Our goal is to be the 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 Anatole
2201 Stemmons Freeway
Dallas, TX 75207
Direct: (214) 748-1200
Fax: (214) 761-7520

www.Hilton.com
www.anatole.hilton.com
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- Information
- Web Link

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GENERAL INFORMATION
The Hilton Anatole is as grand and glorious as Texas itself. From the moment you step inside, it’s clear that this is no ordinary Hotel, but a city all its own – full of wonders to enjoy. Sweeping spaces appointed with fine art and antiques, five-star dining at Nana and strolling on lush private grounds. Located just north of downtown Dallas, three miles from the recently expanded convention center, 25 minutes from Dallas/ Ft. Worth International Airport and ten minutes from Love field, we are surrounded by major businesses, entertainment, dining and sports facilities, an ideal location to meet all your needs.

Our 1606 newly renovated guestrooms offer unparalleled amenities including: floor to ceiling tile and marble bathrooms with granite accents, Herman Miller Aeron Desk chairs and high speed internet. The Executive Lounge was renovated in 2006 and offers such amenities as a complimentary continental breakfast in the morning and hors d’oeuvres in the evening. Other features offered with the Executive Lounge privilege include an Executive Lounge Attendant, High Speed internet access and Complimentary Verandah Health Club access.

With 11 restaurants and bars, 9 shops, a full service Business Center and an 80,000 square foot Health Club and Spa, the Hilton Anatole Hotel offers something for everyone.

FUNCTION SPACE AND BANQUETS
The Hilton Anatole offers over 341,000 square feet of meeting and exhibit space which includes 76 meeting rooms, 4 private dining rooms in Nana, our five-star restaurant, 5 boardrooms, 2 lecture halls, 7 major ballrooms and the Trinity Exhibit Hall with has 73,000 square feet of exhibit space and 45,000 square feet of multi-purpose hall.

We are in the process of a $43 million dollar renovation of meeting space including the Chantilly, Grand and Stemmons Ballrooms, the Atrium and Tower Mezzanine breakout rooms, the Gems hallway, and the Tower guestrooms.

- Catering Menus available separately.

HEALTH CLUB & SPA
The Verandah Health Club and V Spa Dallas is an upscale 80,000 square foot private club and newly renovated luxurious spa located in the beautiful 7-acre park at the Hilton Anatole Hotel. Verandah facilities include a cardio and strength training room, 25-meter indoor lap pool, outdoor play pool, ¼-mile secure outdoor track, full court basketball court, tennis racquetball and squash courts, aerobics classroom, boxing gym and spinning room. Verandah Locker rooms are well appointed and spacious, with adjoining wet areas. The V Spa offers body work and massages, scrubs and wraps, facials and skin care, men's treatments, waxing services, and manicures and pedicures.

Visit www.verandahclub.com to see a complete list of services and options.
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Hospitality Suite Functions
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Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
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Parking
Personalized Group Web Page
Pets (policies)
Pools
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Site Inspection/Pre-planning
Smoking
Sound System
Special Meal Requests
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Suites
Taxes
Taxicabs
Team Member Recognition
Telephones/Telecommunications
Trash Removal
Tuxedo/Formalwear
Voice Mail
Weather
Wheelchairs
Wired Payment
Worship Services
Zip-Out Checkout
ADVERTISING OPPORTUNITIES
The Hilton Anatole 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’ed products, e.g., keycards, cocktail napkins, to-go lunch boxes, etc.
- Video Channel
- Plasma Screens
- Banners/Signage

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

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

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<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
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<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<td>Frontier</td>
<td>1-800-432-1359</td>
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<tr>
<td>Japan Airlines</td>
<td>1-800-525-3663</td>
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<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
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<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
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<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
<tr>
<td>Midwest Airlines</td>
<td>1-800-452-2022</td>
</tr>
<tr>
<td>Northwest (Domestic)</td>
<td>1-800-225-2525</td>
</tr>
</tbody>
</table>
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 1-800-241-6522
Varig 1-800-468-2744
Virgin Atlantic 1-800-862-8621

Airport Information
The nearest airport is the Dallas Love Field Airport located 5 miles, approximately 10 minutes from the Hilton Anatole Hotel.
Click on this link: http://www.dallas-lovefield.com/ for more information.

**From Love Field Airport:**
Exit the airport by turning West onto Mockingbird Lane. Take Mockingbird to I-35E (Stemmons Freeway) South. Proceed South on I-35E past Wycliff Ave. to Market Center Blvd and turn right. The Hotel entrance is on the right.

The nearest international airport is the Dallas/Fort Worth International Airport located 17 miles, approximately 20 minutes from the Hilton Anatole Hotel.
Click on this link http://www.dfwairport.com/ for more information.

**From D/FW Airport:**
From the airport, take the Highway 183 East exit. Follow 183 East to 35E (Stemmons Freeway) South. Highway 183 East will merge into I-35E. Proceed South on I-35E, past Wycliff Ave., to Market Center Blvd and turn right. The Hotel entrance is on the right.

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AMENITIES
The Room Service department is happy to service your group gift and amenity needs, and is open 24 hours. You may choose from the list of amenities below or advise your Catering/Event Manager of your specific preferences or budgeting guidelines.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 20.00%. For a standard delivery, the fee is $3.00.

Standard Amenities
Whole Fruit Amenity -- $25.00++
Display of Hand Selected Fresh Seasonal Whole Fruits

Whole Fruit Amenity and Gourmet Cheese -- $35.00++
Display of Hand Selected Fresh Seasonal Whole Fruits accompanied with Individually Wrapped International Cheeses & Gourmet Crackers

Wine, Fruit & Cheese Basket -- $55.00++
Basket Presentation with House Wine, Fruit, Cheese & Crackers
(Wine Prices vary based on Wine Selection)

Chocolate Piano -- With Truffles -- $25.00++
Decadent three-dimensional Chocolate Piano displayed with selection of 4 Chocolate Truffles

Oreo Cookies with Milk -- $20.00++
Cap off the Evening with a delightful presentation of White Chocolate Covered Oreos with Ice Cold Whole Milk

Fine Chocolates and Liqueur -- $35.00++
Box of Nine World Renowned Fine Chocolates displayed with a Small Bottle (50 ml) of Liqueur

Port Wine and Chocolate Truffles -- $ 48.00++
Special Selected 375 ml Bottle of Port Wine accompanied by Six Assorted Truffles created by Chef Henri Mahler

Chips, Salsa & Bucket of Beer -- $45.00++
Two of Texas’ Brewed Beers and Two South-of-the-Border Beers on Ice presented with a Basket of Yellow and Blue Corn Tortilla Chips and Fresh Homemade Salsa Roja

**Prices subject to change.

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AMERICANS WITH DISABILITIES (ADA)
The Hilton Anatole represents that the hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans with Disabilities Act. You agree that one week in advance of your event, you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.

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**AUDIO/VISUAL**
PSAV, our in-house audio/visual company, brings many years of experience in the field of audio/visual to your meeting at the Hilton Anatole. PSAV may be reached by dialing 214.761.5828. Click on this link [http://www.ps-av.ca/](http://www.ps-av.ca/) for more information on services offered by PSAV.

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**AUTOMATED TELLER MACHINES**
There are ATMs conveniently located by the Atrium Concierge, Tower Concierge and adjacent to the Business Center. There are also ATM locations in Dallas at all major bank locations.

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**BANKS**
Bank of America  
4023 Cedar Springs Road  
Dallas, TX 75219  
(214) 520-0473  
[www.bankofamerica.com](http://www.bankofamerica.com)

Chase  
1825 Market Center Blvd, Ste 100  
Dallas, TX 75207  
(214) 744-8650  
[www.chase.com](http://www.chase.com)

Wells Fargo  
3927 Oak Lawn Ave.  
Dallas, TX 75219  
[www.wellsfargo.com](http://www.wellsfargo.com)

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**BANQUET BEVERAGE SELECTION**
The Hilton Anatole 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.

**Standard Brands:** Smirnoff Vodka, Beefeater Gin, Bacardi Silver Rum, Jack Daniel’s Tennessee Whiskey, Canadian Club Blended Whiskey, Dewar’s Scotch, Jose Cuervo Gold Tequila, Noilly Prat Vermouth

**Premium Brands:** Ketel One Vodka, Tanqueray Gin, Johnnie Walker Black Scotch, Maker’s Mark Bourbon, Crown Royal Whiskey, Bacardi Select Rum, 1800 Reposado Tequila, Noilly Prat Vermouth

**Cordials:** Amaretto Di Saronno, Frangelico, Sambuca Romana, Drambuie, Grand Marnier, Tia Maria, Remy Martin V.S.O.P, Kahlua, Baileys Irish Cream, B & B

**Beer:** Please ask Catering/Event Manager for current list

**Wine:** Please ask Catering/Event Manager for current list

**Non-Alcoholic Beverages:** Coke and Pepsi Products are available

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**
An outdoor function and Atrium Lobby curfew has been established of 10:00 pm. In accordance with Texas Alcohol and Beverage Commission laws, all alcoholic beverage sales will begin at 11:00 am and conclude at 1:45 am.

**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.

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 45 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

**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 BEO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.

2. **GUARANTEE OF ANTICIPATED REVENUE:** At least 72 hours (three 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 up to a maximum of 30 persons overset.

3. **LABOR CHARGE:** If the guaranteed number for your event is less than 50 persons, we will add a $100.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.

4. **OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final BEO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

5. **GRATUITY & SERVICE CHARGE:** 22% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge.

6. **PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.
7. **SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel’s inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors.

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

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

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

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

12. **CONDUCT OF EVENT:** Group agrees to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations including compliance with the provisions of 29 CFR part 470, and our rules, copies of which are available from the Hotel’s sales department. Group agrees to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. You assume full responsibility for the conduct of all persons in attendance at your event and for any damage done to any part of our premises during the time of your event. Should you require any rigging services for this event, all such services must be arranged through the in-house AV provider or the Hotel and you will be responsible for all costs associated therewith.
**BELL SERVICES**
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $7.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with your Catering/Event Manager.

**Distributions**

*Generic items:*
- Items *outside* the door. *(Newspapers, magazines)* $2.00 /room
- Items *under* the door. *(Flyers, notices)* $2.25 /room
- Items *inside* the room. *(Gifts, packages, special arrangements)* $2.75 /item

*Name Specific items:*
- Items *outside* the door. *(Newspapers, magazines)* $2.25 /room
- Items *under* the door. *(Flyers, notices)* $2.50 /room
- Items *inside* the room. *(Gifts, packages, special arrangements)* $3.00 /item

*For any distributions over 100 rooms, please give 24 hour notice so that we can schedule accordingly.
**For over 100 name specific room drops, please have materials at the bell stand 5 hours prior the scheduled drop time.
***Please note that bellman cannot go inside rooms from 9 p.m. to 9 a.m.

**Portage Fees**
Standard charge for group portage is $7.00 Roundtrip per guest.
If only a luggage pull/push is requested, the charge is half, or $3.50 for one way.

**Luggage Hold**
Standard charge for luggage hold is $35.00 per hour. Charges will be rounded up to the nearest half hour.

**BILLING**
Should you require a master account for billing purposes, please complete and return our Request for Direct Billing Application a minimum of 60 days prior to your Group arrival. 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 Event Management/Catering Department. 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
Whatever your business needs are, they can all be accommodated through our in-house Business Center.

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

Business hours are:
6 a.m.– 9 p.m. Monday through Sunday
Phone number is (214) 761-7820
Fax number is (214) 761-7520

For large, quick printing or copying jobs, we recommend calling: FedEx Kinkos
2920 A Oaklawn Ave
Dallas, TX 75219
Phone: (214) 522-3471
www.fedex.kinkos.com

BUS/BUS COMPANIES
Outstanding Productions
1050 Metromedia Place
Dallas, TX  75247
Anatole Office: (214) 761-7546
Main Office: (214) 350-6282
www.outstandingproductions.com

Carey Limousine
8615 Directors Row
Dallas, TX  75247
(214) 638-5030
www.carey.com
**CAR RENTAL AGENCIES**
Following are the three Hilton Anatole preferred companies, their locations, and contact numbers:

- **Hertz Rent-A-Car** (800) 654-3011  
  Location: DFW Airport and Love Field

- **Avis Rent-A-Car** (800) 321-3712  
  Local Phone Number: (214) 357-1711  
  Locations: 7020 Cedar Springs Road, Dallas, TX 75235 and DFW Airport

- **Budget Rent-A-Car** (800) 527-0700  
  Local Phone Number: (972) 720-0420  
  Locations: 1356 Preston Road, Dallas, TX 75261

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**CASH PAID OUTS**
*Please contact your Catering/Event Manager for specific information regarding a paid out.*

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**CASH PAYING GUESTS**
In the event a Hotel guest does not have a major credit card to secure his/her room, the Hilton Anatole will require full payment in advance for room and tax charges. In addition, there will be a $50.00 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.

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

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**CHECK CASHING PRIVILEGES**
Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest’s name and address (no PO boxes) made out to “Hilton Anatole”. Identification may be required.

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CHECK-IN AND CHECKOUT
Hotel check-in is 4:00 p.m., and checkout is 12:00 p.m. (All guests arriving before 4:00 pm. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be an early departure fee, of one night’s room rate, assessed in the event the guest departs prior to their confirmed departure date.

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

Satellite Check-In
Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 7 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 your charges, use the television remote or dial extension 81 or 2855 to check-out. Please leave your keys in the room. If you are not departing the Hotel immediately, luggage storage can be arranged at the bellman’s desk.

Kiosks
The Hilton Anatole offers kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout.

COAT CHECK SERVICES
We provide Coat Check Service for your event. Please see you Catering/Event Manager for specific details and related costs.

COFFEE MAKER
We offer dual cup coffee makers in all of our guestrooms.
**CONCIERGE**
We have (2) Concierge desks available to assist you with your needs. One is located in the Atrium lobby and the other is located in the Tower Lobby.
Hours:  7 a.m. – 10 p.m. daily
Phone number: (214) 761-7515 or extension 7515

**CONVENTION CENTER DALLAS**
Dallas Convention Center
650 S. Griffin St.
Dallas, TX. 75202
Phone: (214) 939-2700
Fax: (214) 939-2795
[www.dallasconventioncenter.com](http://www.dallasconventioncenter.com)
Approximately 7 minutes from the room
Approximate Taxi cost $10.00 each way

**CREDIT CARDS**
The Hilton Anatole accepts most major credit cards including Visa, MasterCard, Discover, American Express and Diner’s Club.

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

**DANCE FLOOR**
The Hotel does have dance floors available in 3’ x 3’ sections. Please see your Catering/Event Manager for details.
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.

DESTINATION MANAGEMENT COMPANIES (DMC)
Preferred Vendors that have successfully worked with the Hotel is listed below for your reference.

Outstanding Productions
1050 Metromedia Place
Dallas, TX 75247
Anatole Office: (214) 761-7546
Main Office: (214) 350-6282
www.outstandingproductions.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.

DIAGRAMS
Diagrams are available on our website or contact your Catering/Event Manager. Web Link to diagrams:

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 and related costs.
DINE AROUND
Dine Around opportunities for your group are scheduled through your Catering/Event Manager. PRA Destination Management is a great asset that can coordinate the Transportation and assist with developing the Dine Around schedule for your Group.

Outstanding Productions
1050 Metromedia Place
Dallas, TX  75247
Anatole Office: (214) 761-7546
Main Office: (214) 350-6282
www.outstandingproductions.com

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**DIRECTIONS TO THE HOTEL**
The Hilton Anatole is located at 2201 Stemmons Freeway (I-35E), in Dallas, Texas. The Hotel property may be accessed from its bordering streets: I-35E, Market Center Blvd. and Wycliff Ave.

![Map of Hilton Anatole](image)

**From D/FW Airport:**
From the airport, take the Highway 183 East exit. Follow 183 East to 35E (Stemmons Frwy.) South. Highway 183 East will merge into I-35E. Proceed South on I-35E, past Wycliff Ave., to Market Center Blvd and turn right. You will see the Hotel on the right.

**From Love Field Airport:**
Exit the airport by turning West onto Mockingbird. Take Mockingbird to I-35E (Stemmons Frwy.) South. Proceed South on I-35E, past Wycliff Ave., to Market Center Blvd and turn right. You will see the Hotel on the right.

**From I-45 (Houston):**
From I-45, take I-35E North to Market Center Blvd. Turn left onto Market Center Blvd. and you will see the Hotel on the right.
From Fort Worth:
Take I-30 East to I-35E North. Follow I-35E North through downtown Dallas and exit Market Center Blvd. Turn left onto Market Center Blvd. and you will see the Hotel on the right.

From 75 South:
Stay in the right lane to exit I-35E Waco. Take the I-35E Denton (Stemmons Frwy.) exit headed North. Exit onto Market Center Blvd. Turn left onto Market Center Blvd. and you will see the Hotel on the right.

From 635 (LBJ Freeway):
Proceed West on 635 to the I-35E South exit. Follow I-35E (Stemmons Frwy.) South to the Market Center Blvd. exit. Turn right onto Market Center Blvd. and you will see the Hotel on the right.

From the Dallas Tollway:
Proceed South on the Tollway. Take the Wycliff Ave. exit and turn right. Turn right at Harry Hines and then left onto Market Center Blvd. Proceed on Market Center Blvd. under I-35E (Stemmons Frwy.) and you will see the Hotel on your right.

DRUG STORES
Walgreen’s Pharmacy – Open 24 Hours
3802 Cedar Springs Road
Dallas, TX 75219
Phone: (214) 443-5160
www.walgreens.com

DRY-CLEANING – SEE LAUNDRY/VALET
Laundry services are available by dialing extension 88. Garments picked up prior to 9:30 a.m. are returned to guests by 6 p.m. the same evening. Garments picked up after 9:30 a.m. will be returned the following day by 10 a.m.

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

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

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ELEVATORS
The Hilton Anatole Hotel has 15 guest elevators located throughout the Hotel. The Atrium Building has 8 elevators, the Chantilly Foyer has 1 elevator and the Tower building has 6 elevators.

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EMERGENCY PROCEDURES
The Hilton Anatole 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 111.
- The Hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 111 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 7 minutes from the Hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: St. Paul Medical Center 5909 Harry Hines Blvd (214) 879-2790
- Nearest hospital: St. Paul Medical Center 5909 Harry Hines Blvd (214) 879-2790

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ENTERTAINMENT
The Hilton Anatole has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 9 a.m. and end no later than 10 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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ENVIRONMENTAL COMMITMENT
At Hilton Hotel 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.

EXHIBITS
Please request the Hotel’s Exhibit Resource Guide from your Event Services Manager.

FAX MACHINES
Please contact the Business Center to rent a fax machine for your group. The Business Center also has fax machines available to the public. They can be reached at (214) 761-7820.

FAX NUMBERS
For Guests: (214) 761-7520
Catering/Convention Services office: (214) 761-7242
Sales office: (214) 761-5882
Reservations office: (214) 761-7368

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

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

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

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

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

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

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

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

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

FITNESS CENTER
The Verandah Health Club is an 80,000 square foot health, spa and fitness center. Facilities include tennis, racquetball, squash and croquet courts, a complete cardiovascular and strength training area, indoor jogging track, basketball court and a daily variety of aerobic classes. The Verandah also boasts a Eucalyptus steam room, sauna, whirlpool and a 25 meter Olympic size lap pool. Daily Fee applies. www.verandahclub.com

Hours of Operation:
Monday through Friday 5:30 am – 9:30 pm
Saturday and Sunday 7:00 am – 8:00 pm

FLAGS
Our Banquet Department currently has 2 United States flags and 18 Texas State flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.
**FLORAL/FLORIST**
*Bel Fleur* is our in-house florist featuring florals and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 9:00 a.m. to 5:30 p.m. daily. Please contact Bel Fleur at extension 7647 for further information, or consult your Catering/Event Manager for assistance with a proposal for your special event.

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

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**GENERAL MANAGER**
Marc L. Messina, General Manager, joined the Hilton Anatole in March, 1994. He has been in the Hotel industry since 1969, previously holding varied property and corporate positions internationally.

Marc is thrilled to welcome your group to the Hilton Anatole and is pleased to be of service as may be needed.

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

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**GIFT IDEAS**
- [http://www.hilton.corplogoware.com/?rep=hilton](http://www.hilton.corplogoware.com/?rep=hilton) - Olympic Merchandise
- [http://www.waldorfcollection-hotelsathome.com/home.html](http://www.waldorfcollection-hotelsathome.com/home.html) - The Waldorf Collection

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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 GRIP – an 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
- Ask your Catering/Event Manager for details.

GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Hilton Anatole has a specially designed group entrance, the Clock Tower, to accommodate the needs of your group. It has ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms.

All coach arrivals will be directed to the group entrance, as the front entrance becomes easily congested and large movements can be more efficiently accommodated at the group entrance.

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 with approval from Hotel Management. In the event that the Hotel is in a high occupancy situation on the night prior, this request could potentially be declined. 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
Guest List Manager is 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:
1,606 Total Guest Rooms and Suites
726 Kings
760 Double/Doubles
120 Suites

Please ask Catering/Event Manager for specific information on suites.

Texas 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](http://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:

**Distributions**

*Generic items:*
- Items outside the door. *(Newspapers, magazines)* $2.00/room
- Items under the door. *(Flyers, notices)* $2.25/room
- Items inside the room. *(Gifts, packages, special arrangements)* $2.75/item

*Name Specific items:*
- Items outside the door. *(Newspapers, magazines)* $2.25/room
- Items under the door. *(Flyers, notices)* $2.50/room
- Items inside the room. *(Gifts, packages, special arrangements)* $3.00/item

*For any distributions over 100 rooms, please give 24 hour notice so that we can schedule accordingly.
**For over 100 name specific room drops, please have materials at the bell stand 5 hours prior the scheduled drop time.
***Please note that bellman cannot go inside rooms from 9 p.m. to 9 a.m.*

**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up a house phone and dial extension 88. A Hotel operator will direct your needs to the appropriate Hotel contact.
HAIR SALON
The Anatole Salon
Located on the 2nd level of Atrium I
(214) 761-7640
Tuesday through Sunday 9:00am-5:00pm

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers.

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 SUITE FUNCTIONS
Please contact your Catering/Event Manager for information.

HOTEL FACTS/HISTORY
The name of the Hotel “Anatole” was chosen for the property by Mr. and Mrs. Trammell Crow for fond remembrances of their travels. It means “where the sun rises” and was the name of a restaurant they visited.

Built in two stages:
• Atrium completed in 1979 with 900 guest rooms and was originally built with only guest rooms and Grand Ballroom. When Loews was hired as managing company, they added all the meeting rooms in the Atrium to accommodate more group business versus the transient traveler going to Market.
• Tower completed in 1984 with 706 guest rooms. The Tower was built for the 1984 Republican National Convention.
Atrium I:
- **Grand Lobby** entrance displays a stained glass skylight created by the artist Björn Winblad
- **Guest Registration desk** consists of 15 terminals which make for a quick check-in and check-out process – Hilton’s “2 minute rule”
- **Stemmons Ballroom** -- 4.5 million dollar newly renovated ballroom (completed in Spring of 2007) the Stemmons Ballroom is an 8,312 square foot ballroom located on the lobby level
- **L’Entrecote** is a superlative option for elegant small to mid-size meetings, meals and receptions with a central location and over 5,000 square feet of multi-purpose space
- **Cooper Room** is often utilized as an office for meetings being held in the various Atrium I meeting rooms and is located next to Stemmons Ballroom
- **Atrium I Lobby** is located outside of Stemmons Ballroom, L’Entrecote and Cooper and encompasses an open area with natural light, foliage and greenery which is a great alternative for meals and receptions – can easily accommodate a maximum of 350 people
- **Restrooms** are located adjacent to the Cooper Room
- **Indoor pool** with private pool elevator to guest floors
- **The Terrace** is the Hilton Anatole’s 24-hour full-service restaurant serving breakfast, lunch and becomes a Steak and Chop House in the evenings for dinner service
- **24-Hour Room Service** is facilitated out of The Terrace
- **Atrium Elevator Bank** runs eight cars from Lobby Level to 14th floor
- **Atrium Concierge Desk** is one of two located on property to help assist guest requests

Khmer Pavilion:
- Our luxurious 16,402 square foot ballroom is surprisingly located on the 3rd floor of the Atrium
- Named after Aboriginal people of Cambodia
- Grand entrance consisting of jade artwork leading into Ballroom
- The Jade Horses from Taiwan were commissioned for the Hotel in 1978 and each weighs 275 to 325 pounds
- Some of the Hotel’s oldest artwork is located in the Khmer Pavilion and all artwork was crafted by anonymous artists for temple decoration
- It was built as indoor tennis courts upon the Hotel’s original inception
- **Khmer Freight Elevator** has a capacity of 16,000 pounds:
  - Width – 96” (receiving dock side)
  - Entry – 90” wide
  - Height – 98”
  - Ceiling Height at 3rd floor Khmer – 95” (outside elevator)
  - Length – 17’1’’
Atrium II:

- **Grand Ballroom** divides into five sections, A through E; lends itself for many different uses and has a centrally-located loading dock
- **Jade Room** is an exquisite VIP meeting and reception room filled with millions of dollars in art work; the two large cabinets in the Jade Room contain Chinese Jade carvings from the 17th Century and the Ming Dynasty
- **Atrium Conference Registration Desk** is best utilized for group registration and is conveniently located for any general session taking place in Grand Ballroom
- **Atrium Mezzanine** consists of 17 breakout rooms which can accommodate meetings ranging from 36 to 140 classroom-style or 60 to 250 theatre-style; all rooms are listed in alphabetical order beginning in Atrium I and carrying over into Atrium II
- **La Esquina Restaurant & Tequila Bar** serves Mexican-style food with a buffet lunch offering and plated dinners with a full-serve bar and Mariachi entertainment in the evenings
- **Common Ground** is our gourmet deli-bakery which serves continental breakfast and deli sandwiches/soups for lunch with efficient service;
- **214 Bar** is the Atrium lobby bar located in a park-like setting with piano bar;
- **Clock Tower Entrance** is the dedicated for bus drop-off and pick-up because it is located near the main artery of the Hotel; buses can wrap around the building and along Wycliff unlike downtown properties – one bus can be at the Clock Tower Entrance at a time while six can be lined up at the Fire Lane between parking lots towards the service road;
- **Restrooms and public phones** are located next to the Jade Room.

Eight Shops Are Conveniently Located in Atrium II:

- **Apropos** - women’s clothing;
- **Bel Fleur** - flower shop;
- **Ex Libris** - news stand, cards and bookstore;
- **Collage** - One of two general Hotel gift shops;
- **MR.** - men’s clothing;
- **Strictly Western** - western clothing and gifts;
- **Four Corners** – ceramics;
- **La Tiendita** - ceramics/Mexican imports.
Tower:
- **Amethyst Boardroom** - VIP board room; can accommodate up to 22 people conference style
- **Business Center** - full service
- **Children’s Corner** - children’s clothing and toys
- **Tower Lecture Halls** - Governors and Senators Lecture Halls; renovated in summer 2007; tiered lecture halls seating up to 169 classroom
- **Tower Lobby Breakout Rooms** - 6 breakout rooms that will accommodate 27 classroom style to 132 classroom style or 42 theatre style to 216 theatre style; all rooms are named after Gems; Opal and Ruby-conveniently located to Chantilly Ballroom and can be used as office space for groups
- **Chantilly Ballroom** - largest ballroom on property; 28,400 sq. ft.; breaks into 2 sections-West (11,360 sq. ft.) & East (17,040 sq. ft.); great for General Sessions, catering functions and some mid-size meetings
- **Chantilly Foyer** - has separate Hotel entrance located directly outside of the ballroom; total of 30,360 sq. ft with a 9,555 sq. ft. inset used for meals and receptions
- **18th century white marble Moghul pavilion** graces the front of the Chantilly Ballroom - taken from a royal palace in India
- **2 elephant statues stand outside of Chantilly Ballroom.** Each stands 8 feet tall & weighs a near 3 tons each and carved by a single trunk of Monkey Pod Tree. The elephants stand guard over the Indian Pavilion.
- **Bell cabinet outside of the Topaz room** contains 18th/19th century bells from China-oldest piece of artwork in Hotel lies in this cabinet.
- **Tapestries in Tower Seating area** are French but depict oriental scenes of a woman playing a lyre - created between 1750 and 1800.
- **Statue of Buddha** in Tower seating area-sitting in tranquility; swastika is engraved on chest of Buddha-signifies inner strength - way before Hitler’s reign.
- **Rathskellar Sports Bar** - underground sports bar including pool tables and bars; serves American style food
- **Potpourri** - Hotel gift shop
- **Concierge** - second of 2 concierge desks on property
- **Tower Entrance** - valet service and separate entrance
- **Tower Registration** - limited terminals for guest check-in to tower
- **8 elevator banks** - running from lobby to 27th Floor
- **Restrooms** located next to Children’s Corner and across from Gossip Bar on Lobby Level. Additional restrooms located on Tower Mezzanine Level.
- **Peacock Terrace** - widely used for meals and receptions; seats up to 325 for meals and 150 classroom style for meetings
- **Wedgwood Room** - used for weddings; can seat up to 400 for meals and 300 classroom style for meetings
- 40 pieces of Wedgwood porcelain from England are displayed outside room from 1850 to 1900.
- **Rarest piece is the 1885 Jasperware vase standing 58.25” high – the largest recorded example of Wedgwood in the world**
- **Gossip Bar** – chic new $2M bar, offering your favorite Starbucks coffee and pastries in the morning, and premium wines, cocktails and martinis in the evening. Great space for parties and receptions; holds up to 100 people
- **“The Gossips”** - 3 statues standing across from the Gossip Bar were designed by Bjorn Wiinblad. They are of 3 women gossiping and were commissioned in 1983.
- **Tower Mezzanine Level** - consists of 2 ballrooms accommodating 180 to 216 people classroom style and 320 to 352 people theatre style; consists of 6 breakout rooms accommodating 42 to 120 people classroom style and 72 to 200 people theatre style.
- **Library** boardroom also located on mezzanine level-great room for VIP meetings and small meetings-accommodates up to 10 people conference style

**Nana and Nana Bar:**
- Four-Star Restaurant and Bar located on the 27th Floor of the Tower
- Dallas has more restaurants per capita than New York City.
- Name came from an oil painting done in 1881 on canvas of a lady posing for artist Marcel Suschorowsky; displayed throughout the United States before being placed above the bar in Nana
- Elegant view of downtown
- Live music in evenings Wednesday through Saturday
- Completed $3 million renovation in 2001
- 4 Private Meeting Rooms located on the 27th Floor or the Tower adjoin Nana that seat up to 200 guests for meal functions: **Peonie, Honeysuckle, Primula, Rambling Rose**
- **President’s Boardroom**- consisting of Versace china, flatware, crystal and fabrics
Walking from the Tower outside into the Anatole Park . . .

- **The Hilton Anatole Sculpture Park** offers a Country Club feel which is unique for Hotel of our size and can be utilized for special events or team building. It offers a much less expensive alternative to taking guests off property but seems as if it is off property;
- **The covered walkway to Trinity** can be enclosed with side walls during the winter months;
- **The Berlin Wall** was a gift for Mr. Crow from a friend in Berlin; a painter by the name of Jurgen Grope signed and dated it “Berlin 1990”; this piece measures 12ft by 4ft;
- **The Pavilion** can be used for breaks or special events;
- **The Trinity Rotunda** can be used for welcome signs and theme décor;
- **Trinity Foyer** offers 9,400 square feet of dedicated space for registration, reception and breaks.
  - Note: If customer is holding TI and TII explain that they “own” the space. If the customer is holding half the space, explain the traffic flow (TII guests enter through the Rotunda entrance. TI guests enter through TI entrance. Foyer is split between the two groups)

**Trinity Multi-Use Room**
- 45,000 sq. ft. with a ceiling height of 25’. Seats a max. of 4,500 Theater, 2,500 Classroom, 3,500 in Rounds of 10, and 200 10x10 Booths.
- Trinity Multi Use and Trinity Exhibit Hall are unique because it enables us to accommodate groups for General Session and exhibits all in one complex.
- Trinity Multi Use has state of the art sound boards, it’s carpeted and finished out with attractive wall covering, plus it has halogen lights on a dimmer system.
- Room can be set both horizontal and vertical.
- Direct access load in at street level. Large enough to accommodate 18-wheel cargo trucks.
- 2 Dock Level spaced for loading and unloading.

**Trinity Exhibit Hall**
- 73,000 square feet of dedicated exhibit space
- 2 truck level dock areas for ease of load in and out
- Direct access load in at street level for exhibitors
- Carpet and drape are outsourced; our preferred decorator is GES

**The Verandah Club and offers the following:**
- Multi million dollar full service fitness facility
- Indoor lap pool (Olympic size)
- Indoor jogging track
- Coed and gender specific spas
- Eucalyptus steam room
- Dry saunas (coed and gender specific)
- Basketball court
- Aerobics area with the latest activities including Pilates and Yoga
- Racquetball and Squash Courts
- Spinning Classes
- Boxing
- Tennis
- Tennis Pros and fitness trainers on site
- Daily fee for access to all services

**Verandah Conference Center**
- Perfect facility for groups of 75-150 because the group “owns” the building
- Verandah has a General Session room that seats 90 classroom or 150 theater, three breakouts and a beautiful Dining room
- Stroll through the Park if weather permits
- Showcases outdoor pool with swim up bar
- Goldfish pond

**V Spa Dallas**
- Newly renovated luxurious Spa Oasis. The V Spa offers body work and massages, scrubs and wraps, facials and skin care, men's treatments, waxing services, and manicures and pedicures.

**HOTEL MAP**
Attendees may receive a map in their key packet when they arrive at the Hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions. Consult your Catering/Event Manager for pricing.

Link to Property Map:  
http://www.hilton.com/en/Hotel/content/DFWANHH/media/pdf/DFWANHH_Hilton_Anatole_facilities_map.pdf

**HOUSEKEEPING**
Daily housekeeping services, which consist of general cleaning, take place between 7:00 a.m. and 6:00 pm. 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.
IN CONJUNCTION WITH (ICW)
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.

INDEMNIFICATION/INSURANCE
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.

IN-ROOM DINING
Our In-room Dining is available 24 hours a day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient pre-ordering for breakfast service. In-Room Dining can be reached at extension 82 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 20% and is posted automatically on all checks. There is also a delivery fee of $3.00 per order.

INTERNET SERVICES
High-speed Internet access - wired in all Hilton Anatole hotel guestrooms, wired and wireless access in all meeting rooms and public areas. Your Catering/Event Manager can forward you the forms and any contact information necessary to assist with the planning stages of Internet and Telecom Services.

internet / public IP
Hilton Anatole’s ITConcepts offers complete customizable internet solutions. Fully routable Public IPs are available, and each address can be assigned ahead of time for your router or server setup configuration.
No splash page. Your important meeting will not be bothered by annoying splash pages. Our network connectivity is “click and go” to the Internet.

The Hilton Anatole has a dedicated full DS3 for your meeting space network. A DS3 is a 43-Megabyte pipe connecting you directly to the “Internet cloud”. The hotel has a second DS3 to power the hotel guest rooms and public space.

wireless access
Installations of Cisco Wireless Access Points are available for your meeting space. Each AP is placed around the meeting room on different channels to insure even signal strength for your event.

networking/VLANs
Our ITConcepts staff has years of experience designing networks at the Anatole. We have the ability to create multiple VLANs throughout the entire campus. Sections of the hotel’s DS3 can be sliced off, allowing the creation of VLANs with segmented amounts of Reserved Bandwidth – ranging from 1.5 Megs to 10 Megs. Thresholds are put in place to insure your bandwidth choice stays at a steady +/- 3% of the speed requested.

telecom
The Hilton Anatole offers a wide range of telephony features, all customizable to fit your needs - from a basic house phone, all the way to a digital multi-line operator station with voice mail. Conference speakerphones and Polycoms are also available.

video distribution
The Hilton Anatole has a full Cat5 Interconnecting Video Network. A dark Fiber backbone is also available to send your video from your meeting room production studio up to your attendees’ breakout rooms or guest rooms. The hotel’s DVD channels can also be reserved, and your event DVD or message can be played across the hotel’s in-house guestroom television network.

full-time tech staff
Our trained and dedicated IT staff works directly with your staff … to become an integral part of your remote “IT Team”. Our technicians are available from 6am – 10 pm, 7 days a week, to support your functions in every technical aspect – from simple phone installations to complex network solutions. Having proudly upheld the quality reputation of the Hilton Anatole for many years, our ITConcepts staff is truly committed to becoming the “power behind your event technology”. Call us today to start your next legendary experience!

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KEY CARDS
Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a $75.00 charge per door/per room and you may be required to sign a hold harmless agreement.
(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.

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KEY HOTEL CONTACTS
The Executive Managing Committee consists of the following people:
General Manager Marc Messina, 7400
Resident Manager Nick Briner, 7403
Director of Food & Beverage Ed Dorman, 7458
Director of Finance Jeff Mondlock, 7350
Director of Front Office Mike Frits, 7523
Executive Chef Tom Welther, 7460
Director of Housekeeping Triny Romero, 7871
Director of Engineering Tom Smith, 7390
Director of Sales and Marketing Jay Best, 7220
Director of Events Brett Krafft, 7270

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KIOSKS
The Hilton Anatole offers kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout.

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KOSHER
We offer a variety of Kosher Meals to our guests. These meals are prepared for us by Catering by Arthur and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions and related costs.

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LABOR
The Hilton Anatole is a non-union Hotel.

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LAUNDRY/VALET – SEE DRY CLEANING
Laundry services are available by dialing extension 88. Garments picked up prior to 9:30 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 9:30 am, will be returned the following day by 10 a.m.

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

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**LIMOUSINE SERVICES**
Arrangements may be made to have a group VIP transported by our Hotel limousine or town car, or through an outside service.

Outstanding Productions  
1050 Metromedia Place  
Dallas, TX 75247  
Anatole Office: (214) 761-7546  
Main Office: (214) 350-6282  
[www.outstandingproductions.com](http://www.outstandingproductions.com)

Carey Limousine  
8615 Directors Row,  
Dallas TX  
(214) 638-5030  
[www.carey.com](http://www.carey.com)

**LINEN SELECTION**
The Hilton Anatole provides white linen and napkins for all food and beverage events. If you desire specialty linen or would like quotes on theme-coordinated linens and chair covers, please consult your Catering/Event Manager.

**LIQUOR LAWS**
The State of Texas has strict liquor laws that must be followed by the Hilton Anatole. Because the Hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Anatole, no group may bring in their own alcohol to be served. The legal drinking age in Texas is 21 years of age. Alcoholic beverage may be consumed between the hours of 11am and 1:45am only.

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

**LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**
Please refer to the Production Resource Guide.

**LOCAL INFORMATION**
[www.dallascvb.com](http://www.dallascvb.com)
**LOST AND FOUND**

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

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**LUGGAGE STORAGE**

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.

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

For your convenience, a Manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 88.

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**MAIL SERVICES**

Stamps and Mail Services are offered through our Business Center. The Business Center is located in Tower Lobby Level and offer complete mail services as well as materials.

Hours: Monday through Sunday from 6:30 am.- 9:00 p.m.
Phone: 214.761.7820
Fax: 214.761.7520

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**MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The V Spa Dallas, located at The Hilton Anatole Hotel, offers several massage therapy treatments. Reservations are suggested. Visit the V Spa Dallas Web Site at [www.verandahclub.com](http://www.verandahclub.com)

For booking massages as a group activity option, you may consult your Catering.

All prices are subject to Texas state sales tax. A standard gratuity of 20% is suggested for any group bookings. Pricing is subject to change without notice.

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MASTER ACCOUNTS
See Sales Agreement.

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MEDICAL FACILITIES/SERVICES
Hotel Emergency Number is 111.
Medical Services facilities nearby:

Urgent Care/Emergency Room
St. Paul Medical Center
5909 Harry Hines Blvd
(214) 879-2790
24 Hours a day
**Travel time from the Hotel is about 5 minutes**

Hospital
St. Paul Medical Center
5909 Harry Hines Blvd
(214) 879-2790
24 Hours a day
**Travel time from the Hotel is about 5 minutes**

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MEETING ROOM CAPACITIES
Please ask Catering/Event Manager for Meeting Space Capacities or visit:

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MEETING ROOM DELIVERIES
For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the Hotel bell staff for a charge of $3.00 per item/per move.

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MEETING ROOM RENTAL
See Sales Agreement

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MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:
- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Water Station
- Standing or Table Lectern (based on Hotel’s Inventory)
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 to comply with City Ordinances.

NEWSPAPERS/PUBLICATIONS
Newspapers available in our Collage and Ex Libris stores are:

Dallas Morning News
New York Times
USA Today
Wall Street Journal
They are delivered to the Collage and Ex Libris stores at 6:30a.m daily.

The USA Today is delivered to guest rooms five days a week
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.

Business Center hours are 6:30 am. to 9:00 p.m. Monday through Sunday.

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

FedEx Kinkos
2920 A Oaklawn Ave
Dallas, TX 75219
Phone: (214) 522-3471
www.fedex.kinkos.com

PACKAGE ROOM
See Business Center

PARKING
The Hilton Anatole offers self-parking on premise. Parking Charges are as follows:

Self Parking:
0-4 Hours $9.00
4-8 Hours $15.00
Overnight $17.00

Valet Parking:
0-4 Hours $16.00
4-8 Hours $21.00
Overnight $26.00

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 GROUP WEB PAGE

POG is a personalized web page for your attendees to book reservations directly online.
- Available at all Hilton Family properties
- Customize with your program
- Customize with your logo
- No charge – it’s FREE

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PETS (POLICY)
Service animals are always welcome and must be accommodated.

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POOLS
The Hotel has 3 pools on property: an indoor pool located in Atrium 1, an outdoor pool located in our seven acre park and an indoor lap pool located in the Verandah Health Club.

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

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

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POSTING OF EVENTS
All Events will be posted unless otherwise specified. Please see Event/Catering Manager.

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**PRE-CONVENTION MEETING**

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

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

**PRINTING SERVICES**

Please see Business Center.

**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 Yellow Checker Shuttle provides shuttle service to and from the airport at a cost of $19.00 per one-way trip.

**PYROTECHNICS**

Please see Production Guidelines.

**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.
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.

REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers.

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.

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
RESTAURANTS/LOUNGES**

**Nana Restaurant** - Leave your misconceptions behind. This four-star restaurant has it all: exceptional New European cuisine, elegant atmosphere and a stunning 27th-story panoramic view of the Dallas skyline. Open every evening for dinner. Private dining rooms available.

**Terrace Restaurant** – Open-air cafe ambiance and a complete selection of American fare make the Terrace the perfect place for breakfast, lunch, dinner and everything in between. At night, the cafe transforms in a truly Texan steak house, featuring the finest in Hereford Steaks and Chops. Open 24 hours.

**La Esquina Restaurant and Tequila Bar** – Some like it hot, so La Esquina Restaurant and Tequila Bar serves up authentic Mexican Cantina food with South of the Border soul. Hand crafted Tex Mex dishes. 40 different Tequilas beget endless varieties of margaritas. Weekday lunch buffet and full-menu dinner service nightly.

**Gossip Bar** – Resonant and expressive - the chic new Gossip Bar is the perfect mix of color and commentary. Jump start your day with fresh pastries and your favorite cup of Starbuck's, then plug-in to the energy of Dallas' new evening hot spot, with specialty martinis and premium wines. Located in the Tower Lobby.


**Common Ground** - Located in Atrium II Lobby Level. From salads and sandwiches to soups, Starbuck's coffee, desserts and pastries, Common Ground offers a great selection of the freshest food for those on the go.

**24 Hour In Room Dinning**

** Hours vary based on Occupancy

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**RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the Hotel and in Dallas, whether it is for a table of four or a dine-around for 250. Please contact the Hotel Concierge at 7515.

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**RESTROOMS**
Public restrooms are located in the following areas:
Atrium I, Lobby Level, next to the Stemmons Ballaroom
Atrium II, Lobby Level, next to the Clock tower
Atrium II, Mezzanine Level, next to Edelweiss
Tower, Mezzanine Level, across from the Sale and Marketing Office
Tower, Lobby Level, next to the Children’s Corner
Tower, Lobby Level, next to the Tower Elevator Bank
West Wing, next to DeSoto Ballroom
West Wing, next to Cortez Ballroom
Nana Restaurant on the 27th floor
Verandah Club & V Spa, 2nd Level, next to the Shelbourne Ballroom

**RESUMES**
Your Event Manager will coordinate the development of your specific groups convention resume for distribution to the Hotel to prepare for your group’s arrival. All information should be gathered for Hotel distribution 10 days prior to group arrival.

**RIGGING**
Your Event Services Manager will provide you with the Production Resource Guide. The Hotel’s exclusive rigging provider is National Production Services. [www.rigginginfo.com](http://www.rigginginfo.com)

**ROPES/STANCHIONS**
Ropes and Stanchions are included based on Hotel’s current inventory.

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

**SAFES/SAFE DEPOSIT BOXES**
Personal In-Room Safes are located in each guest room. Safety Deposit Boxes can be obtained from the Atrium front desk.
SECURITY
If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons.

Hotel Security Contact: Tony Hilton, Director of Security, 214-761-7341
Hotel Event Security: Blue Bonnet Security, LLC, 214-761-7349

SHIPPING AND RECEIVING
The Biz Center, Inc. is our in-house business center and shipping and receiving vendor. Shipments should be scheduled to arrive no earlier than two days prior to your meeting. Arrangements must be made through your Catering/Event Manager for storage. Please note that the Hotel storage facilities are extremely limited.

Do NOT ship any items addressed to your Conference Manager unless the items are specifically for their use (i.e. Hotel Specs/Rooming Lists/Etc.). Please do not ship valuables. We cannot be responsible for contents. Please contact the Business Center at 214.761.7820 for pricing and storage policies/

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

(Your Name)
c/o Hilton Anatole Hotel
2201 Stemmons Freeway
Dallas, TX 75207
(Convention Group Name)
(Convention Group Dates)
(Box _ of _)

Please note, exhibit shipping instructions should be printed by your General Contractor.

Please note that all of your materials shipped into the Hotel and stored or handled by The Biz Center, Inc. are subject to the following drayage charges:

Weight
0 - 15 lbs ..............................................................$4.00
16-50 lbs .........................................................................$10.00
51-100 lbs .......................................................................$25.00
101-300 lbs ....................................................................$50.00
301 - 600 lbs ..................................................................$100.00
601 - 900 lbs ....................................................................$200.00
Additional increments of 300 lbs .............................................$100.00
Please note: Any weight that falls within the ranges listed above will constitute the entire charge with that range.

example:  Weight = 102 lbs. ..............................................................$50.00
Weight = 299 lbs. ..............................................................$50.00

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 will 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).

**Shipping from the Hilton Anatole**
The Hilton Anatole utilizes Fed-EX, DHL, and UPS for our shipping needs. Please see the Business Center for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from the Business Center and completely filled out for shipping.

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**SHOE SHINE**
Located in the Atrium behind the Concierge. Hours vary based on occupancy

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SHOPPING
The Hilton Anatole Hotel has ten extraordinary shops offering a wide range of distinctive gifts and apparel for men, women and children. The shops are the ultimate shopping resource designed to provide customized business gifts for every occasion as well as gift certificates in any denomination. A representative will be happy to describe the many options available and help you arrange a special function for your group. Discover new ways to add flavor to your next conference.

A’propos - A distinctive specialty store featuring ladies apparel, accessories and jewelry from casual to evening.

Bel Fleur - Elegant, made-to-order floral arrangements, gifts and accessories.

Children’s Corner - A dreamland of specialty apparel, accessories, gifts and toys suitable for infants and children.

Ex Libris - An extensive selection of newspapers, magazines, hardback and paperback books from favorite classics to best sellers.

Four Corners - A rare and unique collection of gifts and jewelry from every corner of the world.

La Tiendita - A “little store” filled with hand-crafted treasures including apparel, accessories and decorative items from south of the border.

Logo Shop – sports apparel at the hotel’s Verandah Club & Spa

Mr. - A classically modern collection of sportswear and accessories for men.

Strictly Western - A shop epitomizing Texas flair with its selection of apparel, accessories and jewelry for women and children.

Collage and Potpourri - Two shops carrying everything from snacks to sundries and an array of merchandise in between.

See the Concierge for Local Shopping Information

SIGNAGE/BANNERS
The Hilton Anatole takes pride in the condition and aesthetic appearance of its facility. In order to maintain a quality and professional image for all Hotel guests, only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs/banners in all function space. Charges for labor will be at prevailing rates. In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

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SITE INSPECTION/PRE-PLANNING
Please contact your Catering/Event Manager to plan site inspections or pre-planning meetings.

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SMOKING
The Hilton Anatole is a non-smoking Hotel. Smoking is permitted in the following designated outdoor areas:
- On the Gossip Patio
- 15 feet from any entrance

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SOUND SYSTEM
Some Hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The PSAV Director can be reached at 214.761.5828.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the Hotel’s noise curfews: No sound system functions can take place outdoors before 9:00 a.m., and all outdoor evening functions must end no later than 10:00 p.m.

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

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STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Hilton Anatole. 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.

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SUITES
The Hilton Anatole offers 120 suites. Please ask your Catering/Event Manager for specific suite information.

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TAXES
The current City Occupancy Tax for Hotel Guest Rooms is 9%.
The current State Occupancy Tax for Hotel Guest Rooms is 6%.
The current Dallas County Sales and Use Tax is 8.25%.

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

TAXICABS
For the City of Dallas, there are over 20 taxi companies available to our guests. The Hilton Anatole recommends Yellow Checker Cab Company at 214-426-2662. The Hotel has taxicabs available at the Hilton Anatole 24 hours a day, simply ask the doormen to call one to the front drive for you.

The standard rate for transfers from the DFW International Airport to the Hilton Anatole is approximately $40.00 plus gratuity.

TEAM MEMBER RECOGNITION
The Hilton Anatole participates in a number of Employee Recognition programs which include Manager of the Quarter, Employee of the Month, and Catch Me at My Best.

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

House phones
Used for in-house, local and toll-free calls only. Installation Fee is $150.00 per phone. Price is $50.00 + tax per day.

DID Lines
The installation fee is $150.00 plus tax plus price of all calls plus $50.00 rental fee per day per phone. DID lines can be used for Long Distance, minimal PC and fax can work as well.

The following are enhancements that can be added to a DID Line:
Speaker Phone @ $65.00 per day, hardware rental only, the price does not include phone line.
**B1 Telephone Lines**
Outside line, not connected to the Hotel switchboard. (Dedicated Number)
This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.
The Hotel operators need (2) days notice before we can activate the lines. The phone company/Hotel operators require minimum (2) weeks notice for more than (2) lines.
Call for price quotes

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

**Guest Room Calls**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room-Room</td>
<td>3-digit 60+room number</td>
<td>No Charge</td>
</tr>
<tr>
<td></td>
<td>4-digit 6+room number</td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+area code+number</td>
<td>Free for first 60 minutes, $.10/minute after 60 minutes</td>
</tr>
<tr>
<td>Toll-Free (800-88)</td>
<td>9+1+Number</td>
<td>Free for first 60 minutes, $.10/minute after 60 minutes</td>
</tr>
<tr>
<td>Long Distance</td>
<td>9+1+Number</td>
<td>*Prevailing rates and applicable taxes</td>
</tr>
</tbody>
</table>

Local, Long Distance and International Calls will be billed to your account only when the call is answered. Applicable Taxes will be added. Rates subject to change.

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

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

**TRASH REMOVAL**
Standard trash removal in Meeting Rooms is at no charge. Rooms that have excess trash (balloons, confetti, etc.) will be assessed a fee for removal. Exhibit Shows will be charged Dumpster Hauling Fees. The fee is $1000.00 per pull minimum.
**TUXEDOS/FORMAL WEAR**
If you are anticipating a large delivery of tuxedos on site, please advise your Catering/Event Manager in advance.

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**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. Therefore, labor fees may be assessed. For messages in excess of 10 rooms, a service charge of $1.00 per room will be assessed. Please discuss any specific requests with your Catering/Event Manager.

To access Guest Room Voice Mail:
Voice Mail enables you to receive your messages when you are outside the Hotel and even after you have checked out.

To hear messages, if the red light is flashing on your guest room telephone:
1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

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

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**WEATHER**
Depending on the season, the weather at the Hilton Anatole varies from a low of 30 degrees to a high of 110 degrees. Before visiting the Hilton Anatole we recommend that guests check the local listings to determine the weather conditions. [www.dallasweather.com](http://www.dallasweather.com)

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**WHEELCHAIRS**
If a guest requires a wheelchair or motorized scooter, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair or motorized scooter, please note that we can coordinate the rental, but will be unable to cover the expense. The following company has wheelchairs/scooters for rent and will deliver to the Hilton Anatole. They coordinate the delivery and pickup through the Hotel Business Center.

**On the Go Scooters**
(866) 697-9026

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**Wired Payment**

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

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**Worship Services**

The following is a list of nearby locations:

<table>
<thead>
<tr>
<th>Church Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Service Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holy Trinity Catholic Church</td>
<td>3811 Oak Lawn 214-526-8555</td>
<td>214-526-8555</td>
<td>Sat. 5:00pm, Sun. 8:00 &amp; 10:00 am</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Spanish, Sun. 12:00pm</td>
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<tr>
<td></td>
<td>The Potter’s House</td>
<td>6777 W Kent 214-331-0954</td>
<td>Sun. 8:00am &amp; 11:00am</td>
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<tr>
<td>Oak Lawn Methodist Church</td>
<td>3014 Oak Lawn 214-521-5197</td>
<td>214-521-5197</td>
<td>Sun. 8:40 &amp; 10:30am</td>
</tr>
<tr>
<td></td>
<td>Christ Lutheran Church</td>
<td>3001 Lovers Lane 214-363-4355</td>
<td>Sun. 830am &amp; 11:00am</td>
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<tr>
<td>St. Jude Cathedral Chapel</td>
<td>1521 Main St. 214-742-2508</td>
<td>214-742-2508</td>
<td>Sat. 6:00pm, Sun. 9:30am &amp; 12:10pm</td>
</tr>
<tr>
<td></td>
<td>St. Matthew’s Episcopal Church</td>
<td>5100 Ross 214-823-0134</td>
<td>Sun. 7:45am &amp; 9:00am</td>
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<tr>
<td>Cathedral Guadalupe</td>
<td>2115 Ross 214-871-1363</td>
<td>214-871-1363</td>
<td>Daily 12:00pm Ea. &amp; 7:30pm Sp.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Sat. 5:30pm Ea. &amp; 7:30pm Sp.</td>
</tr>
<tr>
<td></td>
<td>Peace Mennonite Church</td>
<td>11001 Midway Road 214-902-8141</td>
<td>Sun. 9:25am</td>
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<td></td>
<td></td>
<td>Sun. 9:00am &amp; 12:00pm Ea.</td>
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<tr>
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<td></td>
<td></td>
<td>7:30am, 10:30am, 1:30pm &amp; 3:00pm Sp.</td>
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<tr>
<td></td>
<td>Tibetan Buddhist</td>
<td>3112 Winnetka Ave. 214-948-3348</td>
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<tr>
<td>1st United Methodist Church</td>
<td>1928 Ross Avenue 214-220-0453</td>
<td>214-220-0453</td>
<td>Sun. 8:45am &amp; 11:00am</td>
</tr>
<tr>
<td></td>
<td>St. Seraphim Orthodox</td>
<td>4112 Throckmorton 214-528-3741</td>
<td>Sat. 9:30am, Sun 9:30am</td>
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<tr>
<td>1st Baptist Church of Dallas</td>
<td>1707 San Jacinto St. 214-969-0111</td>
<td>214-969-0111</td>
<td>Sun. 8:00am, 10:30am &amp; 6:00pm</td>
</tr>
<tr>
<td></td>
<td>Cong. Shearith Israel</td>
<td>9401 Douglas 214-361-4606</td>
<td>Sat. 9:00am &amp; 7:30pm</td>
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<td>Sun. 8:30am &amp; 6:00pm</td>
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<tr>
<td></td>
<td>Allah’s House of Islam</td>
<td>4752 Nome St. 214-372-3741</td>
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<tr>
<td>1st Assembly of God Calvery Temple</td>
<td>3000 W. Airport Freeway 972-399-1919</td>
<td>972-399-1919</td>
<td>Sun. 8:00am, 10:30am &amp; 6:00pm</td>
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<tr>
<td></td>
<td>Krishna Consciousness</td>
<td>5430 Garty 214-827-6330</td>
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<tr>
<td>1st Presbyterian Church</td>
<td>408 Park Avenue 214-748-8051</td>
<td>214-748-8051</td>
<td>Sun. 8:50am &amp; 10:50am</td>
</tr>
</tbody>
</table>
St. Michaels Episcopal Church  
8011 Douglas  214-363-5471  
Sun. 7:30am, 8:50am, 10:00am & 5:30pm  
Daily 7:30am

Jehovah’s Witnesses  
5300 Mockingbird  214-357-7306

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 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.