Meeting & Event Resource Guide

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

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

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

**Hilton Miami Airport**
5101 Blue Lagoon Drive
Miami, Florida 33126
T: 305-262-1000 | F: 305-265-3883
[www.hiltonmiamiairport.com](http://www.hiltonmiamiairport.com)
General Information

- **Hotel Overview:**
The Hilton Miami Airport hotel in beautiful Miami, FL, delicately blends the flavors of Miami with a convenient location and a "splash" of tropical beauty. Only a brief seven-minute complimentary shuttle ride from Miami's International Airport, our hotel is within fast reach of all of Miami's exciting areas, including downtown Miami, Coconut Grove, Coral Gables, and South Beach, FL.

- **Guest Room diagrams with specifications:**
Comfort is King at the Hilton Miami Airport. Our plush guest rooms, spacious in size at 279 square feet, allow our guests to experience ultimate relaxation. A soothing sense of tranquility is easy to find in our King or Double/Double rooms, set apart from the busy city pace on breeze-whipped Blue Lagoon.

At our hotel you'll find everything you need for the perfect stay, with in-room movies, mini-bar, hair dryer, coffeemaker, state-of-art alarm clock, and cable television with premium channels. An ergonomic chair and business-friendly desk offer convenience and comfort while working away from home, or for corresponding with friends and family.

- **Suite Information and Descriptions:**
Treating yourself to one of our suites means granting yourself a delightful indulgence. Ample 535 square foot suites await you with a secluded bedroom set away from a well-appointed living room. Most suites come with a spacious balcony, each with a tropical vista of the surrounding lagoon and steamy Miami sky. Gorgeous suite bathrooms are specially presented with enhanced bathroom fixtures and amenities, and, for your utmost indulgence, our plush 100% cotton bathrobes and an oversized Roman bathtub. Our suites have been planned with those important details in mind. A stay in one of our suites allows you to soak in the best of what our hotel has to offer.

- **Dining Information with Restaurant Descriptions:**

  - **Coral Cafe**
  A casual atmosphere greets guests at our all day dining restaurant centrally located in our main Lobby. À la carte menu items are available for breakfast, lunch, and dinner. A hearty breakfast buffet is served each morning.
  Open for: Breakfast / Lunch / Dinner
  Attire: Casual

  - **The Cove**
  A fun, casual lounge featuring premium liquors, fine wines, tropical beverages and an assortment of creative culinary options.
  Open seven days a week from 3:00 p.m. until 12:00 a.m.
  Attire: Business Casual
Blue Lagoon Saloon
Join us for casual dining under warm Miami skies at our poolside Blue Lagoon Saloon. Relax by our 3,000-square-foot outdoor pool or whirlpool with your favorite tropical drink, and satisfy your appetite for something light, tasty, and fresh with one of our grilled sandwiches or salads.
Open for: Lunch and Dinner Thursday - Sunday
Attire: Casual

Room Service
Enjoy delectable cuisine in the comfort of your sleeping room. We offer a wide range of dining options, including our full-service in-room dining menu available until midnight and our “Late Night Express” menu, available from midnight until 6:00am.
Room service is available 24 hours a day.

Café Express
Open daily from 6:00 AM to 3:00 PM providing breakfast, lunch & dessert items to go.

- Hotel Shop(s) Information
  Our Avenues Gift Shop is open from 7 AM to 11 PM.

Function Space and Banquets
- Function Space Diagrams with specification
• Catering Menu’s available upon request

Resource Information
• Hotel specifics listed alphabetically

Forms (as appropriate)
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• Credit Application
• Credit Card Authorization
• Electrical Form
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• Phone Form
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• Room Re-Key Form
• Shipping Form
FUNCTION SPACE AND BANQUETS

- Catering Menu’s available separately.

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Kosher
Labor
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
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Loading Dock
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Medical Facilities/Services
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Newspapers/Publications
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Post Event Report
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Pre-Convention Meeting
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Site Inspection/Pre-planning
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Spa
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Weather
Wheelchairs
Wired Payment
Worship Services
Zip-Out Checkout

**ADVERTISING OPPORTUNITIES**
The hotel offers groups and their affiliates, opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Service 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

**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>
</tr>
<tr>
<td>Air India</td>
<td>1-800-223-7776</td>
</tr>
<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>
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<tr>
<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
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<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>
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<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>
</tr>
<tr>
<td>Jet Blue</td>
<td>1-800-235-8038</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>
</tr>
<tr>
<td>Singapore Airlines</td>
<td>1-800-742-3333</td>
</tr>
<tr>
<td>Southwest Airlines</td>
<td>1-800-435-9792</td>
</tr>
</tbody>
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United Airlines 1-800-521-0810
US Air 1-800-428-4322
Virgin Atlantic 1-800-862-8621

Airport Information
The nearest airport is the Miami International Airport located 3 miles, approximately 7 minutes from the Hilton Miami Airport Hotel.

Complimentary shuttle service is available every 20 minutes from 5:00 AM to 1:00 AM daily. The shuttle will pick up on the departure level (upper level) only.

AMENITIES
The Room Service Department is happy to service your group’s 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, gratuity, and delivery fee. Room service gratuity is currently 22%. For a standard delivery, the fee is $5.00.

Standard Amenities
Fruit Basket (whole fruit) $20.00
Deluxe Fruit Basket $30.00
Cheese Platter $35.00
Fruit Platter (sliced fruit) $30.00
Turndown Amenity (chocolates display with Baileys and Kahlua) $30.00
Romance Package (chocolate & wine) $30.00
Kids Basket $30.00
Add a bottle of house wine with each amenity for $32.00

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.

AUDIO/VISUAL
Presentation Services, our audio-visual company, brings over 40 years of experience in the field of audio visual to your meeting at the Hilton Miami Airport may be reached by dialing 305-262-9292.
AUTOMATED TELLER MACHINES
There is an ATM conveniently located in the lobby. There are also ATM locations in Miami at all major bank locations and at Miami International Airport.

BABY-SITTING SERVICES
The Hilton Miami Airport does not provide babysitting service.

BANKS: LOCAL BANKING INSTITUTIONS.
Citibank
7795 West Flagler Street
Miami, Florida 33144
305-261-1532
www.Citibank.com
9:00 AM – 5:00 PM

Washington Mutual
10495 NW 12th Street
Miami, Florida
305-539-1076
Hours of operation>9:00 AM -6:00 PM

Wachovia Bank
72000 NW 19th Street.
Miami, FL 33126

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

Standard Brands
Smirnoff Vodka
Dewar’s Scotch
Jim Beam Bourbon
Seagram's 7 Whiskey,
Bacardi Rum
Montezuma Tequila
Beefeater Gin

Premium Brands
Absolut Vodka
J. W. Black Scotch
Jack Daniels Bourbon
Crown Royal Whiskey
Bacardi Rum,
Jose Cuervo Gold Tequila
Tanqueray Gin

**Cordials**
Sambuca Romana
Frangelico
Kahlua
Amaretto Di Soronno
Bailey’s Irish Cream
Benedictine
B& B

**Imported Beers:**
Heineken and Amstel Light

**Domestic Beers:**
Miller Lite and Budweiser

**CALIFORNIA WINES**
Copperidge
Chardonnay
Cabernet Sauvignon
White Zinfandel

**Non-Alcoholic Beverages**
Oduuls Beer
Martinelli’s Sparkling apple cider

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

*Please note the hotel does not carry the following items:
  • 8’X18” classroom tables and 8’X30” tables

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

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

STANDARD BANQUET TERMS AND CONDITIONS
1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE: The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Event Order (“EO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the EO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.

2. GUARANTEE OF ANTICIPATED REVENUE: At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 5% more than this guaranteed minimum.

3. LABOR CHARGE: If the guaranteed number for your event is less than 25 persons, we will add a $50.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.

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

5. GRATUITY & SERVICE CHARGE: 22% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bus persons and/or bartenders assigned to the Event.

6. PRICE INCREASES: There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.

7. SET UP CHARGES. Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel’s inventory, then you agree to pay for the cost
of renting this additional equipment. You agree to indemnify us for any damage caused to
any Hotel property as a result of drayage related to your event, whether caused by you,
your agents, employees, or contractors.

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

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

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

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

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

BELL SERVICES
Our bell services department is responsible for the movement of your luggage and the
delivery of all non-food and beverage amenities. Porterage charges will be set forth in
your contract. The current rate is $8.00 per person, plus state tax, and is subject to
change. Departure notices and bag pulls should be coordinated with our Event Manager.
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.

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

BUSINESS CENTER
For your business convenience, leave bulky business equipment at home - we offer many business services!

Open 24 hours, self-service with a valid credit card.
- Computer Workstations
- Printers
- Fax Machines
- Photo Copying Service
- Office equipment rental
- Scanner

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

Kinkos
2417 Ponce De Leon Boulevard,
Coral Gables, FL 33134
(305) 445-2208
Fedexkinkos.com
Hours of operation 24 hours

BUS/BUS COMPANIES
Miami Jet Tours
12805 NW 42nd Avenue
Opa Locka, FL 33054
786-351-2355
E-mail: rafael@miamijettours.com

Key Transportation
199 NW 79th Street
Miami, FL 33150
Ph: 786.363.2651/ 786.368.7525
E-mail: mlopez@key-transportation.com
Worldwide Limousines
Ph: 305.271.4900 / 877.809.5466
E-mail: julio@worldwide-limo.com

CAR RENTAL AGENCIES
Following is the Hilton Miami Airport’s preferred company, their location, and contact number.

Hertz Rent-A-Car      800-654-3011
Local phone number:  305-265-3864
Location:             Hilton Miami Airport

*CASH PAID OUTS
A maximum of $2000.00 is allowed as cash paid out.

*CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Miami Airport will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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.

CHANGING FACILITIES/DAY USE
There is a half-day rate charge for day use rooms. The hours of guest room availability for day use will depend on occupancy of the hotel.

*CHECK CASHING PRIVILEGES
Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest’s name and address and made out to the Hilton Miami Airport. Identification may be required. The maximum daily amount is $100.00

CHECK-IN AND CHECKOUT
Hotel check-in is 3:00 p.m., and checkout is 12:00 p.m. (All guests arriving before 3 p.m. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)
**Early Departure**
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $50.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

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

**Satellite Check-In**
Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 5 days in advance of major arrival. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

**Zip Checkout**
With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or pressing the Zip Out button on the phone to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

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

**COFFEE MAKER**
All of our rooms are equipped with a Cuisinart coffee maker.

**COMMUNITY OUTREACH**
The Hilton Miami Airport participates in a blood drive several times per year, March of Dimes, Ground Hog Shadow Day (high school kids shadow a manager for the day), United Way and Kids in the Power of Work.

**CONCIERGE**
The concierge desk is opened 24 hours per day and provides assistance with baggage, offsite dining, transportation, local tours and direction.

**CONVENTION CENTER**
Miami Beach Convention Center
1901 Convention Center Dr,
Miami Beach, FL 33139
305) 673-7311
www.miamibeachconventioncenters.com
Travel: 20 minutes
Approximate Taxi Cost $30.00

CORKAGE
Alcoholic beverages are not allowed to be brought into the hotel. The guest must purchase their beverages from the hotel.

CREDIT CARDS
The Hilton Miami Airport accepts most major credit cards including American Express, Visa, Mastercard and Discover.

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 the Foreign Currency Exchange Corporation: Japanese Yen, Canadian Dollars, Euros, Australian Dollar, Bahamian Dollar, Cayman Island Dollar, Hong Kong Dollar, Jamaican Dollar, Singapore Dollar, Switzerland Franc, Saudi Arabia Riyal, Mexico Peso, China Yuan, Sweden, Demark and Norway Croner, English and Scottish pound.

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

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.

Deco Productions
7711 West 22\textsuperscript{nd} Ave
Hialeah, FL 33016
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.

DIRECTIONS TO THE HOTEL
HILTON MIAMI AIRPORT HOTEL
5101 BLUE LAGOON DRIVE
MIAMI, FL 33126
PHONE (305) 262-1000

FROM SOUTH MIAMI/HOMESTEAD: US 1 North to S.R. 826 North (Palmetto Expressway). Exit on S.R. 836 East (Dolphin Expressway) to 57th Avenue (Red Road). Make your first left at the traffic light (Blue Lagoon Drive) and continue to the end of the road.

FROM NORTH MIAMI/EASTERN BROWARD: I-95 South to S.R. 836 West (Dolphin Expressway). Exit on 57th Avenue (Red Road). Make your first left at the traffic light (Blue Lagoon Drive) and continue to the end of the road.

FROM MIAMI LAKES/HIALEAH: S.R. 826 (Palmetto Expressway) South to S.R. 836 East (Dolphin Expressway). Exit on 57th Avenue (Red Road). Make your first left at the traffic light (Blue Lagoon Drive) and continue to the end of the road.

FROM MIAMI BEACH: I-395 (MacArthur Causeway) to S.R. 836 (Dolphin Expressway) East. Exit on 57th Avenue (Red Road). Make your first left at the traffic light (Blue Lagoon Drive) and continue to the end of the road.
DOCTORS ON CALL
The Hilton Miami Airport uses a service that provides information on doctors that make house calls. The number is 305-528-2720

DRUG STORES
There are several drug stores in the city of Miami the 2 closest stores are CVS and Walgreens

DRY-CLEANING – See Laundry/Valet
Laundry services are available by dialing extension 64. Garments picked up prior to 9:00 a.m. are returned to guests by 7:00 p.m. the same evening. Garments picked up after 9:00 a.m. will be returned the following day by 7:00 p.m.

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

e-EVENTS
Hilton Family’s online booking channel for small groups and meetings. With e-Events you can book a meeting room, food & beverage, audio/visual equipment and up to 25 guest rooms immediately for your next group event without submitting an RFP or waiting for a response with availability and pricing. Subject to availability.

To book via e-Events, click here or go to: www.miamiairport.hilton.com/e-events

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.

ELEVATORS
The Hilton Miami Airport hotel has 4 guest elevators located just beyond the front desk on the south side.

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

- The hotel internal emergency number is 66.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 66 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
Our Security Department, as well as all Managers on Duty, 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: Metropolitan Hospital – 5 minutes
Nearest hospital: Metropolitan Hospital

ENTERTAINMENT
The Hilton Miami Airport has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 9 a.m. and end no later than 12 a.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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

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

FAX MACHINES
There is no charge for incoming fax at the front desk

FAX NUMBERS
For Guests: 305-267-0038
Catering/Event Services office: 305-265-3910
Sales office: 305-265-3883
Reservations office: 305-261-6769

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.

Fog machines, lasers and fireworks are not allowed.

**FITNESS CENTER**
Enjoy 24- hour complimentary access with your room key to our fitness center.
All equipment is state-of-the –art by Precor.

**Hours of Operation:**
24 hours
**FLAGS**
Our Banquet Department currently has 2 United States flags and one Florida State flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

**FLORAL/FLORIST**
Floral Solutions is our florist featuring a wide variety of flowers and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 9:00 a.m. to 5:00 p.m. daily. Please contact Glenis Carvajal at 305-597-0344 for further information, or consult your Catering/Event Manager for assistance with a proposal for your special event.

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

**FREIGHT ELEVATOR**
The Freight Elevator services the mezzanine level. The Mezzanine Level stop provides easy access to the 16 breakout rooms located on that level

**GENERAL MANAGER**
Raul Aguilera joined the Hilton Miami Airport in the month of May 2009 as General Manager. He is thrilled to welcome your group to the Hilton Miami Airport and is available as needed.

**GIFT CERTIFICATES**
A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase through the Sales Office and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops. Please contact your Catering/Event Manager for further details.

**GIFT IDEAS**

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

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

http://www.waldorfcollection-hotelsathome.com/home.html - The Waldorf Collection
GOLF COURSE INFORMATION
There are several golf courses within a few mile radius of the Hilton Miami Airport. The concierge can arrange tee times at the golf course of your choice. Prices vary with individual courses

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 - $3.00-5.00 per day, Bellman - $2.00 per bag and discretionary for above and beyond services provided for you. Disclosure: all gratuities not outlined in the contract are discretionary.

GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)
Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

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

GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Hilton Miami Airport has a bus loading and unloading area. It is also conveniently located near the ballrooms and meeting rooms.

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

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

GUEST ROOMS
The hotel’s current bedding breakdown is as follows: 171 King; Double/Doubles 323

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

Hilton is pleased to present “The Serenity Collection”, today’s premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night’s sleep? Visit www.pacificcoast.com to order your own Serenity bed.
**GUEST ROOM DELIVERIES**
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - $1 per envelope; deliveries inside the room - $2

**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up a house phone and dial extension 30. A hotel operator will direct your needs to the appropriate hotel contact.

**HAIR SALON**
Not available on property.

**HOSPITALITY DESKS**
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in Landau Foyer 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 FUNCTIONS**
There are 6 hospitality suites available for groups up to 30 people.

**HOTEL FACTS/HISTORY**
The following is a fact sheet for the Hilton Miami Airport:

Location: Miami, Florida 33126
Address: 5101 Blue Lagoon Drive
Telephone: 305-262-1000
Facsimile: 305-267-0038
Reservations: 1800-HILTONS
Website: http://www.emarketing360.com/hilton/miami/miaf/
Developer: Hospitality Concepts Portfolio Associates
Managed By: Hilton
Grand Opening: 1984
Last Renovation: 2006
Architects: Cortland Morgan A
Employees (300 Full-Time, 500 Part-Time including banquet on call personnel)
The Hilton Miami Airport is a 3 star hotel which has received the **Best Overall Performance Award for 4 consecutive years by Hilton Hotels Corporation.**
HOUSEKEEPING
Daily housekeeping services, which consists of general cleaning, take place between 8 a.m. and 4:30 p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

The suggested housekeeping gratuity is $5.00 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 (free) and rollaway beds ($20 onetime charge). Please note there is a maximum of four persons (including children) allowed per room.

Turnaround service is provided to Gold and Diamond members as well as VIP guests.

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, 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 open 24 hours a day for breakfast, lunch, dinner, snacks and beverage service with a limited menu after midnight. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 2225 in-house.

A variety of amenities are also available through room service.
Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of $2.00 per order.

**INTERPRETATION/TRANSLATION SERVICES**
Precision Translating Services Inc  
150 West Flagler Street  
Suite 1450, Miami, FL 33130  
305-373-7874  
generalmail@pretran.com

**INTERNET SERVICES**
The Hilton Miami Airport provides Internet Services in the guest room @$9.95 per 24 hours. Hilton 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 you will 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**
The Hilton Miami Airport Managing Committee consists of the following people:
- General Manager: Raul Aguilera, 3850
- Director of Finance: Ned Taljic, 3856
- Director of Front Office: Delondo Lemon, 3808
- Executive Chef: Bret Hines, 3844
- Director of Housekeeping: Lucas Theophilus, 3842
- Director of Engineering: Joe Alvarez, 3835
- Director of Sales and Marketing: Cecilia Orbegozo, 3821
- Director of Catering: John Lyons, 3817

**KIOSKS (IF APPLICABLE)**
The Hilton Miami Airport offers kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout. Boarding passes for domestic flights can also be printed at the kiosks.

**KOSHER**
The Hilton Miami Airport does not have a dedicated Kosher kitchen but can provide Kosher meals upon request. Please ask your Catering/Event Manager for kosher suggestions.
LABOR
The Hilton Miami Airport is a non-union hotel.

LAUNDRY/VALET – SEE DRY CLEANING
Complete laundry services are also available by dialing extension in-house. Garments picked up prior to 9 a.m. are returned to guests by 6 p.m. the same evening. Garments picked up after 9 a.m. will be returned the following day by 5 P.M.

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

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Royal Limousines is our preferred service and can be reached at 305-442-1414. The concierge can also arrange limousine transfers and can be reached at extension 64.

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                  Tablecloths
White, green & red       White and dusty rose

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

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

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

LOADING DOCK
The loading dock is located at the back of the hotel. The hours of operation are from 8:00 a.m. –4:00 p.m. and daily. There are no deliveries or load-in/load out between the hours of 5:00 p.m. and 7:00 a.m. Please refer to The Exhibit Resource guide for details.

Dimensions:
2 Bays  19’8” wide
       31’ Tall
Doorway 7’1” Wide

Clearance to Service Elevators
Blast Header 7

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LOCAL INFORMATION
- Parrot Jungle- www.parrotjungle.com
- Dolphin Mall- www.shopdolphinmall.com -we offer complimentary transportation
- Miracle Mile/Coral Gables- www.shopcoralgables.com
- Merrick Park- www.villageofmerrickpark.com
- Bayside Marketplace- www.baysidemarketplace.com
- Miami Art Museum- www.miamiartmuseum.org
- Historical Museum of Southern Florida - www.historical-museum.org
- Venetian Pool- www.venetianpool.com
- Miami Metro Zoo- www.miamimetrozoo.com
- Coconut Grove Playhouse- www.cgplayhouse.com
- Actors Playhouse- www.actorsplayhouse.org
- Vizcaya- www.vizcayamuseum.org
- Strike Miami- www.strikemiami.com

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

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

MANAGER ON DUTY (M.O.D.)
For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 0.
MAIL SERVICES
Stamps are for sale at the front desk and gift shop, and our Concierge offers shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest FedEx. The Concierge desk will offer assistance for this service.

The United States Post Office located at 2200 Northwest 72nd Avenue, Miami, FL 33152 and can be reached at (305) 470-0239 their hours are 9:00 a.m. – 5:00 p.m. weekdays, and 9:00 AM a.m. – 2:00 p.m. on Saturdays.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Urgent Care/Emergency Room
- Metropolitan Hospital
  5959 Northwest 7th Street,
  Miami, FL 33126
  (305) 264-1000
  Opened 24 hours

MEETING ROOM CAPACITIES
Whether you’re planning a meeting for 10 or a large convention, the Hilton Miami Airport has a beautiful meeting room for your event. The hotel features over 30,000 square feet of newly renovated, flexible meeting space with 2 ballrooms including our 9,600 square foot International Ballroom, a pre-assembly area over 4,600 square feet, and 17 additional independent meeting rooms. For the perfect wedding, social affair, or fundraising dinner, the International Ballroom will host up to 840 guests. Our unique Cove Ballroom overlooking the tropical lagoon is perfect for a dinner up to 280 people.

We have the ability to accommodate a wide range of functions from board meetings for 10, to conventions of up to 1000 delegates, and offer the latest in technology including high-speed internet access and wireless high-speed access in designated areas.

Let our professional staff share their expertise and assist you in planning a most successful event. To plan your next meeting or event, call our Sales Department at (305) 265-3800.

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 $2.00 per item/per move.
MEETING ROOM RENTAL
Meeting rental ranges from $300 and up based on the size of the room and time. Prices are negotiable.

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

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

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

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

NEWSPAPERS/PUBLICATIONS
Newspapers available in our gift shop store are:

Miami Herald
New York Post
They are delivered to the gift shop at 8 a.m. daily.

The USA Today is delivered to guest rooms seven days a week

OFFICE EQUIPMENT/SUPPLIES
The in-house audio visual company offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.

Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group’s needs with the Business Center or with your Catering/Event Manager.

PACKAGE ROOM
The hotel has limited room for storing packages. Please ship packages no earlier than 3 days prior to group’s arrival
Back to Resource Information

PARKING
The Hilton Miami Airport offers both valet and self-parking. Valet parking is $20 for up to 8 hours or more. Self-parking is $15.00 per day.

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

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

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

PETS (POLICY)
Service animals are always welcome and must be accommodated.
We are a pet friendly hotel. There is a onetime non refundable charge of $75 for cleaning. Only standard rooms are available

POOL
Three thousand square foot geometrically shaped pool and 8040 square foot pool deck surrounded by water.

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.

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.

POSTING OF EVENTS
Janis Board is located in the lobby, the mezzanine landing and outside each meeting room to post your events.

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

PRINTING SERVICES
For large quick printing or copying jobs, we recommend calling:
Kinko’s
2417 Ponce De Leon Boulevard
Coral Gables, FL 33134
305) 445-2208
Fedexkinkos.com
Hours of operation 24 hours

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

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

PUBLIC TRANSPORTATION
There is limited bus service to Miami from the hotel. Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport.

PYROTECHNICS
None allowed.

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

RECYCLING
The hotel recycles paper daily.

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

REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in Landau 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 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.

**RESERVATIONS**  
RESERVATIONS AUTOMATED PROCESSING  
INPUT AND DELIVERY SYSTEM  
Expedited reservation processing straight from your rooming list into our system.  
- Eliminates dual entry process  
- Accurate and efficient reservations  
- Supports 3rd Party Clearinghouses  
- No charge – it’s FREE

**RESORT FEE**  
The Hilton Miami Airport does not charge a resort fee

**RESTAURANTS/LOUNGES**  
The Coral Café offers dining in a casual atmosphere, serving breakfast, and a-la-carte lunch and dinner daily. The Coral Café is famous for quality and value. 7 days per week 6:30 AM to 11:00 PM daily

The Cove is a fun, casual lounge featuring premium liquors, fine wines, tropical beverages and an assortment of creative culinary options. Open seven days a week from 3:00 p.m. until 12:00 a.m.

Café Express is opened from 6:00 AM to 3:00 PM daily offering snacks throughout the day

Blue Lagoon Saloon - A poolside bar and grill specializing in grilled sandwiches and tropical drinks. Weather permitting

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

**RESTROOMS**  
Public restrooms are located in the following areas:  
International Ballroom area  
By the restaurants  
On both wings of the mezzanine level  
By the pool

**RESUMES**  
The event manager will customize a resume for each group.

**RIGGING**  
Rigging is available at this hotel through our in house audio visual company PSAV.
**ROBES**
Robes are available in all our suites on the executive floors and on the HHonors floors.

**ROPES/STANCHIONS**
Ropes and Stanchions
- A limited number of stanchions with connecting rope are available.

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 reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Miami Airport.

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcove Double (39)</td>
<td>D2RRA</td>
</tr>
<tr>
<td>Accessible King</td>
<td>K1RRRC</td>
</tr>
<tr>
<td>Accessible Double</td>
<td>D2RRC</td>
</tr>
<tr>
<td>Mini Suites (King)</td>
<td>K1MRU1</td>
</tr>
<tr>
<td>Parlor</td>
<td>RPPRP</td>
</tr>
<tr>
<td>Townhouse (1337/1437 and 1338/1438)</td>
<td>K1TRB1</td>
</tr>
<tr>
<td>Staff</td>
<td>STAFF</td>
</tr>
<tr>
<td>Complimentary</td>
<td>COMP</td>
</tr>
<tr>
<td>1 King Bed / 1 Bedroom Suite</td>
<td>K1RRU1</td>
</tr>
</tbody>
</table>

ROH - Run of House - Includes a variety of scenic views in the following categories: east view (lake view) or west view (Airport), based upon availability.

**SAFES/SAFE DEPOSIT BOXES**
The Hilton Miami Airport has 160 safety deposit boxes. They can be reserved at the front desk.

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

**SHIPPING AND RECEIVING**
1. MATERIAL SHIPPING, RECEIVING AND HANDLING: Following is an outline of the specific details of our Package Handling Procedures: These details itemize the standard services of receiving, storing, handling and shipping packages, along with
corresponding applicable fees:

- Your group will be granted a total receipt and delivery of up to 500 lbs. free of charge. For each additional 100 lbs. (over and above the free 500 lbs.), a fee of $50.00 will apply. Freight deliveries are accepted Monday-Friday – 7:00am-3:00pm only.
- Due to our limited storage facility, the hotel cannot accept large amounts of material or equipment any sooner than three (3) days prior to your meeting. Storage required more than three (3) days pre and/or post your meeting dates will be charged $1.00 per package, per day. When sending shipments to the hotel, please include the name and date of your event, as well as the on-site guest recipient.
- Pre-packaged materials shipped by the hotel will be subject to the applicable shipping rates, plus a 15% surcharge. Materials that the hotel packs and ships will be subject to the applicable shipping rates, plus 50 cents per pound.

2. **DELIVERIES: ANY MATERIALS BEING SENT TO THE HOTEL MUST BE MARKED AS FOLLOWS:**
   1. Hold for Arrival
   2. Complete Return Address
   3. Address of Hotel:
      Hilton Miami Airport
      5101 Blue Lagoon Drive
      Miami, FL 33126
      Attn: (Group Name)

**SHOE SHINE**
None available at this hotel

**SHOPPING**

 Hotel shops

 Avenues Gift Store

 Local Shopping

 Dolphin Mall
 11401 Northwest 12th Street,
 Miami, FL 33172
 (305) 365-7446
 [http://www.shopdolphinmall.com](http://www.shopdolphinmall.com)
 9:00 AM – 9:00 PM

 International Mall
 1603 Northwest 107th Avenue,
 Doral, FL 33172
 (305) 593-1775
 [http://www.simon.com](http://www.simon.com)
 9:00AM – 9:00PM
SIGNAGE/BANNERS
The Hilton Miami Airport takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

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

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of $30.00 each.

In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

SITE INSPECTION/PRE-PLANNING
The hotel will provide complimentary accommodation for site inspections and preplanning meeting based on availability

SMOKING
By Florida law, smoking is not permitted in the public areas including restaurants and bar. The Hilton has one designated smoking guest room floor.

SOUND SYSTEM
Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The in house Audio Visual Director can be reached at 305-262-9292

SPA
The Hilton Miami Airport does not have a spa.

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

STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Hilton Miami Airport. 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**
Rest among true comfort and luxury - select one of the Hilton Miami Airport’s stylish suites. Treating yourself to one of our suites means granting yourself a delightful indulgence. Ample 535 square foot suites await you with a secluded bedroom set away from a well-appointed living room. Every suite comes with a spacious balcony, each with a sensual tropical vista of the surrounding lagoon and steamy Miami sky. Gorgeous suite bathrooms are specially presented with enhanced bathroom fixtures and amenities, and, for your utmost indulgence, our plush 100% cotton bathrobes and an oversized Roman bathtub. Our suites have been planned with those important details in mind. A stay in one of our suites allows you to soak in the best of what our hotel has to offer.

**SUNRISE/SUNSET**
Sunrise is approximately 7:00 AM and sunset is approximately 7 PM.

**TAXES**
The current Florida State General Excise Tax is 7%. The current Florida State Hotel Tax is 13% (includes state tax).
All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities. There is also a 2% Tourism Development Tax added to all food and beverage.

**TAXICABS**
In Miami, there are numerous taxi companies available to our guests. The Hilton Miami Airport recommends Super Yellow Taxi at 305-888-7777

The standard rate for transfers from the Miami International Airport to the Hilton Miami Airport is approximately $20.00 plus gratuity.

**TEAM MEMBER RECOGNITION**
Catch Me at My Best

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

**House phones**
- Used for in-house only on a complimentary basis.

**DID Lines**
The installation fee is $130.00 plus the price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**DID Line Enhancements**
The following are enhancements that can be added to a DID Line:
Speaker Phone @ $25.00 per day, hardware rental only, price does not include phone line.
Voicemail capabilities @ $25.00 per week, enhancement price only, 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 guest should call Bellsouth directly to reserve this line. A minimum of 2 week notice is needed before the lines can be activated.

**Internet Access**

<table>
<thead>
<tr>
<th>Meeting Room Services</th>
<th>SSID: meetingroom</th>
<th>OnQ Posting Account</th>
<th>G/L Acct #</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Wired or Wireless Connections</td>
<td>$159.50</td>
<td>includes 10 Computer Connections / first day</td>
<td>HSIA - Meeting Rooms 02-06037</td>
</tr>
<tr>
<td>Basic service includes up to 10 computer connections in same room.</td>
<td>$129.50</td>
<td>includes 10 Computer Connections / additional days</td>
<td>HSIA - Meeting Rooms 02-06037</td>
</tr>
<tr>
<td>Hotel provides only basic assistance.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Workgroup Set-up Services
- Rental of cables, hub, misc.
- Professional set-up assistance.

<table>
<thead>
<tr>
<th>Guestroom Services</th>
<th>SSID: HHonors</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Wireless Connection</td>
<td>$4.95</td>
</tr>
<tr>
<td>Duration</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>24 hours from the time of purchase</td>
<td>HSIA - Guestrooms 02-06036</td>
</tr>
<tr>
<td>7 days from the time of purchase</td>
<td>HSIA - Guestrooms 02-06036</td>
</tr>
<tr>
<td>1 Hour from the time of purchase</td>
<td>HSIA - Guestrooms 02-06036</td>
</tr>
<tr>
<td>24 hours from the time of purchase</td>
<td>HSIA - Guestrooms 02-06036</td>
</tr>
<tr>
<td>7 days from the time of purchase</td>
<td>HSIA - Guestrooms 02-06036</td>
</tr>
<tr>
<td>Deposit refundable</td>
<td>HSIA - Other 02-06039</td>
</tr>
</tbody>
</table>

### Public Area (lobby)

SSID: HHonors

- Wireless Connection
  - $4.95 for 1 Hour from the time of purchase
  - $12.95 for 24 hours from the time of purchase
  - $77.70 for 7 days from the time of purchase

**Additional Services Available**

This is for clients that do not have wireless capabilities on their laptop and only work with SSID HHonors

- Wireless KIT
  - Please check for availability at the front desk
  - Deposit refundable upon return of KIT
  - $100.00

### 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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
<tr>
<td>$.10 per minute after 60 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>800/888/8xx toll free minutes</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60</td>
</tr>
<tr>
<td>$.10 per minute thereafter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long Distance</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>assisted rate less 50%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>assisted rate (by country)</td>
<td></td>
<td></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 Service.
Distance and Operator Services. Bellsouth 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. 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.

Video Teleconferencing

Video Teleconferencing can arranged in the International Ballroom, the Continental room, Boot Key Board room and Tavernier Long rooms.

TENTS

Please contact your Catering/Event Manager regarding rental of small tents. Large tents can be installed by the pool or garage. Tents are provided by Diamonette Contact is: David at 305) 592-1223

THEME PARTIES

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

TOURS/SIGHTSEEING

Tours and sightseeing can be arranged through the concierge desk

TRASH REMOVAL

Trash is removed daily including recycling.

VOICE MAIL

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

WEATHER

Depending on the season, the weather at the Hilton Miami varies from a low of 60 degrees to a high of 90 degrees. Before visiting the Hilton Miami Airport we recommend that guests check the local listings to determine the weather conditions.
**WHEELCHAIRS**
If a guest requires a wheelchair, the concierge has a total 4 wheelchairs which can be provided on a complimentary basis.

**WIRED PAYMENT**
If you would like to have payment wired.

**NAME OF COMPANY AS IT APPEARS:** HILTON MIAMI AIRPORT HOTEL

**BANK NAME:** Bank of America
**TAX ID** 26-1528462
**ABA#** 121 000 358
**ACCOUNT #** 12331-51380

**ADDRESS**  
1655 Grant Street  
Concord, CA 94520

**INTERNATIONAL WIRE TRANSFER**
**SWIFT CODE:** BOFAUF3N

**ZIP-OUT CHECKOUT**
With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial rip out button to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

**FORMS**

- Final PSAV list.pdf
- Meeting Capacity Chart.pdf
- Credit Card Authorization Form Sales 265-3885.pdf
- credit_application.pdf
- Microsoft Word - PHONEREQ.pdf
- Request for Hi speed.pdf
- Microsoft Word - Meeting Room Key Request.pdf