Meeting & Event Resource Guide

Conrad Indianapolis is the destination hotel that connects you with an innovative guest experience. Ideal for both business and leisure travelers alike, the Conrad Indianapolis is synonymous with luxury, style, design, individuality and the luxury of being yourself.

Throughout the meeting and event planning process, we strive to provide the most efficient and personalized client service possible. From the initial conversations to discuss your needs to the post-event follow-up, we focus on providing creativity, consistency, clear communication, flexibility and image.

To aid you in the planning process, we have compiled the following hotel information. It is our 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.

Conrad Indianapolis
50 West Washington Street
Indianapolis, IN 46204
317-713-5000 / Fax 317-524-2583
indianapolisinfo@conradhotels.com

www.Hilton.com
www.ConradIndianapolis.com
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GENERAL INFORMATION

• 241 guest rooms:
  
  169  King Deluxe
  47   Double Bed Deluxe
  22   Corner Suites
  2    Executive Suites
  1    King Presidential Suite

• Check-in 3:00 pm Check-out 12:00 pm (late check-in and late check-out on request – subject to availability)
• Complimentary wired and wireless high-speed Internet access
• Three, two-line direct dial telephones with call forwarding and voicemail
• Marble floor bathrooms with 15 inch LCD television, lighted shaving/makeup mirror, adjustable lighting, separate garden tub and glass-enclosed shower (with adjustable, dual shower heads) and telephone
• Conrad signature bedding and personalized pillow selection availability
• 42 inch, flat screen HD television
• Bathrobes and designer amenities in all guest rooms

FUNCTION SPACE AND BANQUETS

• Over 15,000 square feet of meeting space, with twelve individual meeting and boardroom facilities conveniently located on the second floor.
• Six meeting rooms surrounding the Ballroom constitute ideal breakout space with built-in screens and projectors
• Ballroom = 4,852 sq. feet; can be divided into four sections and features 18 foot high ceilings
• Two formal boardrooms = Beijing at 563 sq. feet; New York at 577 sq. feet
• Italian designed ergonomic chairs available in boardrooms
• State-of-the-art audio visual and business center
• High Speed Internet connection available in all meeting spaces

SPA

• Spa Chakra ™ provides comprehensive health and wellness care where each client experiences personalized treatments that focus on delivering targeted results
• Ten private treatment rooms
• Spacious fitness center, enclosed swimming pool, whirlpool, sauna & steam room
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Spa
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Sustainability
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Wired Payment
Worship Services
Zipout Checkout

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

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

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

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

AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
</tr>
<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<tr>
<td>Air India</td>
<td>1-800-223-7776</td>
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<tr>
<td>Air Jamaica</td>
<td>1-800-523-5585</td>
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<tr>
<td>Air New Zealand</td>
<td>1-800-262-1234</td>
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<tr>
<td>Air Tran</td>
<td>1-800-247-8726</td>
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<tr>
<td>Alaska Airlines</td>
<td>1-800-426-0333</td>
</tr>
<tr>
<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
</tr>
<tr>
<td>American Airlines</td>
<td>1-800-433-7300</td>
</tr>
<tr>
<td>America West Airlines</td>
<td>1-800-235-9292</td>
</tr>
<tr>
<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
</tr>
<tr>
<td>British Airways</td>
<td>1-800-247-9297</td>
</tr>
<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
</tr>
<tr>
<td>Delta</td>
<td>1-800-221-1212</td>
</tr>
<tr>
<td>Frontier</td>
<td>1-800-432-1359</td>
</tr>
<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>
</tr>
<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
</tr>
<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>
<tr>
<td>Northwest (International)</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Qantas</td>
<td>1-800-227-4500</td>
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<tr>
<td>Singapore Airlines</td>
<td>1-800-742-3333</td>
</tr>
<tr>
<td>Southwest Airlines</td>
<td>1-800-435-9792</td>
</tr>
<tr>
<td>United Airlines</td>
<td>1-800-521-0810</td>
</tr>
<tr>
<td>US Air</td>
<td>1-800-428-4322</td>
</tr>
<tr>
<td>Varig</td>
<td>1-800-468-2744</td>
</tr>
<tr>
<td>Virgin Atlantic</td>
<td>1-800-862-8621</td>
</tr>
</tbody>
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AIRPORT INFORMATION

7800 Col. H. Weir Cook Memorial Drive
Indianapolis, IN 46241
United States of America
317-487-7243
http://www.indianapolisairport.com/

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**AMENITIES**
The Room Service Department is happy to service your group gift and amenity needs. 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 of 9%, gratuity of 19%, and delivery fee $4.00.

**Standard Amenities**
- Hand Fruit Display
- Artisan Cheese Plate
- Dry Snacks Platter (Chips, Pretzels, Popcorn, and Trail Mix)
- Conrad Cookies (Assortment of 5 Cookies)
- Gold Box of Chocolates
- Chocolate Covered Strawberries
- Chef's Creation
- Occasion Cake (2 truffle cakes and sweets with inscription)
- Dried Fruits and Nuts
- House Champagne
- House Cabernet
- House Chardonnay
- Bottled Water
- Soft Drinks

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

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**AUDIO/VISUAL**
Presentation Services (PSAV) is our audiovisual company.
- Michael Schneider, Director
- Event Technology, Hotel Services Division
- Direct: 317-423-3145
- E-Mail: mschneider@psav.com

Your Event Services Manager can also help you get in contact.

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**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located in the lobby next to Guest Services. There are also ATMs located inside the Circle Centre Mall.

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

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

Sitters to the Rescue
Phone: 317-257-7999
Fax: 317-251-9774
http://www.sitterstotherescue.com/Site/Welcome.html
sttr7@yahoo.com

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**BALLOONS**
There is a $100 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

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**BANKS**
The following financial institutions are located within walking distance or are in close proximity:

<table>
<thead>
<tr>
<th>Bank</th>
<th>Hours</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Bank</td>
<td>9 am – 5 pm</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>10 West Market St.</td>
<td>9 am – 5:30 pm</td>
<td>Friday</td>
</tr>
<tr>
<td>Phone: 317-464-8008</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Huntington Bank</td>
<td>9 am – 5 pm</td>
<td>Monday - Friday</td>
</tr>
<tr>
<td>201 North Illinois St.</td>
<td>9 am – 5 pm</td>
<td></td>
</tr>
<tr>
<td>Phone: 317-745-6414</td>
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<td></td>
</tr>
<tr>
<td>Regions Bank</td>
<td>9 am – 5 pm</td>
<td>Monday - Friday</td>
</tr>
<tr>
<td>555 North Delaware St.</td>
<td>9 am – 5 pm</td>
<td></td>
</tr>
<tr>
<td>Phone: 317-221-6040</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Indiana Bank</td>
<td>9 am – 5 pm</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>135 North Pennsylvania St.</td>
<td>9 am – 6 pm</td>
<td>Friday</td>
</tr>
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</table>
BANNERS
All banners must be approved for display by your Event Services Manager. Please do not pin, adhere or affix anything to the walls or ceiling on the meeting room level.

BANQUET BEVERAGE SELECTION
Conrad Indianapolis 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: Skyy Vodka, Bacardi Silver Rum, Tanqueray Gin Beam Whiskey, Seagram’s VO Blend Whiskey J&B Scotch, Jose Cuervo Gold Tequila

Premium Brands: Grey Goose Vodka, Belvedere Vodka, Tanqueray 10 Gin, Bacardi Silver Rum, 10 Cane Dark Rum, Jack Daniels Whiskey, Crown Royal Blended Whiskey, Knob Creek Single Barrel Bourbon, Johnny Walker Black Blended Scotch, Glenlevit 12 Single Malt Scotch, Patron Blanco Tequila

Cordials R & B, Drambouie, Grand Marnier, Sambuca Romano, Banfi Grappa Brunello, Pernod, Pimm’s Cup

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

Wine: Champagne & Sparkling Wines
   Domaine St. Michelle Brut, Washington
   Mumm Napa Brut Prestige, Napa Valley
   Moet & Chandon "White Star", Epernay, France
   Veuve Clicquot Yellow Label Brut, Ponsardin, France
   Moet & Chandon "Dom Pérignon", Epernay, France

Chardonnay
   Ironstone, California
   McWilliams Handwood Estate, Southeast Australia
   Rodney Strong “Chalk Hill”, Sonoma County
   Frei Brothers, Sonoma County
   Cambria “Katherines Vineyard”, Santa Maria Valley
   Jordan, Russian River Valley
**Additional White Varietals**
- Cakebread, Napa Valley
- Simi Sauvignon Blanc, Sonoma County
- Whitehaven Sauvignon Blanc, Marlborough, New Zealand
- A to Z Pinot Gris, Oregon
- Maso Canali Pinot Grigio, Trentino, Italy
- Dr. L Riesling, Mosel-Saar-Ruwer, Germany

**Merlot**
- Ironstone, California
- McWilliams Hanwood Estate, Southeast Australia
- Casa Lapostolle, Rapel Valley, Chile
- Frei Brothers “Reserve”, Dry Creek Valley
- Francisca, Napa Valley

**Pinot Noir**
- Irony, Monterey County
- Francis Coppola “Diamond Collection”, Monterey County

**Cabernet Sauvignon**
- Ironstone, California
- Sterling “Vintner’s Collection”, Central Coast
- Frei Brothers “Reserve”, Alexander Valley
- Charles Krug, Yountville, Napa Valley

**Additional Red Varietals**
- Rancho Zabaco Heritage Vines Zinfandel, Sonoma County
- McWilliams Hanwood Estate Shiraz, Southeast Australia
- Guenoc Petite Syrah, Lake County
- Estancia Meritage “Reserve”, Paso Robles

Non-Alcoholic Beverages: Coke, Diet Coke, Sprite, O’Doul’s

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**
There is a function curfew of 3:00 am. In accordance with Indiana liquor laws, there will be no alcoholic beverage sales on Sundays.

**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 30 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.

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**BANQUET TERMS AND CONDITIONS**

1. **CONFIRMATION and ASSIGNMENT of FUNCTION SPACE:** The function space assigned on the BEO, indicates the space that is tentatively being held and will be held on a definite basis upon signing of this BEO by both parties. The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and this 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 CHARGES:** At least 72 hours (three business days) before your event, you must inform us of the exact number of people who will attend your event. The arrangements set forth on the 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 in attendance, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.

3. **DEPOSITS/TAXES:** We may request that you pay a deposit of 25% of the estimated dollar value of the event when you sign this agreement. You agree to pay separately any and all federal, state, municipal or other taxes imposed on or applicable to your event. In the State of Indiana, public room rental is subject to a 7% tax. You are obligated to pay all taxes in effect at the time your event is held.

4. **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 100% of the anticipated revenue outlined on your BEO (including labor and service fees, rentals and applicable taxes). The number of guests will be based on your anticipated number or the final guarantee if cancellation is within three business days. Additional damages may be owed for cancellation of your sleeping room contract.
5. **PAYMENT IN ADVANCE**: Unless you have established direct billing privileges 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 complete a Direct Bill Application, it will be processed no earlier than sixty (60) days prior to your event, and we may ask for updated information at that time, if needed. Submission of Direct Bill Application does not guarantee Direct Bill approval; you will be notified of approval or denial approximately thirty (30) days prior to your event. If you have established direct billing privileges, payment in full will be due within thirty (30) days of your function. If you prefer, all charges can be paid by credit card. Hilton accepts American Express, Diners Club, Discover Card, JCB International, Master Card or Visa. If direct billing privileges have not been approved for your function, you will provide us with the credit card to which all estimated master account charges will be charged no later than three business days prior to your event. We may terminate this agreement and retain the portion of your deposit or seek additional amounts necessary to equal the cancellation fee provided in paragraph 3 if payment is not made as agreed.

6. **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.

7. **SERVICE CHARGE**: 22% of the food and beverage total will be added to your account as a service charge.

8. **PRICE INCREASES**: Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover hotel cost 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, contractors, or agents.

9. **OUTSIDE FOOD AND BEVERAGE**: You may not bring into the hotel any outside food or beverage.

10. **DISPLAYS AND DECORATIONS**: Conrad Indianapolis is not responsible for any loss or damage to property belonging to you or your attendees and we do not maintain insurance covering it. For the safety of persons and property, no fireworks or incendiary devices may be used indoors at the hotel. All displays and/or decorations will be subject to our prior written approval.

11. **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 prior approval. 

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, 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 there with.

13. **INDEMNIFICATION**: To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton Hotels Worldwide, 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. You represent and warrant that your activities conducted at the hotel and in connection with the function shall not infringe the patent, copyright or trademark rights or violate rights of privacy or publicity of any third party.

14. **FIRE SAFETY**: You agree to obtain at your own expense and provide copies to the hotel of any and all necessary licenses, permits or approvals for your event, including, but not limited to, licensing, Fire Marshall, Health Department, or other permits.

15. **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.

16. **DELIBERIES**: Arrangements for delivery of packages should be made through the catering office. Receiving, handling and shipping charges may apply. No COD packages will be accepted.

17. **PROMOTIONAL CONSIDERATIONS**: We have the right to review and approve any advertisements or promotional materials in connection with your function, which specifically reference the Conrad name or logo.
18. **COLLECTION/ATTORNEY’S FEES**: The parties agree that in the event that any dispute arises in any way relating to or arising out of this contract, the prevailing party in any arbitration or court proceeding will be entitled to recover an award of its reasonable attorney's fees, costs and pre and post judgment interest. If the hotel retains the services of a collection agency or attorney to assist in the collection of any amounts due under this agreement, you will pay all expenses incurred by us in such collection efforts.

19. **ARBITRATION**: The parties agree that any dispute in any way arising out of or relating to this contract will be resolved by arbitration before JAMS/ENDISPUTE® or the American Arbitration Association, pursuant to the organization’s rules in the state and city in which the hotel is located and pursuant to that State’s law as the governing law. The parties agree that any arbitration award will be enforceable in state or federal court.

20. **AMENDMENTS/CHANGES**: The parties agree that any amendments or changes to the arrangements described in this contract must be made in writing, signed by both you and us, provided, however, that this contract includes all signed or unsigned banquet event orders (and the terms and conditions contained therein and attached thereto) issued by us for this and related events.

21. **INSURANCE**: You agree, if requested by us, to obtain and keep in force, during the term of its occupancy and use of our premises for your event, policies of general liability insurance, specifically referring to and including the contractual liability referred to in paragraph 10, premises-operations, broad form property damage, independent contractors coverage, and personal injury liability with limits of $1,000,000.00 with such responsible insurance companies satisfactory to us; and, if applicable, worker's compensation insurance to statutory limits, employer's liability insurance with limits of $100,000.00 and automobile liability insurance covering all owned, non-owned and hired vehicles with limits satisfactory to us. You agree to include Hotel, Hilton Hotels Worldwide and Owner in such policies as additional insured there under. Your insurance will be considered primary of any similar insurance carried by us. You agree to deliver to us at least three (3) days prior to your event copies of certificates of insurance for each policy required by us.

22. **FORCE MAJEURE**: Neither party shall be responsible for failure to perform this contract if circumstances beyond their control, including, but not limited to; acts of God, shortage of commodities or supplies to be furnished by the Hotel, governmental authority, or war in the United States make it illegal or impossible for the hotel to hold

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**BELL SERVICES**
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $6.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Director of Front Office, Jeff Rossier.

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

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**BOX LUNCHES**
Box lunches are available through your Event Services Manager. 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 for consumption off site.

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**BUSINESS CENTER**
Whatever your business needs are, they can all be accommodated through our in-house Business Center.

The Business Center is open 24 hours a day, 7 days per week and located on the ground level adjacent to the front desk.

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

FedEx/Kinko’s – Office and Print Services (two blocks from hotel)
120 Monument Circle, Suite 107
Indianapolis, IN 46204-3212
317-631-6862 / Fax: 317-638-2525
Fedexhome/office.com

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**BUS/TRANSPORTATION COMPANIES**
If a guest is in need of transportation assistance, A Presidential Limousine, Inc. is Conrad’s preferred company use of transportation. Staff may call A Presidential services for any questions or concerns. Rates range from $35.00 - $55.00 or $10.00 if within the downtown area.
CAR RENTAL AGENCIES
Car rental needs can be conveniently arranged for you by our Concierge. The Concierge can be reached at 317-524-2550.

CASH PAID OUTS
Paid Outs may be processed Monday-Friday during normal business hours (8:00 am - 5:00 pm). Should you wish to process a paid out, please contact your Event Services Manager (prior to your group's arrival) for special instructions.

CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, invoice will require full payment in advance for room and tax charges. In addition, there will be a $250.00 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.

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.

CHECK CASHING PRIVILEGES
Our Guest Service Agents are available to cash personal or travelers checks. Kindly visit Guest Reception for these services 24-hours a day. The check must be imprinted with the guest’s name and address and made out to Conrad Indianapolis. Identification may be required.
CHANGING FACILITIES/DAY USE
Please contact your Catering/Event Manager regarding our changing facility located in the fitness center. This facility includes showers, towels, hair dryers and lockers. There may be a half-day rate charged. The hours of guest room availability for day use will depend on occupancy of the hotel.

CHECK-IN AND CHECK-OUT
Hotel check-in is 3:00 pm, and check-out is 12:00 pm 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 a $75.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

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

COAT CHECK SERVICES
Arrangements can be made through our Banquet Department; depending on the size of the group, $2.00 per coat will be charged. Coat check attendants are $100.00 each.

COFFEE MAKER
Each guest room has an individual Keurig coffee maker available for guests’ convenience.

COMMUNITY OUTREACH
Conrad Indianapolis continually strives to work with the Indianapolis community. Please ask your Event Services Manager for more information.

CONCIERGE
Our Concierge station is located in the lobby for guests’ convenience.
INDIANAPOLIS CONVENTION CENTER
Indianapolis Convention Center and Visitors Association
30 South Meridian Street, Suite 410
Indianapolis, IN 46204
Office: 317-639-4282
Information: 800-323-INDY
Hotel Information: 800-974-INDY
www.visitindy.com
Approximately 2 miles away
Approximate taxi cost is under $10.00

CORKAGE
Please contact Catering Department for details.

CREDIT CARDS
Conrad Indianapolis accepts most major credit cards including
American Express, MasterCard, Visa, JCB 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.

CURRENCY EXCHANGE
The front desk currently exchanges the following currency at the
prevailing rate from Abbott Foreign Money Exchange: Euros, Pounds,
Canadian Dollars, and Swiss Francs.

Each guest is limited to a currency exchange of $100.00 per day, with
identification and a 20% charge. If a large amount of money is to be
exchanged, we strongly recommend handling the exchange through
your home bank.

DANCE FLOOR
Whenever possible, a dance floor will be provided for your event at no
extra charge. Our dance floor squares are 3’x 3’. Hotel reserves the
right to determine actual size based on availability. Any rental costs
incurred will be the responsibility of the client.
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 are listed below for your reference.

Accent on Indianapolis
233 South McCrea Street
Suite 501
Indianapolis, IN 46225
317-632-8687
FAX: 317-632-5848
http://www.accentindy.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.

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.
DINE AROUND
Dine Around’s for your group are scheduled through your Catering/Event Manager.

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DIRECTIONS TO THE HOTEL

From the North (Chicago)

- I-65 South to West Street (Exit 114)
- South on Dr. Martin Luther King, Jr. Drive/West Street to New York St.
- Go East (left) on New York St. to Pennsylvania St.
- Turn South (right) on Pennsylvania St.
- Turn West (right) on Washington
- End at: Conrad Indianapolis, 50 W. Washington

From the South (Louisville)

- I-65 North to I-70 West to West Street (Exit 79A)
- North on West Street/Missouri Street to New York Street
- Go East on New York Street to Meridian Street
- Turn South (right) on Meridian Street, follow Meridian Street half way around Monument Circle
- Turn West (right) on Washington Street
- End at: Conrad Indianapolis, 50 West Washington Street

From the East (Ohio)

- I-70 West to Ohio Street (Exit
- Continue west on Ohio Street to Pennsylvania Street
- Turn South (left) on Pennsylvania Street
- Turn West (right) on Washington Street
- End at: Conrad Indianapolis, 50 West Washington Street

From the West (Illinois)

- I-70 East to West Street Exit 79A
- Go North on West Street/Missouri Street to Maryland Street
- Turn East (right) on Maryland Street to Meridian Street
- Turn North (left) on Meridian to Washington Street
- Turn West (left) on Washington Street
- End at: Conrad Indianapolis, 50 West Washington Street

From the Northeast (Ft. Wayne/Detroit)

- I-69 South to I-465 South to I-70 West to Ohio Street (Exit
- Continue west on Ohio Street to Pennsylvania Street
- Turn South (left) on Pennsylvania Street
- Turn West (right) on Washington Street
- End at: Conrad Indianapolis, 50 West Washington Street

From the Southeast (Cincinnati)

- I-74 West to I-465 South to I-65 North to I-70 West to West Street Exit 79A
- Go North on West Street/Missouri Street
- Turn East (right) on Maryland Street to Meridian
- Turn North (left) on Meridian to Washington
- Turn West (left) on Washington
- End at: Conrad Indianapolis, 50 W. Washington
**DOCTORS ON CALL**
Please contact our Concierge for information at 317-524-2551.

**DRESSING ROOM/GREEN ROOMS**
Dressing rooms and green rooms are available based on hotel occupancy. Please consult your catering/events services manager for other details.

**DRUG STORES**
CVS Pharmacy
175 North Illinois Street (corner of Ohio Street)
Indianapolis, IN 46204
317-636-6664

- Hours of Operation:
  - Monday – Friday: 7:30 am – 6:30 pm
  - Saturday: 8:00 am – 1:00 pm
  - Sunday: Closed

**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry services are available by dialing extension 2539. Garments picked up prior to noon are returned to guests before 5:00 pm the same evening. Garments picked up after noon will be returned the following morning. Express Dry Cleaning is available upon request.

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

**eEVENTS**
Hilton Worldwide’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**
Conrad Indianapolis has three guest elevators located in the lobby. In addition, there are two parking garage elevators located near the front entry.

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**EMERGENCY PROCEDURES**
Conrad Indianapolis 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 2566.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 2566 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 – 10 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 and hospital:
  - Methodist Hospital
  - 1701 North Senate Blvd.
  - Indianapolis, In
  - Phone: 317-962-2000

  Take Illinois to 16th Street – turn left
  Emergency Room will be on the right side. Go to Senate and turn right for the hospital entrance.

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**ENTERTAINMENT**
Conrad Indianapolis has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

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ENVIRONMENTAL COMMITMENT
At Hilton Worldwide, 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 Events Service Manager.

FAX MACHINES
There is a fax machine located in the business center next to the ground level lobby. This machine is free of charge. The number is 317-638-3687.

FAX NUMBERS
For Guests: 317-638-3687
Catering/Convention Services office: 317-524-2583
Finance/Accounting office: 317-524-2582

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**

*Hours of Operation*  
Monday - Friday  6:00 am - 9:00 pm  
Saturday - Sunday  10:00 am – 7:00 pm  
*Open 24 hours for hotel guests*

**FLAGS**

Our Banquet Department currently has one United States flag and Indiana State flag in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.
**FLORAL/FLORIST**
Our Event Services Department would be happy to assist you with beautiful table and buffet centerpieces for your event. Please contact your Event Services Manager.

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**FREIGHT ELEVATORS**
The Freight Elevator services the back of the house areas. Single Freight Elevator with interior dimensions of 7.5` L x 5”9”W x 9`5” H. Door measurement of 4`10” W x 7” H. Capacity of 4,000 lbs. For more information, contact Director of Property Operations, Brad Lingle at extension 2510.

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

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**GENERAL MANAGER**
Greg Tinsley joined the Hilton Conrad Indianapolis in February of 2007 as General Manager. He has been in the hotel industry for 23 years, previously serving as resident manager, acting general manager, executive assistant manager and rooms division manager of the Beverly Hilton. He has also previously held management positions in Los Angeles, California; Stanford, Connecticut; Tulsa, Oklahoma; and St. Louis, Missouri.

Greg Tinsley would be thrilled to welcome your group to the Conrad Indianapolis and is accessible as 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 in denominations of $25.00, $50.00 and $100.00 through our concierge and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are honored at our retail shops; however, purchases may be made in certain retail shops for specific outlet gift certificates. 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.hilontohome.com/ - The Hilton Serenity Collection

http://www.hilton.corplogoware.com/?rep=hilton - Olympic Merchandise

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

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FACILITIES
The Capital Grille
Tastings, A Wine Experience
Private Restrooms
Meeting and Event Space
Spa
Pool
Sauna
Fitness Center
Men’s and Women’s Locker rooms

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GOLF COURSE INFO
Meridian Hills Golf Course offers you the very best. Meridian Hills features an 18-hole golf course, driving range, putting green, practice facilities, pro shop and clubhouse. About 20 minutes from the hotel, Meridian Hills is open daily and reservations are required in advance. For pricing please contact your Catering Manager.

Meridian Hills Country Club
7099 Spring Mill Road
Indianapolis, IN 46260
Phone: 317-255-2496
Fax: 317-251-5723
meridianhillcc.org

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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.

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GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)
Manage room blocks proactively with automated cross-reference of
group registration lists against hotel reservations.
- Automates the process of all reservations booked within or
  around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- No charge – it’s FREE

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GROUP CHECK-IN, ARRIVALS AND DEPARTURES
Conrad Indianapolis has a specially designed group entrance to
accommodate the needs of your group. It has a porte cochére and
ample room for bus loading and unloading. It is also conveniently
located near the ballrooms and meeting rooms. This area may be
reserved and set up for satellite check-in and convention registration,
depending on your arrival pattern.

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. If your guests will be
arriving at scattered times throughout the day with no transportation
arrangements made or arrival manifest, we will assign rooms on a first
come, first serve basis.

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GUEST LIST MANAGER
An online tool provided by Hilton to group customers that allows them
to manage their group’s reservations online and provides online guest
list information.

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GUEST ROOMS
The hotel’s current bedding breakdown is as follows:
171King; 47 Queen/Double.

Indiana state law and local enforcement of national fire codes mandate
that there is a maximum of four guests per room (adults/children).

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**GUEST ROOM DELIVERIES**
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: deliveries inside the room - $4.00 each. Under the door deliveries are not permitted.

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**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up a house phone and dial extension 0. A hotel operator will direct your needs to the appropriate hotel contact.

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**HAIR SALON**
Studio 2000  
55 Monument Circle  
Indianapolis, IN 46204-2912  
317-687-0010  
Open Monday 10 am – 6 pm; Tuesday - Thursday 9 am-7 pm; Friday - Saturday 9 am-6 pm; Sunday 12 pm-5 pm

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

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**HHONORS**
Only with Hilton HHonors® can you earn both Points & Miles® for stays at 3,500 hotels worldwide and airline miles with over 50 airline partners. And we offer several unique ways to pile on the points — earn them through hotel stays or with participating credit cards; or, consider purchasing them if you are just shy of that trip to the Caribbean. And when you are feeling generous, you can transfer them to family or friends who are also members. We also offer you an opportunity to donate your extra points to several charitable organizations.

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**HOSPITALITY DESKS**
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in the lobby near the group’s check-in. Phones may be arranged in advance with either in-house
extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day’s use.

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

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

**HOSPITALITY SUITES FUNCTION**
Please consult your Catering/Events Services Manager for details.

**HOTEL FACTS/HISTORY**
The following is a fact sheet for the Conrad Indianapolis:

Location: Indianapolis, Indiana  
Address: 50 W. Washington St.  
Telephone: 317-713-5000  
Facsimile: 317-638-3687  
Reservations: 317-524-2583  
Website: www.conradindianapolis.com  
Developer: Kite Reality, Mansur Real Estate  
Managed By: BBG/BBGM  
Grand Opening: April, 2006  
Last Renovation: April, 2006  
Architects: Browning Day Mullins Dierdorf  
Employees (Full-Time, Part-Time): 144 Full time, 25 part time

Awards:
**Trip Advisor : Travelers’ Choice Awards 2010 Top 25 U.S. Hotel**
The annual TripAdvisor® Travelers' Choice® awards honor the world’s best hotels, earning the distinction from those who know best – real travelers.
**Expedia Insiders’ Select 2009 #1 U.S. Hotel and #3 Hotel Worldwide**
Conrad Indianapolis was recognized as United States number one hotel by Expedia Insiders’ Select List of 2009. On an International level, the hotel was ranked third best in the world.
**Condé Nast Traveler, 2007, 2008 & 2009 Top 100 U.S. Mainland Hotel**
Condé Nast hosts many award distinctions, but the “The Top 100” overall winners are what the readers’ consider the best of the best in the world.
**Condé Nast Traveler 2009 and 2010 Gold List**
Conrad Indianapolis has taken it one step further in being named
at the top of the charts by *Condé Nast Traveler*’s Gold List. This list includes the “World’s Best Places to Stay”

**NetJets Service Excellence Award 2008**
Distinction awarded to top hotel in NetJets program—based on overall hotel service—and voted on by pilots.

**Monumental Award 2006**
Keep Indianapolis Beautiful awards an organization annually that helps keep the city of Indianapolis beautiful.

**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 at $4.00 each.

**HOUSEKEEPING**
Daily housekeeping services, which consists of general cleaning, take place between 8:00 am and 4:30 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 roll-a-ways. Please note there is a maximum of four persons (including children) allowed per room. Not all guestrooms will accommodate a roll-a-way bed.

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

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. All meeting space, if available, will be at the hotel’s normal prevailing room rental rates and will be subject to the hotel’s standard contract terms and conditions.

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

**INDEMNIFICATION**
To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton Worldwide, 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 doorknob ordering for breakfast service. In-Room Dining can be reached at extension 2661 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 19% and is posted automatically on all checks. There is also a delivery fee of $4.00 and sales tax of 9% per order.

**INTERPRETATION/TRANSLATION SERVICES**
Please contact your Event Services Manager for assistance.

**INTERNET SERVICES**
Conrad Indianapolis provides numerous Internet Services. Data Namics is our Internet Service Provider for all guests’ networks and will answer any questions concerning your system.

**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 $150.00 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.
KEY HOTEL CONTACTS
Conrad Indianapolis Managing Committee consists of the following people:

- General Manager     Greg Tinsley, 2500
- Assistant General Manager   Gregg McQuillan, 2540
- Director of Finance    Michael Jakubec, 2525
- Executive Chef     Michelle Matiya, 2541
- Director of Housekeeping   Yasmilda Ventura, 2502
- Director of Engineering    Brad Lingle, 2510
- Director of Sales and Marketing  Philippe Thevenet, 2505
- Director of Catering    Liz Mok, 2513
- Director of Events    Liz Mok, 2513

KOSHER
Great Cooks & Company (Kosher Catering) www.greatcooks.biz

LABOR
Conrad Indianapolis is a non-union hotel.

LAUNDRY/VaLET – SEE DRY CLEANING
Complete laundry services are also available by dialing extension 2539 in-house. Garments picked up prior to 9 a.m. are returned to guests by 7 pm the same evening. Garments picked up after 9 am, will be returned the following day by 12 pm.

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.

LIMOUSINE SERVICES
If a guest is in need of transportation assistance, A Presidential Limousine, Inc. is Conrad’s preferred company use of transportation. Staff may call A Presidential services for any questions or concerns. Rates start at $35.00 - $55.00 or $10.00 for a nearby downtown destination.

A Presidential Limousine, Inc.
14903 Sulky Way
Carmel, IN. 46032
Phone: 317-574-7990 Fax: 317-574-7996
Arrangements may be made through the hotel concierge to have a group VIP transported by limousine or town car, or through an outside service.

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

Linen colors:
Napkins- Sand
Tablecloths-Sand

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

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

LOAD IN/LOAD OUTS (PRODUCTION, DÉCOR AND STAGING)
Please refer to your Events and Catering Director.

LOADING DOCK
The loading docks are located behind the hotel, driveway off Illinois. The hours of operation are from 8:00 am – 5:00 pm daily. There are no deliveries or load-in/load out during the event hours.

Any equipment needed to move any shipping or receiving by production companies will incur a rental cost. Hotel will provide carts on availability only.

Dimensions of loading dock:
- Two Bays 31’ x 25’6” together
- One Doorway 80” Tall x 72” Wide

Dimensions of two (2) service elevators:
- 6’ Wide / 12’ Deep / 4’ Doorway
LOCAL INFORMATION
Located near the Conrad Indianapolis are several local attractions. Please visit **www.visitindy.com** for more details, or contact your Event Services Manager.

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LOST AND FOUND
It is the policy of Hilton Hotels Worldwide 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 guest room, 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 hotel operator.

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MAIL SERVICES
Guest Services or the Concierge can assist you with your mailing needs. We do not, at this time, sell postage stamps. The nearest United States Post Office is located at 125 W. South Street. The phone is 317-464-6852. Hours of operation are: 8:00 am – 6:30 pm Monday-Friday and Closed Saturday/Sunday. Assistance can also be provided for FedEx, DHL and UPS services.

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MASSAGE THERAPY
Visit Spa Chakra™, located on the sixth floor, for a variety of treatment options or enjoy select in-room spa treatments available with advance notification. Please see the separate Spa Chakra section in this directory.
• 60 Minute Massage - $150.00
• 90 Minute Massage - $225.00
• 2 Hour Massage - $300.00

All prices are subject to Indiana state sales tax.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Urgent Care/Emergency Room

• Methodist Hospital
  1701 North Senate Blvd.
  Indianapolis, IN 46204
  317-962-2000
  **Travel time from the hotel is less than 15 minutes**

MEETING PACKAGES
Guest should receive the standard complimentary receipt and first movement of show management materials shipped directly to the hotel, not to exceed 500 lbs. All shipping, receiving, and material movement requests made after should be made through your Events and Meeting Director.

MEETING ROOM CAPACITIES

<table>
<thead>
<tr>
<th>ROOM</th>
<th>AREA (sq. ft.)</th>
<th>AREA (sq. m)</th>
<th>DIMENSION (ft)</th>
<th>DIMENSION (m)</th>
<th>CEILING HEIGHT (ft)</th>
<th>CEILING HEIGHT (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vienna Ballroom</td>
<td>4803</td>
<td>451</td>
<td>48'-1&quot; x 100'-10&quot;</td>
<td>14.7 x 30.5</td>
<td>18'-0&quot; / 16'-0&quot;</td>
<td>5.5/4.9</td>
</tr>
<tr>
<td>North</td>
<td>1,532</td>
<td>142</td>
<td>48'-1&quot; x 31'-10&quot;</td>
<td>14.7 x 9.5</td>
<td>18'-0&quot; / 16'-0&quot;</td>
<td>5.5/4.9</td>
</tr>
<tr>
<td>South</td>
<td>1,755</td>
<td>163</td>
<td>48'-1&quot; x 36'-10&quot;</td>
<td>14.7 x 11.2</td>
<td>18'-0&quot; / 16'-0&quot;</td>
<td>5.5/4.9</td>
</tr>
<tr>
<td>East</td>
<td>758</td>
<td>70</td>
<td>23'-10&quot; x 31'-10&quot;</td>
<td>7.0 x 9.5</td>
<td>18'-0&quot; / 16'-0&quot;</td>
<td>5.5/4.9</td>
</tr>
<tr>
<td>West</td>
<td>758</td>
<td>70</td>
<td>23'-10&quot; x 31'-10&quot;</td>
<td>7.0 x 9.5</td>
<td>18'-0&quot; / 16'-0&quot;</td>
<td>5.5/4.9</td>
</tr>
<tr>
<td>Pre-function - West</td>
<td>1,983</td>
<td>184</td>
<td>36'-3&quot; x 54'-8&quot;</td>
<td>11.1 x 16.7</td>
<td>16'-0&quot; / 14'-0&quot;</td>
<td>5.5/4.3</td>
</tr>
<tr>
<td>Prefunction - South</td>
<td>1,212</td>
<td>113</td>
<td>46'-5&quot; x 26'-1&quot;</td>
<td>14.2 x 7.9</td>
<td>16'-0&quot; / 14'-0&quot;</td>
<td>5.5/4.3</td>
</tr>
<tr>
<td>Location</td>
<td>Code</td>
<td>Floors</td>
<td>Size</td>
<td>Height</td>
<td>Ceiling Height</td>
<td>Door Width</td>
</tr>
<tr>
<td>--------------</td>
<td>------</td>
<td>--------</td>
<td>---------------</td>
<td>--------</td>
<td>---------------</td>
<td>------------</td>
</tr>
<tr>
<td>Brussels</td>
<td>401</td>
<td>37</td>
<td>22'-8&quot; x 16'-11&quot;</td>
<td>6.9 x 4.9</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>London</td>
<td>1300</td>
<td>56</td>
<td>22'-8&quot; x 54&quot;</td>
<td>6.9 x 7.9</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>724</td>
<td>67</td>
<td>26'-0&quot; x 27'-9&quot;</td>
<td>7.9 x 8.5</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>Tokyo</td>
<td>717</td>
<td>66</td>
<td>26'-0&quot; x 24'-5&quot;</td>
<td>7.9 x 7.5</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>Singapore</td>
<td>1662</td>
<td></td>
<td>25’ x 56’-5”</td>
<td></td>
<td>12’</td>
<td></td>
</tr>
<tr>
<td>Singapore A</td>
<td>885</td>
<td>82</td>
<td>26'-0&quot; x 30'-0&quot;</td>
<td>7.9 x 9.1</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>Singapore B</td>
<td>777</td>
<td>72</td>
<td>26'-0&quot; x 26'-7&quot;</td>
<td>7.9 x 8.1</td>
<td>12'-0&quot; / 10'-0&quot;</td>
<td>3.7/3.0</td>
</tr>
<tr>
<td>Beijing</td>
<td>563</td>
<td>52</td>
<td>21'-10&quot; x 16'-11&quot;</td>
<td>6.4 x 4.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New York</td>
<td>577</td>
<td>54</td>
<td>32'-11&quot; x 15'-7&quot;</td>
<td>9.8 x 4.8</td>
<td>10'-0&quot; / 8'-0&quot;</td>
<td>3.0/ 2.4</td>
</tr>
<tr>
<td>The Alcove</td>
<td>1126</td>
<td></td>
<td>31’ x 40’ 6”</td>
<td></td>
<td>13’</td>
<td></td>
</tr>
</tbody>
</table>

**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 $4.00 per item/per move.

**MEETING ROOM RENTAL**

**Table Arrangements**
There are table arrangements to suit every need and every audience, large or small. Study the following arrangements and specify in advance the set-ups you will need. Please give your Event Services Manager all the information you can, in writing, if possible. The more they know in advance, the more they will be able to help you.

**Round Tables**
For small groups of people. Encourages talking together and exchanging ideas back and forth.

**Classroom Style**
Chairs can be set up with tables. This set-up is ideal when notes need to be taken.
**Theater Style**
Chairs can be set out in straight rows, facing the front of the meeting rooms. They can also be arranged in a semi-circle with an aisle down the middle to get rid of the cramped feeling for a large audience.

**U-Shape**
For a medium sized room where panel sessions are to be held. The U-shape allows the audience to interject ideas into the conversation.

**T-Shape**
For smaller panels and greater intimacy.

**Conference Style**
A highly formal oblong set-up for small rooms and small meetings.
MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:
• Banquet or classroom tables and chairs
• Linens
• Pads and pens or pencils
• Ice water
• Lectern
Basic meeting room set up is complimentary. Depending upon the extent of the setup requirements, additional charges may be incurred. Please contact your Catering/Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are set non-smoking.

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MUSIC/MUSICIANS
Musicians –
Terry Wilson with TLW Entertainment www.tlwentertainment.com or Lisa Sauce with Blonde Entertainment www.blondeentertainment.com (these are entertainment brokers)

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NEWSPAPERS/PUBLICATIONS
Newspapers available at our Concierge’s desk:

USA Today
New York Times
Wall Street Journal
Indianapolis Star

They are delivered to the Concierge daily.

Any of the available publications can be delivered to guest rooms seven days a week at 5:30 am.

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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. Business Center hours are 24 hours a day, 7 days a week.

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

*Kinkos Fed Ex*
8231 US 31 S
Indianapolis, IN
317-631-6862

*(OFF) PREMISE CATERING*
Please Contact the Catering Department for more information.

*PACKAGE ROOM*
A guest package room is located on the ground level near the lobby.

*PARKING*
Conrad Indianapolis offers valet parking only. A total of 96 spaces are available.

If you anticipate a large amount of valet service needs for a specific group event or activity, please advise your Event Services Manager so that specific parking may be reserved.

*PERSONALIZED ONLINE GROUP PAGE (POG)*
POG is a personalized web page for your attendees to book reservations directly online.

- Available at all Hilton Worldwide properties
- Customize with your program
- Customize with your logo
- No charge – it’s FREE
**PETS (POLICY)**
Service animals are always welcome and must be accommodated.

We understand that your pets are an extension of your family and welcome small pets in the hotel. Pets over 30 lbs are not allowed. As a courtesy to our other guests, we ask that you do not leave your pet in the room while you are not present. Advance notice is required. A deposit of $250.00 per animal is required upon check-in, with a $100.00 refund at check-out if no additional housekeeping services are needed. For additional pet services and options, please contact our Concierge.

**PHOTOGRAPHY**
The preferred vendor that has successfully worked with the hotel are Nathaniel Edmunds Photography and The Essence of Life in Imagery, there contact information is listed below:

Nathaniel Edmunds Photography  
Phone: 317-733-8641 Fax: 317-663-1028  
info@nathanieleedmunds.com

The Essence of Life in Imagery  
212 West 10th Street D-465  
Indianapolis, IN. 46202  
317-632-0876  
www.bpimages.com

**PIANOS**
The preferred vendor that has successfully worked with the hotel is Meridian Music-rents and tunes pianos of all types.

12725 Old Meridian Street  
Carmel, IN 46032  
Phone: 317-575-9588  
www.Meridianmusic.com

**POOL**
Located on the sixth floor, our 50 x 17 foot heated, indoor swimming pool and whirlpool are available from 6:00 am to 10:00 pm, daily. Registered guests of the hotel can enjoy this facility complimentary.
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
Events will be posted on our reader board as you request. Please inform your Event Services Manager of your requirements.

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

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

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PRINTING SERVICES
The preferred vendor that has successfully worked with the hotel is Allegra Printing and Imaging. Contact information is listed below:

Allegra Printing and Imaging
1429 Sadlier Circle West Drive
Indianapolis, IN 46204
317-351-9477
www.allegracastleton.com

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PRODUCTION GUIDELINES
Your Event Manager will provide you with the hotel’s Production Resource Guide.
**PRODUCTION CREW MEALS**
Please contact your Catering/Event regarding production crew dining in the hotel employee cafeteria.

**PUBLIC TRANSPORTATION**
Conrad Indianapolis does not have a regular shuttle service. However, please consult your Event Services Manager to arrange transportation needs for your group.

**PYROTECHNICS**
For the safety of persons and property, no fireworks, smoke and fog machines or incendiary devices may be used indoors. You agree to indemnify us for any damage caused to any resort property as a result of drayage related to your event, whether caused by you, your agents, employees or contractors.

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.

**RADIOS/PAGERS/NEXTELS**
We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Catering/Event Manager for assistance.

**RECYCLING**
Conrad Indianapolis implements the TAG linen services, where a hanging towel means that a guest will be using the linen again, without it being washed. If a towel is on the floor, this means the guest would like the linen to be washed before re-use. This serve helps Conrad Indianapolis conserve thousands of gallons of water monthly.
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.

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REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with their in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next days use.

Should you require a larger area for an office, storage or hospitality, please contact 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.

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RESTAURANTS/LOUNGES

![The Capital Grille Logo]

**Breakfast:**
Monday – Sunday
6:30 am – 10:30 am

**Lunch:**
Monday - Sunday
11:30 am – 2:30 pm

**Dinner:**
Sunday - Thursday
5:00 pm - 10:30 pm
Friday - Saturday
5:00 pm - 11:00 pm

**Lounge:**
Monday – Friday
11:30 am – to Close
Saturday - Sunday
5:00 pm to Close

For Reservations, call: 317-423-8790
Located on ground level; Wine Bar with Tapas Menu

**Monday - Thursday**
11:00 am to 12:00 am

**Friday & Saturday**
11:00 am to 1:00 am

**Sunday**
11:00 am to 11:00 pm

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

RESTROOMS
The restrooms in the hotel are for guests only. The guests can either be from our hotel or The Capital Grille. There are public restrooms in all restaurants and at the Circle Centre Mall.

RIGGING
Conrad Indianapolis does not have ballroom rigging points. Please consult your Catering/Events Service Manager for other details.

RESUMES
Your Catering/Event Manager will prepare a full resume to be sent out to the hotel staff approximately 10 days prior to the group’s arrival. Should you have specific information that should be shared with the Conrad Indianapolis team, please be sure to include it in your meeting specifications or advise your Catering/Event Manager so they can be sure all the specific and individual details of your event are shared with the staff.

ROPES AND STANCHIONS
Ropes and Stanchions

- 8 pairs of stanchions with connecting rope.

For more information on banquet equipment, please see your Catering/Event Manager
ROOMING CODES/ROOMING LISTS
The following are the room category and special service codes that are utilized by the hotel’s reservation department. It will assist us greatly if you use these codes on the rooming lists you send to the Conrad Indianapolis.

- K1D- King Bed Deluxe Room
- D2D- Double Bed Deluxe Room
- D2DRC- Double Accessible Deluxe
- K1KRU1- Corner Suite
- K1E- Executive Suite
- RRERP- Executive Parlor
- K1ZRU1- Presidential Suite

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SAFES/SAFE DEPOSIT BOXES
We value your safety and the security of your personal property. We urge you to take advantage of the following recommendations:

- Safety Deposit Boxes

For your convenience and the safeguarding of your valuables, a complimentary safe is located in every guest room. Please feel free to utilize it to secure your valuables. It is large enough to fit a laptop computer. Additional safety deposit boxes are available on the first floor, at no additional cost. A fee of $150.00 will be charged for lost keys. Please contact Guest Services for additional information.

- Double Locks

For additional security, while in your guest room, please utilize the dead bolt on your door as well as the safety latch. This will prevent the door from being opened from the outside. A **Do Not Disturb** door hanger is also available for your added privacy.

- Admittance

Each room is equipped with a door viewer for your convenience. Do not admit unknown persons into your room without properly identifying them. Any concerns regarding a person’s identity should be conveyed to our Security Team. During special event weekends, additional security measures may be implemented to ensure the safety and privacy of our registered guests.

- Keys
Safeguard your room keys at all times. Should you misplace your key, notify a member of Guest Services. Proper identification is required in order to receive a new key. Please return your key to the front desk upon check-out. For added safety, a valid guest key is required to access the guest room floors via the elevator.

- Medical Emergencies  DIAL 9-1-1  

**FOR LIFE THREATENING EMERGENCIES, DIAL 9-1-1**

- Telephone Calls

Promptly report any suspicious or indecent telephone calls to our Security Team.

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

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

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

**Inbound Package Procedures**

- All inbound packages received at the hotel will be received via the loading dock shipping and receiving area. No packages/deliveries should be received at the front desk except once the shipping and receiving department has closed.
- All packages delivered must be signed for by the receiving person, either Guest/Bellperson/Concierge.
- Packages for guest will only be received up to 3 three days before their scheduled arrival. Package received for guest that cancel or no-show will be sent back to the original shipper at their expense.
• Refrigerated package can only be received 1 day prior to the guest arrival or scheduled meeting, due to hotel limitation on refrigerated space.
• Packages/skids for catering events will only be received 3 days prior to a scheduled event. All inbound packages/skids must clearly state the name of the event, date of event, catering managers name and on-site group contact name.
• Packages over 70 pounds will incur an additional handling charge of $10.00 per package. In-bound skids of any size will incur a handling charge of $50.00. These charges will be added to the catering event BEO. Groups sending over 10 packages will be charged $5.00 handling per package.
• The hotel will not be responsible for inbound packages/skids that are mis-addressed or delivered late due to improper addressing.

Outbound Package Procedures

• The hotel shipping vendor of choice is DHL.
• All packages must have a completed shipping form (Form U/S&H#1), attached, which can be obtained from the Shipping & Receiving Department.
• All packages that a guest is requesting to send out via any shipping company must have this form completely filled out before being accepted for shipping.
• The last scheduled pickup for overnight delivery is 5:00 pm Monday thru Friday.
• Any shipments that require the hotel to package will incur a $5.00 handling fee.
• Banquet & Catering events that ship outbound over 10 boxes will be charged $5.00 per box for handling. Skids that are shipped out will be charged a $50.00 handling fee.
• The hotel is not responsible for lost/mis-addressed or delayed shipments.
• The hotel is not responsible for damaged shipments.
• All packages for outbound shipping must be completely addressed and properly sealed and packaged.

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

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

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

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

**SHOE SHINE**
The hotel offers a complimentary shoe shine service. Our Concierge is available to pick up the shoes from the guest room to provide the service to our guests.

**SHOPPING**
Conrad Indianapolis is connected to the Circle Centre Mall via the Artsgarden which is located off the second floor of the hotel. The mall houses more than 100 stores including Nordstrom and Carson Pirie Scott. See Concierge for mall directory.

**SIGNAGE/BANNERS**

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

Only professional printed signage is allowed in the meeting 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. Hotel personnel must provide the labor to hang the signs at a fee of $125.00 - $250.00 each based on the size of the banner.
In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

SITE INSPECTION/PRE-PLANNING
The hotel provides complimentary room nights for site inspections and pre-planning visits on a space available basis. Please contact your Sales or Event Manager for details.

To ensure your complete satisfaction with our menus, tastings may also be arranged.

SMOKING
Conrad Indianapolis is primarily a non-smoking property. Smoking is permitted on the seventh floor and in outdoor designated areas only.

SOUND SYSTEM
Our sound system is a Media Matrix system with Muzak satellite radio feeds. Sound can be piped into the Vienna Ballroom (all together or all separate), meeting rooms, lobbies/hallways, and the restrooms on the second floor. Please contact your Event Services Manager with questions.

SPA
Hours of Operation: Monday - Friday 9:00 am - 9:00 pm
Saturday - Sunday 10:00 am – 7:00 pm
Reservations: 317-524-2515

Guests are offered the most comprehensive and personalized spa therapies and wellness services, including:

- Personalized massage, skin and hand-foot therapies, as well as a Vichy shower and hydrotherapy facilities
- The world-renowned skincare of Guerlain Paris™
- The patented Guerlain Methode for massage and beauty therapies
- Naturopathic Consultations with a Registered Dietician
- State-of-the-Art Footbath Lounge
• Exclusive access to Conrad Fitness, featuring Personal Training, Technogym® multisensorial cardiovascular and strength-training equipment, stunning lap pool and Jacuzzi with skylight ceiling as well as sauna and steam room facilities
• Complimentary valet parking for all Spa Chakra and Conrad Fitness guests

SPECIAL MEAL REQUESTS
Please consult with your Event Services Manager for any special meal requests. Conrad Indianapolis Chefs are pleased to accommodate your requests to the best of their abilities.

SPORT
*Sustainable Property Operations Results Tracking*
SPORT is an integrated, performance based system, built into our HEAT system that looks at all of the key focus areas in terms of sustainability and operational best practices.
Your Catering/Event Manager can share detailed information.

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

SUITES
Corner Suite
Enjoy the view from our Corner Suite, which offers the same comfort and upscale amenities as our Deluxe King Bed guest rooms, and also features an adjoining living area with an additional 42'' flatscreen HD plasma TV and a parlor bathroom for your visitors.

Executive Suite
Exclusive and discreet, this parlor-like suite features a brilliantly appointed living room with lounge seating and a lavish dining room for six, complete with a pendant chandelier. Designed for effortless living,
the suite provides a wide range of sophisticated amenities including an oversized work desk, high speed internet access, 42” flatscreen television in both the parlor and guest room and an additional television is located in each bathroom. The Executive Suite features a plush king size bed that has a connecting double bed guest room upon request.

**Presidential Suite**
Conrad Indianapolis' Presidential Suite is designed to place guests in a home away from home with spacious accommodations including a sitting area, enhanced bar service area, private powder room, kitchen, dining room, luxurious marble bathroom with an oversized soaking tub, and an office area. Whether guests enjoy the Presidential Suite as a luxurious getaway or a site for intimate gatherings, the upscale amenities, including remote-controlled blinds and state-of-the-art technology, have guests living in true luxury.

**SUNRISE/SUNSET**

The following table shows the average time for sunrise and sunset in Indianapolis on a monthly basis.

<table>
<thead>
<tr>
<th>Month</th>
<th>Sunrise</th>
<th>Sunset</th>
</tr>
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<tbody>
<tr>
<td>January</td>
<td>8:00 am</td>
<td>5:45 pm</td>
</tr>
<tr>
<td>February</td>
<td>7:45 am</td>
<td>6:30 pm</td>
</tr>
<tr>
<td>March</td>
<td>8:00 am</td>
<td>8:00 pm</td>
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<tr>
<td>April</td>
<td>7:00 am</td>
<td>8:30 pm</td>
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<tr>
<td>May</td>
<td>6:30 am</td>
<td>9:00 pm</td>
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<tr>
<td>June</td>
<td>6:15 am</td>
<td>9:15 pm</td>
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<tr>
<td>July</td>
<td>6:30 am</td>
<td>9:15 pm</td>
</tr>
<tr>
<td>August</td>
<td>7:00 am</td>
<td>8:45 pm</td>
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<tr>
<td>September</td>
<td>7:30 am</td>
<td>8:45 pm</td>
</tr>
<tr>
<td>October</td>
<td>7:45 am</td>
<td>7:00 pm</td>
</tr>
<tr>
<td>November</td>
<td>7:30 am</td>
<td>5:30 pm</td>
</tr>
<tr>
<td>December</td>
<td>8:00 am</td>
<td>5:20 pm</td>
</tr>
</tbody>
</table>

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

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

**TAXES**
The current Indiana State General Excise Tax is 7%. The current Indiana State Hotel Tax is 17% (includes state tax).

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

**TAXICABS**
Please contact our Concierge for information at 317-524-2551.

**TEAM MEMBER RECOGNITION**
Conrad Indianapolis recognizes team members in many different ways. One of the methods that our partners, customers and guests can assist is through survey responses. Each meeting planner will receive an electronic Voice of the Customer survey following the conclusion of the meeting. By responding to this survey and recognizing team members are honored and acknowledged for going above and beyond in their jobs.

In addition to Voice of the Customer, Conrad Indianapolis guests will each individually receive a survey we refer to as SALT (Satisfaction and Loyalty Tracker). This is another opportunity for our customers to share their experiences that help our staff learn, grow and get recognized for a job well done.
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.

DID Lines
The installation fee is $125.00 plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

DID Lines
The following are enhancements that can be added to a DID Line: Speaker Phone at $210.00 per day, hardware rental only, price does not include phone line.

T1 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 (14) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines. The fee is subject to current rates and availability.

Internet Access
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Device0s - The set-up fee is $100.00 for up to 13 personal computers, $75.00 for 14-22 computers, and $60.00 for 23 or more computers.

Guest Room Calls

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room Local</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
<tr>
<td>800/888/8xx toll free Long Distance</td>
<td>9+1+Number Toll Free</td>
<td>1st 60 min. $.10 per minute</td>
</tr>
<tr>
<td>International (by country)</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator assisted rate less than 50%</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 at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. Time Warner Telecom is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier.

Direct Complaints to:
Federal Communications Commission, FCC Enforcement Division; CCB Room 6202; Washington, DC 20554.
State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223
800-342-3377

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

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

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

**Integrated Services Digital Network (ISDN)/T1 Speeds**
128kb lines for Internet access $ 
Higher speed ISDN lines available (Inquire)
1.5 megabyte (options) (Inquire)

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

**TENTS**
The preferred vendor that has successfully worked with the hotel is A Classic Party Rental.

1333 East 86th Street
Indianapolis, IN 46240-1909
317-251-7368
www.aclassicpartyrental.com

THEME PARTIES
Preferred vendors that have successfully worked with the hotel are listed below for your reference.

Accent on Indianapolis
233 South McCrea Street
Suite 501
Indianapolis, IN 46225
317-632-8687
FAX: 317-632-5848
www.accentindy.com

TOURS/SIGHTSEEING
For information about tours and activities in Indianapolis please contact the Concierge Department.

TRASH REMOVAL
Conrad Indianapolis banquet and housekeeping staff remove trash nightly from the meeting rooms. Please be sure to let your Catering/Event Manager know if items should be left for the duration of your meeting in order to ensure items are not inadvertently discarded.

TUXEDO/FORMAL WEAR
DC Designers Tux Shops www.dctux.com
Nordstrom – www.nordstrom.com
**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. Please discuss any specific requests with your Event Services Manager.

[Back to Resource Information]

**WEATHER**
Depending on the season, the weather at Conrad Indianapolis varies from a low of below 0 degrees to a high of 95 degrees. Before visiting Conrad Indianapolis we recommend that guests check the local listings to determine the weather conditions.

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**WHEELCHAIRS**
Our Concierge is able to provide guests with a wheelchair upon request.

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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>Location</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christ Church Cathedral</td>
<td>125 Monument Circle</td>
<td>317-636-4577</td>
</tr>
<tr>
<td>St. John the Evangelist Church</td>
<td>126 West Georgia Street</td>
<td>317-635-2021</td>
</tr>
<tr>
<td>Saint Peter &amp; Paul Cathedral</td>
<td>1347 North Meridian Street</td>
<td>317-634-4519</td>
</tr>
<tr>
<td>Redeemer Presbyterian Church</td>
<td>1505 North Delaware Street</td>
<td>317-238-5487</td>
</tr>
<tr>
<td>Holy Trinity Greek Orthodox</td>
<td>Church</td>
<td>317-283-3816</td>
</tr>
<tr>
<td>Holy Trinity Greek Orthodox</td>
<td>Church</td>
<td>4011 North Pennsylvania</td>
</tr>
<tr>
<td>St. Mary’s Catholic Church</td>
<td>317 North New Jersey</td>
<td>317-637-3983</td>
</tr>
</tbody>
</table>
ZIPOUT 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 the zip check-out extension on your phone to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellmen’s desk.