>RROP</td>
<td>Hospitality Parlor - Ballpark View with Balcony - 1 Sofa Bed</td>
</tr>
<tr>
<td>RRZOP</td>
<td>Presidential Parlor - Ballpark View on Exec Floor - 1 Sofa Bed</td>
</tr>
</tbody>
</table>

The following are the room category and special service codes that are utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the *Hilton Baltimore*:

**ROH** - Run of House, room types based upon availability.

**R** - rollaway

**X** - there is a rate change or room change

**U** - requested high floor

**T** - requested low floor

**Y** - early arrival request

**Z** - near elevator request

**I** - crib

**A** - room nearby/same floor

**C** - connecting room
1 - king bed
2 - 2 double beds
p - sofa sleeper turn down
O - Run of House view

SAFES/SAFE DEPOSIT BOXES
If you have items of a valuable nature, we suggest you leave them in a safe. Safe deposit boxes are available, complimentary, at our Front Desk in the main lobby. Electronic room safes are located in each guest room and suite.

SECURITY
The Hilton Baltimore has a security staff available 24 hours a day. Please see the “Safety and Security” page of this Directory.

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.

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

Conference Name
Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention <your catering/event contact>
Hotel Name / Address / City State ZIP
Phone
Fax
Number of packages in that shipment

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).
SHOPPING

Arundel Mills
7000 Arundel Mills Circle
Hanover, MD 21076
Phone: 410-540-5100
Fax: 410-540-5120
Web Site: www.arundelmills.com
Neighborhood: South - 10 to 20 miles
A mega shopping destination with more than 225 unique outlet, discount and specialty retailers with brand names, a 24-screen movie theater and dining options, located just 20 minutes south of Baltimore.

Harborplace & The Gallery at Harborplace
200 E. Pratt Street
Baltimore, MD 21202
Phone: 410-332-4191
Fax: 410-547-7317
Web Site: www.harborplace.com
Neighborhood: Inner Harbor
The heart of Baltimore's renowned Inner Harbor, Harborplace & The Gallery feature a mix of 120 unique shops, 13 restaurants and 30 diverse eateries, plus live seasonal entertainment on the waterfront.

SIGNAGE/BANNERS
The Hilton Baltimore 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. In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs. Please see your Catering/Event Manager for additional fees.

SITE INSPECTION/PRE-PLANNING
Please see your Catering/Events Manager for site inspections and menu tasting.
SMOKING
The Hilton Baltimore is a smoke free hotel.

SOUND SYSTEM
Please see audio visual (PSAV).

SPECIAL MEAL REQUESTS
Please consult with your Catering/Event Manager for any special meal requests. The Hilton Baltimore’s Executive Chef is pleased to accommodate your requests to the best of his abilities.

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.

STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Hilton Baltimore. If you are anticipating shipping a large volume of materials, we suggest you consult your Catering/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.

SUITES
The Hilton Baltimore is proud to offer twenty suites in various sizes and configurations to meet your business and leisure needs. Our suites are able to accommodate a variety of needs – from an Executive Board Meeting to a family reunion. Contact your Sales Manager or Event Services Manager for current rates and availability.
**Deluxe Suites:**  Code K1RRU1 – approx. 634 square feet. One King Bed with One Sleeper Sofa. Floors 17-20 (Location cannot be guaranteed). No Connectors. 4 suites.

Our four Deluxe Suites offer a King Bedroom and bathroom separated from the main living area of the suite. The sofa in the living room can accommodate two guests as a sleeper. The suite features Hilton’s Serenity Collection, Suite Dreams King Bed, and a great downtown Baltimore (north) view from both windows. Additionally, this suite includes Hilton’s new Sight & Sound package allowing for a personalized entertainment experience in the comfort of your room.

**Meeting Planner Suites:**  Code K1ROU1 – approx. 682 square feet. One King Bed with Meeting Room. Floor 16 Only. No Connectors. 2 suites.

Our two Meeting Planner Suites are designed to combine work and relaxation in one convenient location. No more taking an elevator to your site office or searching for that last minute committee meeting location – it’s all right there…next to your room. The Meeting Planner Suites, both located on Floor 16, offer a King Bedroom and bathroom separated from a meeting room that accommodates up to ten guests. The meeting room offers a permanent board table, 10 executive chairs and hospitality service available through room service. The bedroom features Hilton’s Serenity Collection, Suite Dreams King Bed, and a great downtown Baltimore (north or east) view from both windows. Additionally, this suite include Hilton’s new Sight & Sound package.

**Hospitality Suites:**  Code RRROP– parlor approx. 635 square feet. One Sleeper Sofa. Floors 5-15 (Location cannot be guaranteed). Connects (reserved separately) to a room with a King Bed (K1RO) and a room with two Double Beds (D2RO). 10 suites.

Destined to be the Hilton Baltimore’s most popular accommodation, our Hospitality Suites put you in the game at Camden Yards. All ten Hospitality Suites feature a living room area with sleeper sofa, dining area for six guests, bathroom, Hilton’s Sight & Sound package, and a beautiful balcony overlooking the field at Oriole Park. Although the Hospitality Suite Parlor is sold alone, up to two ballpark view rooms (one room with a King bed, the other with two double beds) can be additionally reserved and connected to create a 1,400 square foot suite accommodating up to eight guests.

**Executive Suites:**  Code RREOP– parlor approx. 674 square feet. One Sleeper Sofa. Floors 19-20 (Location cannot be guaranteed). Connects (reserved separately) to a room with a King Bed (K1EOO) and a room with two Double Beds on Floor 19 (D2RO) or a King Bed Executive Accessible on Floor 20 (K1EC). 2 suites.
Both of the *Hilton Baltimore*’s Executive Suites combine luxury and design with an amazing view of the ballpark, inner harbor, and beyond. Located on the top two floors of the hotel, the Executive Suites feature a living area with sleeper sofa, dining area for eight guests, bathroom, office, and Hilton’s Sight & Sound package. Each Executive Suite Parlor can connect (additionally reserved) to our King Superior Room which features a Suite Dreams King Bed, an additional living area with sleeper sofa, and deluxe bathroom with shower and whirlpool tub. A third room may be connected (additionally reserved) to create a 1,700 square foot suite – additional rooms are either with two double beds or a King Bed with accessible functionality (creating a handicap accessible suite on Floor 20).

**Presidential Suites:** Code RRZOP– parlor approx.1096 square feet. One Sleeper Sofa. Floors 19-20 (Location cannot be guaranteed). Connects (reserved separately) to a room with a King Bed (K1EOO) and a room with two Double Beds (D2RO) 2 suites.

With some of the greatest views in all of Baltimore, our Presidential Suites combine the luxurious accommodations and large hospitality area that every VIP deserves. Located on the top two floors of the *Hilton Baltimore*, the Presidential Suites look directly into Oriole Park at Camden Yards as well as the Inner Harbor. The Parlor offers a large living room, dining area for eight, office, wet bar, ½ bath, and features Hilton’s Sight & Sound package. Each Presidential Suite Parlor can connect (additionally reserved) to our King Superior Room which features a Suite Dreams King Bed, an additional living area with sleeper sofa, and deluxe bathroom with shower and whirlpool tub. A third room with two double beds may be connected (additionally reserved) to create a 2,000 square foot suite.

**SUNRISE/SUNSET**
Varies by season. Please consult the Weather Channel for daily updates.
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

TAXES
The current Maryland State General Excise Tax is 6% The current Maryland State Hotel Tax is 13.5% (includes state tax). Include any other applicable local taxes.

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

TAXICABS
Please contact our Bell Desk for assistance.

TEAM MEMBER RECOGNITION
Hilton Baltimore will recognize its most important asset – the 400 team members that provide guests with outstanding service and attention to detail. In addition to the many departmental awards and recognition, the hotel has mainstay programs for all team member levels, including:

- Pride, Commitment, and Leadership Award – A quarterly award to those team members who exhibit the highest degree of professionalism and hospitality to either our external or internal customers.
**TELEPHONES**
The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise your Event Services or Catering Manager if you need the use of a phone for your program.

**Courtesy phones**
- A courtesy phone is available in each meeting room (except the ballrooms) at not charge which will ring the Guest Service Hotline when picked up.

**DID Lines**
The installation fee is $150.00 plus tax (does not include fee for outgoing calls). DID lines can be used for Long Distance, minimal PC and fax can work as well.

**High Speed Internet Access:**

**Meeting Rooms**
- Wireless Internet Line (1st connected device) $400.00 per room per day
- Wired Internet line (1st connected device) $400.00 per room per day
- Additional Wireless internet line (additional connected device) $40.00 per device per day
- Additional Wired internet line (additional connected device) $100.00 per device per day

Prices above are for meeting room internet access only. Custom network configurations are available in our meeting space for an additional charge.

**Guest Rooms/Lobby**
- Deluxe Internet Access (1536Mbps/768Mbps) $13.95 for 24 hours
- Standard Internet Access (768Mbps/364Mbps) $11.95 for 24 hours
- Hourly Internet Access (768Mbps/364Mbps) $6.95 for 24 hours

Applicable taxes will be added. Rates are subject to change.

**Phone Call Charges (Meeting Rooms and Guest Rooms):**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Rates*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room to Room</td>
<td>No Charge</td>
</tr>
<tr>
<td>911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>$1.00 plus 10c per minute after 60 minutes</td>
</tr>
<tr>
<td>800/866/877/888 Toll Free</td>
<td>No Charge under 60 minutes; 10c per minute after 60 mins.</td>
</tr>
<tr>
<td>Long Distance Domestic</td>
<td>AT&amp;T Operator Assisted Rate, less 50% Surcharge</td>
</tr>
<tr>
<td>International</td>
<td>AT&amp;T Operator Assisted Rate</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>Local $1.00 / Long Distance $2.00</td>
</tr>
</tbody>
</table>

**Calls Billed to Calling Cards, Credit Cards, Collect, Third Party, etc.**
Calling Card, Credit Card, Collect & Third Party……..No Charge under 60 minutes; 10c per minute after 60 minutes
Local and Long Distance Telephone Company Operators…..No Charge under 60 minutes; 10c per minute after 60 minutes
Other Common Carries & 1010xxx 0+….………………..No Charge under 60 minutes 10c per minute after 60 minutes

*Applicable taxes will be added. Rates are subject to change.
Local, long distance or international calls will be billed to your account only if the called party answers.

You may obtain free rate information at any time by dialing 9+00 and ask the Operator for AT&Ts Operator Assisted Rate. Hilton subscribes to AT&T Long Distance and Verizon Select Services Operator Services. Verizon is our local carrier. You have the right to reach other long distance carriers from this 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

Complaints for Verizon may be directed to: 9+1+800+708-1361
Complaints for AT&T may be directed to: 9+1+800+225-5288

Voice Mail
Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out. All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Therefore, labor fees may be assessed. For messages in excess of 25 rooms, a service charge of $.25 per room will be assessed (charged under posting code: Miscellaneous – Messaging Services). Please discuss any specific requests with your Catering/Event Manager. Script will be required and only spoken word is possible at this time (no CD or music).

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.

Video Teleconferencing
We have video conferencing equipment - can be installed in all public space rooms except the Boardroom and Board Dining room (Inquire).

Back to Resource Information
**TENTS**
Please contact your Catering/Event Manager regarding rental any and all tents.

Back to Resource Information

**THEME PARTIES**
The *Hilton Baltimore* is proud to present a complete package of signature theme parties. Please discuss themes with your Catering/Event Manager and ask for a copy of our latest and most popular menus and productions.

Back to Resource Information

**TOURS/SIGHTSEEING**
Baltimore Sightseeing Tours
P.O. Box 3261
Baltimore, MD 21228
Phone: 410-254-8687
Fax: 410-247-5961
[www.baysidelimo.com](http://www.baysidelimo.com)

Back to Resource Information

**TRASH REMOVAL**
The compactor is in the dock area (room 147 – see below), but is separated from the main loading dock. There will be three available lanes.

Back to Resource Information
**TUXEDOS/FORMAL WEAR**  
If you are anticipating a large delivery of tuxedos on site, please advise your Catering/Event Manager in advance.

The following companies offer tuxedo rentals:

Tuxedo Zone  
1646 E Baltimore Street  
Baltimore, MD 21231  
410.522.2488

[Back to Resource Information]

**VOICE MAIL**  
All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Please discuss any specific requests with your Catering/Event Manager.

[Back to Resource Information]

**WEATHER**  
Baltimore's coldest month is January when the average temperature overnight is 23.5°F. In July, the warmest month, the average day time temperature rises to 87.2°F. Before visiting the Hilton Baltimore we recommend that guests check the local listings to determine the weather conditions.

[Back to Resource Information]

**WHEELCHAIRS**  
If a guest requires a wheelchair, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair, please note that we can coordinate the rental, but will be unable to cover the expense.

The following companies have wheelchairs for rent and will deliver to the Hilton Baltimore. If a guest requires a wheelchair, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair, please note that we can coordinate the rental, but will be unable to cover the expense. The following companies have wheelchairs for rent and will deliver to the Hilton Baltimore:

**All Health Medical Equipment**  
7027 Liberty Road  
Baltimore, MD 21207  
202-292-4282  
Open Monday – Friday, 9 a.m. to 5 p.m.

[Back to Resource Information]
WIRED PAYMENT
If you would like to have payment wired, please notify your Catering/Event Manager, and instructions will be faxed to you.

WORSHIP SERVICES
The following is a list of nearby locations.

Baptist
Central Baptist Church
2035 W Baltimore St
Baltimore, MD 21223

Catholic
Saint Brigid Catholic Church
Co 900 S East Avenue Parish Office
Baltimore, MD 21224
(410) 563-1717

Christian
Freedom Missionary Comm Church
1201 W Fayette St
Baltimore, MD 21223
(410) 522-3907

Church of God
Church of Christ
1810 E Lombard St
Baltimore, MD 21231
(410) 522-1661

Episcopal
Church of the Advent
1301 S Charles Street
Baltimore, MD 21230
(410) 532-7804

Methodist
Allen A M E Church
1130 W Lexington Street
Baltimore, MD 21223
(410)728-0283

Lutheran
Christ Lutheran Church
701 S Charles Street
Baltimore, MD 21230  
(410)752-7179

**Jehovah’s Witness**  
Kingdom Hall Jehovah’s Witness  
1125 N Fremont Ave  
Baltimore, MD 21217  
(410)728-1716

**Pentecostal**  
Church of the Living God  
2402 W Fayette Street  
Baltimore, MD 21223  
(410)362-6085

[Back to Resource Information]

**ZIP-OUT CHECKOUT**  
With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 53 to Checkout. 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.

[Back to Resource Information]

**FORMS**

Provide a list of the forms available at your hotel.  
For more information on forms, please contact your Catering/Event Manager.