CONRAD, Miami

Meeting & Event Resource Guide

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

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

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

CONRAD, Miami
1395 Brickell Avenue
Miami, Florida 33131

Conradhotels.com
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GENERAL INFORMATION

Conrad Miami is located in a concave building of glittering glass and steel, in the heart of Miami’s vibrant Brickell Avenue district. Overlooking the sparkling city and Biscayne Bay, and within striking distance of South Beach, Coconut Grove, and Key Biscayne, this sleek downtown luxury hotel couldn’t be better placed.

The 203 guest rooms and 103 residence suites were stylishly created with the sophisticated traveler in mind, combining some of the finest services with high-tech facilities. Each guestroom, suite and residence is a haven of wall-to-wall comfort and convenience, with modern amenities and unparalleled views of the city and Biscayne Bay.

FUNCTION SPACE AND BANQUETS

- Over 20,000 square feet of meetings and event space
- Meetings Concierge available to assist with meeting details
- Ergonomic chairs and trek tables available for up to 165 people.
- Business Centre, located in the heart of the Level 3 meeting space, featuring Mac/PC workstations.
- Ballroom with floor-to-ceiling windows and large windows in most meeting rooms.
- The Room at Level 25 - private event space overlooking the beautiful Biscayne Bay.
- Water Court and outdoor Pool Terrace available for events.
- Formal boardroom with plasma screen.
- Four smart breakout rooms with AMX (a handheld device to control all electronic features in the room).
- Dedicated T1 line and Wi-Fi internet access throughout meeting space.
- Catering Menu’s available separately.

SPA

Located on Level 24, Spa Chakra at Conrad Miami boasts 10 treatment rooms and over 60 health and beauty therapies, incorporating the world-renowned products of Guerlain Paris™. Each treatment is bespoke to individual, according to the results of a pre-therapy questionnaire. With a focus on treatments that address the individual as a whole, Spa Chakra nurtures the skin, body and well-being, for an exceptionally rewarding experience both inside and out.

The ideal wellness continuum, Luxury Fitness services by Spa Chakra features conditioning and strength-training equipment, Life Fitness® multi-sensorial cardiovascular machines, personal training, kinetic analyses, nutrition consultations, and a distinctive warm-up area for stretching and toning. Complimentary wellness classes, such as yoga and Pilates, are also available beneath the open sky at The Rooftop, a poolside oasis at the Conrad Miami.
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Resumes
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Security
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ADVERTISING OPPORTUNITIES
The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

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

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

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<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
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<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<tr>
<td>Air India</td>
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<td>Air Jamaica</td>
<td>1-800-523-5585</td>
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<td>Air New Zealand</td>
<td>1-800-262-1234</td>
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<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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<td>1-800-235-9262</td>
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<td>American Airlines</td>
<td>1-800-433-7300</td>
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<td>Continental Airlines</td>
<td>1-800-525-0280</td>
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<tr>
<td>Delta</td>
<td>1-800-221-1212</td>
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<tr>
<td>Frontier</td>
<td>1-800-432-1359</td>
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<tr>
<td>Japan Airlines</td>
<td>1-800-525-3663</td>
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<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
</tr>
<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
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<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
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<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
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Airport Information
The nearest airport is the Miami International Airport located 9.8 miles, approximately 15 minutes from the Conrad Hotel. Click on this link for a map.
www.miami-airport.com

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, gratuity, and delivery fee. Room service gratuity is currently 20%. For a standard delivery, the fee is $3.00.

Standard Amenities
Seasonal. Please contact hotel for details.

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 audiovisual company, brings over 20 years of experience in the field of audio visual to your meeting at the CONRAD Miami. Scott Laiken may be reached by dialing 305-503-6556.

**AUTOMATED TELLER MACHINES**

There is a Wachovia ATM conveniently located at the Ground Level of hotel. There are also ATM locations in the Brickell Avenue from all major banks.

**BABY-SITTING SERVICES**

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

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

*Arsi Care Group*
2050 Coral Way, Suite 203
*Miami, FL 33145*
305-854-3234
www.arsicaregroup.com

*Ats Health Services*
160 NW 176th Street
*Miami, FL 33169*
305-770-0212
www.crdentia.com

**BALLOONS**

There is a $150 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.
Balloons Fantasy
305-559-9536
Miami, Fl
balloonfantasy@aol.com
www.ballonfantastic.org

Every Bloomin’ Thing Productions
305-573-6961
ebthing@everybloominthing.biz
www.everybloominthing.biz

BANQUET BEVERAGE SELECTION
The CONRAD 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:** Absolut Vodka, Tanqueray Gin, Captain Morgan, Bacardi Light Rum, Johnny Walker Red, Canadian Club Whisky, Jack Daniels Bourbon, Jose Cuervo Gold
**Premium Brands:** Ketel One Vodka, Bombay Sapphire Gin, Meyer’s Dark, Bacardi 8 Rum, Johnny Walker Black Scotch, Crown Royal Whisky, Makers Mark Bourbon Patron Silver.

**Cordials:** Available upon request.

**Beer:** Assorted Domestic and Imported Beers,

**Wine:** House Wines: Cabernet Sauvignon, Chardonnay and Merlot.

**Non-Alcoholic Beverages:** Assorted Soft Drinks, Fruit Juices and Mineral Waters

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.

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**BANQUET CURFEWS**

There is an outdoor function curfew of 12:00 am. In accordance with Florida liquor laws, all alcoholic beverage sales will begin at 11:00a.m. and conclude at 2:00 a.m.

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**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.

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**BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 20 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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**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 3% more than this guaranteed minimum.

3. **LABOR CHARGE:** If the guaranteed number for your event is less than 25 persons, we will add a $150 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:** 21% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event.

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

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

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

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

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

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

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

**BELL SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $9.00 roundtrip per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Guest Services Manager and/or Bell Captain.

**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 Department. We can help you create your own customized lunch. If you wish to order box lunches for your group, your Catering/Event Manager will arrange the order for you and provide delivery to your specified location on the property.

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

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

For large quick printing or copying jobs, we recommend calling:
FedEx Kinko’s
901 S. Miami Ave.
Miami, FL 33130
305-374-5081

BUS/TRANSPORTATION COMPANIES
Aventura Worldwide Transportation Services
20251 NE 15th CT
Miami, Fl 33179
305-770 5466/ 800-944-9886
reservations@aventuralimo.com
www.aventuralimo.com
24 Hour Reservation and Dispatch Service

CAR RENTAL AGENCIES
Following are the three Conrad Miami preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011
Local phone number: 786-26-1121
Locations: 1619 Alton Road
Miami Beach, Fl 33139
Avis Rent-A-Car 800-321-3712  
*Local phone number:* 305-379-1317  
*Locations:* 99 SE 2nd Street  
  
Miami, Fl 33130

Budget Rent-A-Car 800-527-0700  
*Local phone number:* 305-377-4410  
*Locations:* 665 SW 8th Street  
  
Miami, Fl

**CASH PAID OUTS**
Meeting Planers may request cash paid advances from their Master Account. Please contact the Catering Department for further information.

**CASH PAYING GUESTS**
In the event a hotel guest does not have a major credit card to secure his/her room, the CONRAD will require full payment in advance for room and tax charges. In addition, there will be a $100 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**
Please contact your Catering/Event Manager regarding our changing facility located at the SPA. This facility includes both men and women locker rooms equipped with showers, and grooming amenities. The use of guest rooms for day use will depend on occupancy of the hotel. There may be a half-day rate charged for guest rooms used.
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 CONRAD Miami. Identification may be required.

CHECK-IN AND CHECKOUT
Hotel check-in is 3:00 p.m., and checkout is 12:00 p.m. (All guests arriving before 3:00 p.m. will be accommodated as rooms become available. Our 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 $100 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 < > 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 dial extension 6444 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.

COAT CHECK SERVICES
Due to local climate, service not offered.

COFFEE MAKER
Insert hotel specific text.
COMMUNITY OUTREACH

The Conrad Miami participates in KIDS AND THE POWER OF WORK, a program of the National Child Labor Committee, which is a national network of business and elementary school partnerships which introduces students to career awareness through professionally developed lessons taught by business volunteers in the classroom. In addition, students make one visit to the workplace to participate in hands-on activities. KAPOW® lays a foundation for young students, introducing them to work related concepts and experiences that can be continually reinforced throughout the formative years.

CONCIERGE

The Conrad Miami offers a Concierge Desk with a staff dedicated to assist guest with information of the hotel, local information, reservations, babysitting service, restaurant and local activities to name a few.

CONVENTION CENTER MIAMI BEACH

Miami Beach Convention Center
1901 Convention Center Dr
Miami Beach, FL 33139
305-673-7311
bbalsam@themiamibeachcc.com
www.miamibeachconvention.com
Approximate 15 minutes from hotel.
Approximate Taxi Cost $25-35

CORKAGE

Please contact Catering Department for details.

CREDIT CARDS

The Conrad Miami accepts most major credit cards including American Express, Visa, Master Card and Discovery.
CREDIT POLICY
Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

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

Each guest is limited to a currency exchange of $100 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.

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DANCE FLOOR
Please contact Catering Department for details.

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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.

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DESTINATION MANAGEMENT COMPANIES (DMC)
Preferred vendors that have successfully worked with the hotel are listed below for your reference.
Hello Florida
5310 NW 33rd Avenue Suite 206
Ft. Lauderdale, FL 33309
(954) 6779770
dplisko@hello-florida.com
www.hello-usa.com

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**DEPOSITS**
Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance. Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

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

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**DIETARY REQUIREMENTS**
Our Chef will provide meals for your attendees with special dietary requirements. Please advise your Catering/Event Manager if a special meal is required.

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

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**DIRECTIONS TO THE HOTEL**
From Miami International Airport: On exiting the airport or car rental agencies, take Le Jeune Road (NW 42 Ave) South. Take the 836 Expressway eastbound to I-95 South. Proceed to Exit 1B (SW 8th Street) and at the end of the ramp proceed to the next intersection and turn left onto SW 8th Street. Proceed to Brickell Avenue, and turn right onto Brickell Avenue. Stay in the left-hand lane, proceed to 14th Street and take a left turn. The Conrad Miami's entrance is to your left.

![Map of Miami and surrounding area](http://www.conradmiami.com)

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DOCTORS ON CALL
Our prefer Doctors Services are:

Doc. At your Home
1-888-933-3305

AM-PM
1-888-2676362
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DRUG STORES

Walgreens
1 SE 3rd Avenue
Miami, FL 33131
(305) 373-4320
Store Hours: Mon. – Sun 7:00am – 8:00pm
Pharmacy Hours: Mon – Fri 8:00am – 6:00pm, Sat. 10:00am – 2:00pm, Sun. Closed.

CVS
227 SW 8th Street
Miami, FL 33130
305-858-5115
Store Hours: Mon – Sun 7:00am – 12:00am
Pharmacy Hours: Mon – Fri 8:00am – 10:00pm, Sat 8:00am – 6:00pm, Sun 10:00am – 6:00pm

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DRY-CLEANING
Complete laundry services are also available by dialing extension 6538 in-house.
Garments picked up prior to 10a.m. are returned to guests by 6p.m. the same evening.
Garments picked up after 10a.m., will be returned the following day by 12p.m..

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

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

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

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

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**ELEVATORS**
The Conrad Hotel has three hotel elevators located beside the Concierge Desk on the ground floor. It has three guest elevators on Level 25 which access the guest rooms only. In addition, there are three parking garage elevators located in parking garage building in front of the hotel.

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**EMERGENCY PROCEDURES**
The Conrad Hotel 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 #44.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number #44 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 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: Cedar Medical Center
- Nearest hospital: Doctors Hospital

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**ENTERTAINMENT**
The CONRAD 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 11:00 am and end no later than 12:00 a.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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

EXECUTIVE MEETING PACKAGES
Seasonal. Please contact Catering Department.

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

FAX MACHINES
For fax needs please visit our Business Center on the 3rd floor of the hotel. A meeting concierge will be able to assist you with your requirements. For a large number of fax transmissions or printing needs we recommend CTI Computer Rental as our preferred vendor. Please contact the Catering Department for further information.

FAX NUMBERS
For Guests: 305-503-6599
Catering/Convention Services office: 305-503-6540
Sales office: 305-503-6540
Reservations office: 305-503-6569

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

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

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

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

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

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

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

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

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

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

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FITNESS CENTER

Guests of Conrad Miami can visit Spa Chakra Fitness, where conditioning and strength-training equipment, cardiovascular machines, personal training, kinetic analyses, and personalized nutrition consultations present the perfect way to revitalize the body and soothe the soul.
Hours of Operation:
Mon – Fri 8:00am – 9:00pm
Sat – Sun 8:00am – 8:00pm

FLAGS
Our Banquet Department currently has (1) United States flags and (1) Florida State flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager

FLORAL/FLORIST
*Flower Paradise* is our preferred florist featuring a wide variety of flowers and plants. They can provide beautiful table and buffet centerpieces for your special event. 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 hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. We ask you to cooperate with us in this endeavor.

FREIGHT ELEVATOR
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.

GENERAL MANAGER
Mr. Martin Wormull joined the Conrad Miami in the month of November as General Manager. He has been in the hotel industry since 1983, previously holding positions as General Manager at The Drake Hotel, Chicago; Regional Food and Beverage Manager at The Hilton UK and as Executive Assistant Manager at Hilton Glasgow to name a few.

Mr. Wormull is thrilled to welcome your group to the Conrad and is accessible as needed.
GOLF COURSE INFORMATION
The Crandon Golf Course offers you the very best. Crandon features an 18-hole golf course, carts, driving range, putting green, clubhouse, pro shop and twilight rate. Within five miles of the hotel, Crandon Golf Course is open daily and reservations are required. Transportation for your group can be arranged through your Catering/Event Manager in advance. For pricing please contact your Catering Manager to take advantage of special pricing offer by Crandon to the Conrad Miami guests.

Crandon Golf Key Biscayne
6700 Crandon Boulevard
Key Biscayne, FL 33149
Phone: 305-361-9129
Fax: 305-361-1062
crandongc@miamidade.gov
http://www.crandongolf.net

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

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:
(75) City View King Deluxe Guest Rooms
(66) Bay View King Deluxe Guest Rooms.
(5) City View Double Queen Deluxe Guest Rooms.
(17) Bay View Double Queen Deluxe Guest Rooms
(10) Bay View King Accessible Deluxe Guest Rooms
(1) Parlor Guest Room (No bed)
(14) – (1) King Bedroom Suites
(12) – (1) King Studio Residence
(12) – (1) King Bedroom City View Residence
(26) – (1) King Bedroom Bay View Residence
(10) – (2) King Bedroom Bay View Residence
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: $3 per room delivery.

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.

HAIR SALON
Trini in Private
3197 Commodore Plaza
Coconut Grove, Fl 33133
35-448-3445
Sabrina@triniinprivate.com
www.triniinpraviate.com

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in 25 floor 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.
**HOTEL FACTS/HISTORY**
The following is a fact sheet for the Conrad Miami:

Location: Brickell Avenue  
Address: 1395 Brickell Avenue  
Telephone: 305-503-6500  
Facsimile: 305-503-6599  
Reservations: 305-503-6589  
Website: www.conradmiami.com  
Developer: Amicon Developers  
Managed By: Holborn, LC  
Grand Opening: July 1st, 2004  
Last Renovation: August – December 2007  
Architects: Johnson Interiors and Architects  
Employees (Full-Time, Part-Time): 246

**Brief Description:** Decidedly modern, boldly conceived, and beautifully designed, this luxury hotel creates a unique sensory experience for its guests. The 203 guest rooms and 103 residence suites were stylishly created with a sophisticated traveler in mind, combining some of the finest services with high-tech facilities. Located in a concave building of glass and steel, Conrad Miami features a minimalist and contemporary design, in the heart downtown Miami’s financial district.


**HOTEL MAP**
Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions at $4 each.

**HOUSEKEEPING**
Daily housekeeping services, which consists of general cleaning, take place between 9a.m. and 6p.m.. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

Each guest room is provided with several special service amenities either at no charge or for a nominal fee. These items include: an iron and ironing board, coffee makers, hairdryers, in-room safe, bath/shower amenities, and extra pillows. Additional bedding
available for children: cribs and rollaways. Please note there is a maximum of four persons (including children) allowed per room.

**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. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 6568 in-house.

A variety of amenities are also available through room service.

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

**INTERPRETATION/TRANSLATION SERVICES**
*Trans Meetings*
*1955 N.E 147th Lane*
*North Miami, FL 33181*
INTERNET SERVICES
The Conrad Miami provides numerous Internet Services. Comcast 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 $80 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
The Conrad Miami’s Managing Committee consists of the following people:
- General Manager: Martin Wormull, 6502
- Director of Food & Beverage: Ivan Torres, 6532
- Director of Finance: Mike Guzman, 6516
- Director of Front Office: Masato Kominami, 6587
- Executive Chef: Michael Gilligan, 6504
- Director of Housekeeping: Mariamalia Moncaleano, 6534
- Director of Engineering: Jose Monte, 6517
- Director of Sales and Marketing: James Moss, 6505
- Director of Catering & Events: Aida Dapena, 6553

KOSHER
We offer a variety of Kosher Meals to our guests. These meals are prepared for us by Almani Kosher Caterer and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions.
**LAUNDRY/VALET**
Complete laundry services are also available by dialing extension 6538 in-house. Garments picked up prior to 10a.m. are returned to guests by 6p.m. the same evening. Garments picked up after 10a.m., will be returned the following day by 12p.m..

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

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**LIMOUSINE SERVICES**
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Aventura Worldwide Transportation is our preferred service and can be reached at 305-770-5466. Our Concierge can also arrange limousine transfers and can be reached at 6406 extension.

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

Linen colors:
- Olive Green
- Golden Copper
- Blush
- Burgundy
- Lilac

Napkins
- White
- Cream

Table Overlays
- White

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**LIQUOR LAWS**
The State of *Florida* has strict liquor laws that must be followed by the *CONRAD Miami*. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the *CONRAD*, no group may bring in their own alcohol to be served. The legal drinking age in Florida is 18.

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 on the side of the building. The hours of operation are from 6 a.m. – 6 p.m. daily. There are no deliveries or load-in/load out between the hours of 6 p.m. and 6 a.m. Please refer to The Exhibit Resource guide for details.

Conrad Miami
1395 Brickell Ave l
13th Street
Miami, Fl 33131

Dimensions:
2 Bays 18 Feet wide
13 Feet 6 inches Tall
Doorway 6 Feet Wide
7 Feet Tall
Clearance to Service Elevators
Blast Header 7 Feet tall

LOCAL INFORMATION

Conrad Miami luxury hotel is centrally located to the city's local hot spots and nightlife, some of which are a walking distance away or within 10 minutes driving distance.

Attractions

Miami Seaquarium
Enjoy 38 acres of live entertainment and great performances with the island adventures of Salty the Sea Lion, stunning dolphins, friendly manatees and the famous killer whale, Lolita. An unmissable experience, Miami Seaquarium is less than four miles from the Conrad Miami.

Miami Metrozoo
Miami Metrozoo features walks on the wild side among rare, endangered animals in a cage-free environment. Wings of Asia Aviary, one of the largest free-flight aviaries in Florida, is now open with more than 400 birds. Miami Metrozoo is just a 30-minute drive
from the hotel.

**Miami's Art Deco Historic District**
This area includes 800 historic buildings that were constructed during the 1920s and 1930s, and is the nation's largest 20th-century National Register Historic District. Nightlife and dining define this trendy area of downtown Miami, which is within a 15-minute drive of the Conrad Miami.

**Crandon Golf Course**
Crandon features an 18-hole golf course, carts, driving range, putting green, clubhouse, pro shop and twilight rate. Within five miles of the hotel, Crandon Golf Course is open daily and reservations are required.

**Vizcaya Museum and Gardens**
This National Landmark Renaissance-style villa adorned with formal gardens was built by industrialist James Deering. Located on Biscayne Bay, the villa is filled with ornamental 15th- to 19th-century antique furnishings and decorative arts, and is surrounded by more than 10 acres of formal gardens and fountains. Vizcaya is only 1.5 miles from the Conrad Miami.

**Local Attractions**
- Coconut Grove, 4.29 miles S
- Coral Gables, 5 miles W
- South Beach, 5 miles E
- Port of Miami, 2.63 miles N
- Key Biscayne, 5 miles E

**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 6444 (Front Desk).

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**MAIL SERVICES**
Stamps are for sale, and our Concierge and Business Center offers *FedEx, UPS and DHL* services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest *FedEx Company*.

FedEx Shipping is available through our Meetings Concierges located at the Business Center.

The United States Post Office located in 200 S. Biscayne Blvd. # 600, Miami, Fl 33131 and can be reached at 305-374-0319 their hours are 7a.m. – 4p.m. weekdays, and 9a.m. – 1 p.m. on Saturdays.

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**MASSAGE THERAPY**
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Spa offers several massage therapy treatments including massage therapies, facial therapies and hand & foot therapies. Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Convention Services Manager.

While enjoying the tranquility of the spa’s facilities, clients undergo a systematic analysis to customize their therapies. Each treatment is individually tailored according to the results of a pre-therapy questionnaire. The results reveal core conditions currently impacting the client’s skin, body, and well-being so that targeted therapeutic solutions can be refined to achieve optimum results.

All prices are subject to Florida state sales tax. A standard gratuity of 21% is suggested for any group bookings. Pricing is subject to change without notice.

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**MASTER ACCOUNTS**
See Sales Agreement.

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**MEDICAL FACILITIES/SERVICES**
Medical Services facilities nearby:

Urgent Care/Emergency Room
• Coral Gables Hospital  
  3100 S Douglas Road  
  Coral Gables, Fl  
  30-495-8461  
  24 Hour service  
  **Travel time from the hotel is about 12 minutes**

• Cedars Medical Center  
  1400 NW 12th Av  
  Miami, Fl 33136  
  305-325-5511  
  24 hour service  
  **Travel time from the hotel is about 10 minutes**

Hospital

• Doctors Hospital  
  5000 University Drive  
  Miami, FL  
  786-308-3000  
  **Travel time from the hotel is about 15 minutes**

Ambulance

• Medics Ambulance  
  45 NW 5th Street  
  Miami, Fl 33128  
  305-539-9080  
  Available 24 hours a day

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 charged accordingly. All Boxes to be charges as follows:

- First 5 Boxes (equal to 500Lbs & Up are Complimentary)
- Small Boxes (1-49 Lbs) $3.00 per Box
- Medium Boxes (50-75Lbs) $4.00 per Box
- Large Boxes (75-Up) $5.00 per Box
MEETING ROOM CAPACITIES

<table>
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<tr>
<th>Room</th>
<th>Area Sq ft</th>
<th>Dimensions Feet</th>
<th>Height</th>
<th>Theatre</th>
<th>Theater</th>
<th>Classroom</th>
<th>Conference</th>
<th>Classroom</th>
<th>Conference</th>
<th>U-Shape</th>
<th>U-Shape</th>
<th>Island Sq</th>
<th>Island Sq</th>
<th>Round</th>
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<td>3849</td>
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<td>18'</td>
<td>380</td>
<td>180</td>
<td>213</td>
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<td>Lagos Boardroom</td>
<td>540</td>
<td>27' x 20'</td>
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<td>Faro</td>
<td>540</td>
<td>27' x 20'</td>
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<td>Algarve</td>
<td>324</td>
<td>18' x 18'</td>
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<td>324</td>
<td>18' x 18'</td>
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<tr>
<td>Villa Real</td>
<td>1891</td>
<td>44' x 43'</td>
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<tr>
<td>The Room</td>
<td>1500</td>
<td>30' x 50'</td>
<td>7'5&quot;</td>
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<td>Private Dining</td>
<td>221</td>
<td>13' x 17'</td>
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<td>The Roof Top</td>
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<tr>
<td>Lower Level</td>
<td>1520</td>
<td>28' x 56'</td>
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<td>100</td>
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<td>Upper Level</td>
<td>655</td>
<td>47' x 148'</td>
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<td>60</td>
<td>200</td>
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</tbody>
</table>

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

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MEETING ROOM RENTAL
Please contact Catering Department for details.

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

- Banquet or classroom tables and chairs
- Linens
• Pads and pens 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 CONRAD 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.

Miami-Dade requests that outdoor entertainment begins no earlier than 11a.m. and end no later than 11p.m.

NEWSPAPERS/PUBLICATIONS
Newspapers available in our Front Desk on Level 25.

Miami Herald
El Nuevo Herald
Wall Street
New York Times
Financial Times

They are delivered to the Lobby store at 5:00 a.m. daily.

We deliver newspapers to guest rooms upon request.

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

Business Center hours are 8 a.m. to 6 p.m.

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

*FedEx Kinko’s*
901 S. Miami Ave.
Miami, FL 33130
305-374-5081

OFF PREMISE CATERING
*Please contact Catering Department for more information.*

PARKING
The CONRAD Miami offers self-parking located on the parking garage with convenient entrances on both 13th and 14th Streets. Self-parking rate(s) are as follows:

- Up to 1 Hr. $3
- Up to 2 Hrs. $5
- Up to 3 Hrs. $8
- Up to 10 Hrs. $12
- Up to 24 Hrs. $24

We also offer valet parking at the rate of $24 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 GROUP WEB PAGE
POG is a personalized web page for your attendees to book reservations directly online.

- Available at all Hilton Family properties
- Customize with your program
- Customize with your logo
- No charge – it’s FREE
**PETS (POLICY)**
Service animals are always welcome and must be accommodated. CONRAD Miami does not allow pets.

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**PHOTOGRAPHY**
Walgreens is a shop located in 1 SE 3rd Avenue, five minutes from the hotel. Services include: film developing, one hour developing and photo enlarging.

*Walgreens*
1 SE 3rd Avenue
Miami, FL 33131
(305) 373-4320
*Store Hours: Mon. – Sun 7:00am – 8:00pm*

Roy Llera Photography is a company that can also provide photography services for all occasions, special events, weddings, and groups.

*Roy Llera Photography*
11570 NE 2nd Avenue
Miami, FL 33161
Phone (305) 759 2600
Email: info@royllera.com
www.roylleraphotographers.com
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**PIANOS**
The CONRAD Miami has (1) Grand Piano for use in the meeting space. Pianos are provided at $500.00 including tuning fee. Please note that there is an additional labor fee of $100.00 if you request a piano to be placed on top of portable staging.

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**POOLS**
Visit the rooftop and immerse yourself in a sun-soaked oasis with private cabanas, swimming pool, hot tub and our Soleil Bar & Grill. Savor refreshing delights and frozen cocktails by the pool, or simply bask under Miami’s beautiful sun-filled sky. With a relaxed and inviting atmosphere, the Rooftop Pool is the perfect setting for an idyllic escape.

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

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

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**POSTING OF EVENTS**
CONRAD Miami lists the daily events on our 3rd and 25th floors. For the convenience of our guests we list the hotels daily events on all guests room plasmas.

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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**
Our Business Center provides printing services to guest of the hotel and meeting attendees. Our Meeting Concierge is there to assist you with printing, scanning, and sending faxes. We also offer internet service in our Business Center.

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

The Metromover is a free automated people-mover system that serves downtown Miami from Omni to Brickell and connects with Metrorail system at Government Center and Brickell Stations. There are 20 conveniently-located wheelchair-accessible metromover stations, one about every two blocks.

The Metromover links many of downtown Miami’s major office buildings, hotels, and retail centers, the Stephen P. Clark Government Center, the Cultural Plaza, (Miami Art Museum, Main Library, and the Brickell business district. With Metromover cars arriving frequently getting around downtown is fast and convenient. There is a Metromover station across the street in front of the Conrad Miami.

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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.

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RECYCLING
We are happy to state that CONRAD Miami is Certified Green Lodging hotel. Please contact your Catering/Events Manager for further details.

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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. Hospitality desks are located on 25 floor 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 days 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.

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RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM

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

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RESTAURANTS/LOUNGES

Segafredo
1313 Brickell Avenue
305-577-9809
http://www.segafredobrickell.com
Segafredo Zanetti Espresso Café is loved around the world for its multi-sensory experience reflecting the lifestyle of the Italian café.

Rosa Mexicano
901 S Miami Ave
786-425-1001
http://www.rosamexicano.info/servlet/locations/atmarybrickellvillageMia
Even if the concept is actually a New York export, the colorful decor will find you mowing down tacos, enchiladas or beefier entrees like skirt steak or grilled salmon between swigs of potent tequila and smooth margaritas.

Dolores but you can call me Lolita
1000 S Miami Ave
(305) 403-3103
http://www.doloreslolita.com
Owner Carlos Galan modeled this venue after his four other restaurants in Spain, concept being that of “very cozy, trendy and beautiful restaurants with affordable prices”. There are sixteen main courses to choose from that are grouped into two price categories, $18 and $23. Included in this prix fixed menu is the appetizer of your choice, with over a dozen to choose from.

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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.

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RESTROOMS
Public restrooms are located in the following areas:
Level 25 by the front desk
Atrio at Level 25
Third Floor (Meeting Rooms)
Second Floor (Meeting Rooms)
The Rooftop (Pool Area)

RESUMES
At Conrad Miami we prepare a group resume which contains key information for an upcoming group in order to share important information to all the departments.

ROBES
CONRAD Miami Robes are available to our guests in their sleeping. CONRAD Miami robes are available for purchase. Please see Front Desk Agent for details.

ROPES/STANCHIONS
Ropes and Stanchions
- Five Pairs of stanchions with connecting rope.

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

ROOMING CODES/ROOMING
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 Conrad Miami.

- K1D - King Bed Deluxe Room
- D2D - Double Bed Deluxe Room
- D2DV - Double Bed Bay View Room
- K1DV – King Bay View Room
- K1DRC – King Accessible Deluxe Room
- Q1DV – Queen Deluxe Bay View Room
- Q1D – Queen Deluxe Room
- K1RRU1 – King Suite
- K1ARS – Studio Residence
- K1 ARU1 – King (1) Bed Room Residence
- K1AVU – King Bay View (1) Bed Room Residence
- K1AVU2 – King (2) Bed Room Residence
- K1AVU3 – King (3) Bed Room Residence

**ROH - Run of House -** Includes a variety of scenic views in the following categories: Golf/Mountain, Partial Ocean View, and Deluxe Ocean View, based upon availability.

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**SAFES/SAFE DEPOSIT BOXES**

The hotel offers safe deposit boxes in every guest room. We also offer safe deposit boxes at our Front Desk upon request.

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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.

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

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

We also recommend that you have a packing slip both inside and outside of each package. Guests will be responsible for the packing and return of all packages.
Receiving, handling and shipping charges may apply. No COD packages will be accepted. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

**Shipping from the CONRAD Miami**
The CONRAD Miami utilizes FedEx, DHL and UPS for our shipping needs. Please see our Meetings Concierge for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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**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.

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**SHOPPING**

*Bayside Marketplace*
401 Biscayne Blvd # R106
Miami, FL 33132
(305) 577-3344
www.baysidemarketplace.com
Mon-Thurs 10:00am – 10:00pm, Fri-Sat 10:00am – 11:00pm, Sun 11:00am – 9:00pm

*Village of Merrick Park*
358 San Lorenzo Ave, Suite 3000
Coral Gables, Florida 33146
(305) 529-0200
www.villageofmerrickpark.com
Mon – Sat 10:00am – 9:00pm, Sun 12:00pm – 6:00pm
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**SIGNAGE/BANNERS**
The CONRAD takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

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

No banners can be hung along the walls of the Public Areas.
In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

SITE INSPECTION/PRE-PLANNING

The Conrad Miami offers complimentary Menu Tasting for 2 guests for wedding of 60 to 100+ guests. Please contact the Catering Department for more information.

For Site inspections please contact your Sales Manager for more information

SMOKING
Sleeping room accommodations are available upon request and availability.

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 AV Director can be reached at 305-503-6556.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel’s noise curfews: No sound system functions can take place outdoors before 11:00 am, and all outdoor evening functions must end no later than 12:00 am.

SPA
Escape to the stillness of Spa Chakra™ located on the 4th floor. Re-emerge inspired and invigorated. Discover the luxury of well-being with 10 treatment rooms and over 60 personalized treatments incorporating the world-renowned products of Guerlain Paris™. For the ideal wellness continuum, enjoy Spa Chakra's Luxury Fitness services, where personal attention in a peacefully invigorating environment fosters the motivation to achieve optimum results, both inside and out.

At Spa Chakra, our group programs can allocate the entire spa for a personal event or reserve the deluxe footbath lounge for guests’ private use. As Day Spa Retreat clients, guests will experience exclusive access privileges. Spa Chakra’s 10 luxuriously
appointed treatment rooms fully accommodate facial, massage, and body therapies, as well as hydrotherapy and Vichy shower facilities.

Hours of Operation:
Monday through Friday 8:00 a.m. -9:00 p.m.
Saturday and Sunday 8:00 a.m.-8:00 p.m.
For further information please call 305-503-6533

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 Conrad Miami. 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
Our Deluxe Corner one-bedroom suites offer a combination of luxury sleeping accommodation and a spacious living area. In 14 of the 16 suites, the living and sleeping areas are separable, ensuring privacy and dedicated quarters to relax or catch up on some work. A discreet reading nook is available to peruse the latest novel, or simply gaze out at the spectacular views over Miami.

TAXES
The current Florida State General Excise Tax is 7% for services and 9% for banquet events. The current Florida State Hotel Tax is13% (includes state tax). All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

TAXICABS
For the city of Miami, there are a total of 30 taxi companies available to our guests. The Conrad Miami recommends American Taxi at 305-974-3333. The Concierge is always available to assist guest with securing a taxi.
The standard rate for transfers from the Miami Airport to the Conrad Miami is approximately $25 plus gratuity.

TEAM MEMBER RECOGNITION
The Conrad Miami recognizes their team members with appreciation programs such as Ambassador of the Month/Year and Manager of the Quarter/Year. The human resources department also prepares programs and meeting to foster communication and motivation such as Housekeeping week, Monthly International Luncheon, Monthly Open Forum, Employee appreciation week to name a few.

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. Price is $125 tax per day.

**DID Lines**
The installation fee is $125 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 @ $125 per day, hardware rental only, and price does not include phone line.
Voicemail capabilities are complimentary.

**B1 Telephone Lines**
Outside line, not connected to the hotel switchboard. (Dedicated Number)
This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.
The hotel operators need (2) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines.
The fee is $125 daily plus price of all calls.

**Internet Access**
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices - The set-up fee is $125 for the first personal computer and $75 each for each additional personal computer.
Guest Room Calls

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
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</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room</td>
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<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
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<tr>
<td>Room to Room</td>
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<td></td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Local Rate</td>
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<tr>
<td>$.10 per minute after 60 minutes</td>
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<td></td>
</tr>
<tr>
<td>800/888/8xx toll free minutes</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60</td>
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<tr>
<td>Local</td>
<td></td>
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<tr>
<td>$.10 per minute thereafter</td>
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<tr>
<td>International</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator</td>
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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. 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 $ 125
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).

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**TOURS/SIGHTSEEING**
For information about tours and activities in Miami please contact our Concierge Department.

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

The following company offers tuxedo rentals:

*Sacino Formal Wear*
Dan Santucci
Phone (727) 323 1940
Email: dsantucci@sacino.com

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

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**WEATHER**
Depending on the season, the weather at the Conrad Miami varies from low of 60 degrees to a high of 90 degrees. Before visiting the Conrad Miami we recommend that guests check the local listings to determine the weather conditions.

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

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

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WORSHIP SERVICES
The following is a list of nearby locations.

- Baptist
  Mt Zion Baptist Church
  30 NW 9th Street
  Miami, Fl
  30-379-4147

- Buddhist
  Tibetan Yungdrung Bon Institute
  353 W 47th Street
  Miami Beach, Fl
  305-5319189

- Catholic
  Gesu Catholic Church
  118 NE 2nd Street
  Miami, FL Miami, Fl
  30-379-1424

- Christian
  Bethel Christian Church
  3050 NW 8th Avenue
  Miami, Fl
  305634-0980

- Church of God
  Church of God Prophecy
  4528 NW 1st Avenue
  Miami, FL
  905-56-4992
• Episcopal
  St. Agnes Episcopal Church
  150Nw 3rd Street Avenue
  Miami, Fl
  305573-5330

• Jehovah’s Witness
  1819 NW 19th Ave
  Miami, FL
  305-325-071

• Jewish
  Temple Sinai of North Dade
  1880q NE 22nd Avenue
  Miami, FL
  305932-9010

• Lutheran
  Immanuel Lutheran Church
  170 Brickell Avenue
  Miami, Fl 33131
  305-854-0810

• Methodist
  First united Methodist Church
  400 Biscayne Boulevard
  Miami, Fl
  305-31-4706

• Mormon
  Miami 7th Ward
  616 SW 12 Avenue
  Miami, Fl
  305-858-0627

• Pentecostal
  Pentecostal Church Doorway to Heaven
  199 SW 12th Avenue
  Miami, Fl
  305-545 2255

• Protestant
  Miami Beach Community Church
  1620 Doexel Avenue
  Miami Beach, Fl
  305-538-4511

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ZIP-OUT CHECKOUT
With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 6444 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.

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FORMS

For more information on forms, please contact your Catering/Event Manager.