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

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

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

Hilton Minneapolis
1001 Marquette Avenue South
Minneapolis MN 55403

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

General Information
- Hotel Overview
- Guest Room specifications
- Suite Information and Descriptions
- Dining Information with Restaurant Descriptions
- Hotel Shop Information

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

Spa
- Information
- Pricing sheet

Resource Information
- Hotel specifics listed alphabetically

FORMS
- Credit Card Authorization Form
- Direct Bill Application
- Electrical Order Form
- Exhibit and Production Guidelines
- Hilton Minneapolis Pet Agreement
- Miscellaneous Order Form
- PSAV Order Form
- Telephone & Internet Order Form
GENERAL INFORMATION

Located in the heart of downtown Minneapolis, the exquisite Hilton Minneapolis hotel is perfect for guests traveling to Minneapolis on business or for pleasure. An elegant Victorian brick building rising twenty-five stories above one of America's top cities, the hotel offers a range of in-house amenities and is ideally situated to access the city's top attractions.

Our spacious, hotel guest rooms and suites feature all the conveniences of an AAA Four Diamond Hotel. Guests will enjoy our signature Serenity Beds, accented by warm-shaded designs and beautifully hand-carved oak. Additionally, all of our hotel rooms and suites are fitted with large windows, affording expansive views of the city on a fresh Minnesota day. Guests can also take advantage of our various hotel amenities.

If you're traveling to Minneapolis on business, the Hilton Minneapolis hotel can cater to you with a range of tailored hotel services and facilities. Business travelers and conferees can enjoy our 24 hours business center, over 77,000 square feet of flexible hotel meeting space, audio and visual equipment rental, express hotel mail service, hotel video conferencing equipment and facilities, voicemail and high-speed internet access in every hotel room.

Additionally, our three Ballrooms, varying in size are ideal for larger corporate events, picture-perfect weddings or banquets. All hotel guests are also invited to dine at the Skywater Restaurant and Lounge, featuring Midwestern cuisine with a metropolitan flair.

Whether you're traveling to Minneapolis on business or for pleasure, you'll find the Hilton Minneapolis hotel ideally placed to access the city's top tourist attractions and business centers, which are Skyway connected.

For a truly exquisite hotel experience in Minneapolis, be our guest at the Hilton Minneapolis - we promise travel that takes you places.

FUNCTION SPACE AND BANQUETS

- Catering Menus available upon request from your Catering or Event Manager
- Function Space Diagrams available upon request from your Catering or Event Manager

The Hilton Minneapolis offers 77,000 square feet of flexible function space. The rich color scheme and custom artwork highlighting Minnesota's many landmarks provides an upscale environment for Meetings, Exhibits, Social Banquets and Weddings.

The 24,780 square foot Minneapolis Ballroom is the largest hotel ballroom in the State, accompanied by 35 additional meeting rooms varying in size, Hilton Minneapolis offers flexibility for events ranging in size from 10 people to 2,800 people.
RESOURCE INFORMATION

Advertising Opportunities
Affiliates
Airline Information
Amenities
Americans with Disabilities Act (ADA)
Audio/Visual
Automated Teller Machines
Baby-Sitting Services
Balloons
Banks
Banners
Banquet Beverage Selection
Banquet Curfews
Banquet Equipment
Banquet Menu Selection
Banquet Terms and Conditions
Bell Services
Billing
Box Lunches
Business Center
Bus/Bus Companies
Car Rental Agencies
Cash Paid Outs
Cash Paying Guests
Celebrity/ Dignitary Visits
Check Cashing Privileges
Check-In and Checkout
Coat Check Services
Coffee Maker
Community Outreach
Concierge
Convention Center
Corkage
Credit Cards
Credit Policy
Dance Floor
Decorations
Destination Management Companies (DMC)
Internet Services
Key Cards
Key Hotel Contacts
Kiosks
Kosher
Labor
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
Load-In/Load Outs (Production, Decor, & Staging)
Loading Dock
Local Information
Lost and Found
Luggage Storage
Manager on Duty (MOD)
Mail Services
Massage Therapy
Master Accounts
Medical Facilities/Services
Meeting Packages
Meeting Room Capacities
Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
Music/Musicians
Newspapers/Publications
Office Equipment/Supplies
Off Premise Catering
Package Room
Parking
Personalized On-Line Group Page (POG)
Pets (policies)
Photography
Pianos
Pools
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Printing Services
Production Guidelines
Production Crew Meals
Public Transportation
Pyrotechnics
Radios/Pagers/Nextels
Recycling
Registration Assistance
Registration Desks
Reservations (RAPID!)
Restaurants/Lounges
Restaurant Reservations
Restrooms
Resumes
Rigging
Ropes/Stanchions
Rooming Codes/Rooming Lists
Safes/Safety Deposit Boxes
Security
Shipping and Receiving
Shoe Shine
Shopping
Signage/Banners
Site Inspection/Pre-planning
Smoking
Sound System
Spa
Special Meal Requests
SPORT
Storage
Suites
Sustainability
Taxes
Taxicabs
Team Member Recognition
Telephones/Telecommunications
Tours/Sightseeing
Trash Removal
Tuxedo/Formalwear
Voice Mail
Weather
Wheelchairs
Wired Payment
Worship Services
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

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

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

AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>AIRLINE</th>
<th>NATIONWIDE</th>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
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<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<tr>
<td>Air India</td>
<td>1-800-223-7776</td>
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<tr>
<td>Air Jamaica</td>
<td>1-800-523-5585</td>
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<tr>
<td>Air New Zealand</td>
<td>1-800-262-1234</td>
</tr>
<tr>
<td>Air Tran</td>
<td>1-800-247-8726</td>
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<tr>
<td>Alaska Airlines</td>
<td>1-800-426-0333</td>
</tr>
<tr>
<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
</tr>
<tr>
<td>American Airlines</td>
<td>1-800-433-7300</td>
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<tr>
<td>America West Airlines</td>
<td>1-800-235-9292</td>
</tr>
<tr>
<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
</tr>
<tr>
<td>British Airways</td>
<td>1-800-247-9297</td>
</tr>
<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
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<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>1-800-538-2583</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>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
</tbody>
</table>
AIRPORT INFORMATION
The nearest airport is the Minneapolis/St. Paul International Airport located 12 miles (approximately 25 minutes) from the Hilton Minneapolis. Please follow this link for a map.

The following is the link to the MSP International Airport website

Airport Transportation to and from Hilton Minneapolis is not provided by the hotel. Please make reservations with our preferred airport transportation provider SuperShuttle Inc. by following this link, or by calling them at 1-800-BLUE-VAN. SuperShuttle is available 24 hours a day, 7 days a week. Tickets can be purchased upon arrival on a first come first serve bases at the New Transit Hub, one level below baggage claim. Super Shuttle offers discounted rates for groups of 100 or more on pre-purchased round-trip tickets. Please contact your Catering or Event Manager for further information.

Back to Resource Information

AMENITIES
Hilton Minneapolis In-Room Dining is happy to service your group gift and amenity needs. Please contact your Catering or Event Manager of your specific preferences so they can provide a list of amenities to suit your needs.
All amenity pricing includes state sales tax, gratuity, and delivery fee. For a standard delivery, the fee is $3.00.

STANDARD AMENITIES:
  WELCOME – Whole Fruit (2 apples, 1 orange, 2 bananas) and 2 Bottles of Water
  DELUXE WELCOME – Sliced Fruit & Cheese with Crackers and a 500mL Pellegrino
  WINE & CHEESE – Small Assortment of Cheese with Merlot
  SWEET & SALTY – Dried Fruit, Mixed Nuts, Chocolate Truffles with Baileys & Grand Marnier
  RELAX – 2 Fiji Waters, Hilton Eye Mask, Green Tea Chocolates, House Made Bath Salts & Lotion
  SWEET TOOTH – M&M’s, Dots and a Chocolate Covered Apple
  MICROBREW – 4 Assorted Minnesota Beers & Mixed Nuts
  MOVIE – Popcorn, 2 Boxes Assorted Candy, Soda and a Movie
GREY GOOSE MARTINI SET-UP – 375 mL of Grey Goose Vodka with Shaker, Olives, Lemon & Vermouth
SAPPHIRE MARTINI SET-UP – 375 mL of Sapphire Gin with Shaker, Olives, Lemon & Vermouth
HOUSE CHARDONNAY – 1 Bottle of House Chardonnay
HOUSE CABERNET – 1 Bottle of House Cabernet
CHOCOLATE – Chocolate Dipped Pretzels, Chocolate Dipped Chocolate Chip Cookies with Truffles and Bailey’s
CHAMPAGNE – Strawberries with Fresh Whipped Cream, Chocolate Dipping Sauce and a Bottle of Champagne
IVY SPA – A Selection of Ivy Spa Lotions & Body Washes

Back to Resource Information

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

Back to Resource Information

AUDIO/VISUAL
Presentation Services Audio Visual (PSAV), our audio visual company, brings years of experience in the field of audio visual to your meeting at the Hilton Minneapolis. PSAV may be reached by dialing 612-397-4908.

Back to Resource Information

AUTOMATED TELLER MACHINES
There are ATM machines conveniently located in the hotel lobby by the 11th street entrance and on the second floor of the hotel near the escalators. There are also ATM locations throughout the city at all major bank locations.

Back to Resource Information

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.

Omega Rainbow Enterprise 952-945-9882
Jack & Jill 651-429-2963
Nannies from the Heartland 763-550-0219
Nanny Professionals 651-221-0587

Back to Resource Information

**BALLOONS**
Please contact your Catering or Event Manager for contact information for local Balloon Services required for your event. There is a fee associated with the use of helium balloons. All helium tanks must be in an approved safety stand or cart and the hotel must provide written approval for the use of all displays and/or decorations proposed by guest

Back to Resource Information

**BANKS**

TCF Bank – 1.5 blocks away
950 Nicollet Mall (2nd floor)
888-327-1671
www.tcfbank.com
M-F 7:30-5

TCF Bank – 2 blocks away
801 Marquette Avenue
888-327-1671
www.tcfbank.com
M-F 7:30-5

TCF Bank – 3 blocks away
IDS Center (2nd floor)
80 S. 8th Street
888-327-1671
www.tcfbank.com
M-F 7:30-5:30, SAT 9-3, SUN 10-2

Wells Fargo – 3 blocks away
IDS Center (2nd floor)
80 8th Street South
612-667-5450
www.wellsfargo.com
M-F 7:30-5:30, SAT 10:00-2:00
US Bank – 3 blocks away
IDS Center (2nd floor)
80 S 8th St, Ste 224
Minneapolis, MN 55402
612-337-7051
www.usbank.com
M-F 7:30-6:00

Associated Bank – 3 blocks away
IDS Center (2nd floor)
740 Marquette Avenue
612-338-2150
www.associatedbank.com
M-F 7:30-5:00

Bank of America (ATM only)
Baker Center (2nd floor)
733 Marquette Avenue South #227
612-455-4568
www.bankofamerica.com

Back to Resource Information

**BANNERS**
The Hilton Minneapolis 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. Hotel personnel must provide the labor to hang the signs at a fee of $6.50 per linear foot with a $20.00 minimum charge.

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

Back to Resource Information

**BANQUET BEVERAGE SELECTION**
The Hilton Minneapolis 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.
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.

<table>
<thead>
<tr>
<th>STANDARD “CALL” BRANDS</th>
<th>PREMIUM BRANDS</th>
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<tbody>
<tr>
<td>Smirnoff Vodka</td>
<td>Beefeater Gin</td>
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<tr>
<td>Canadian Club Blended Whiskey</td>
<td>Dewars Scotch</td>
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<tr>
<td>Sauza Gold Tequila</td>
<td>Jim Beam Bourbon</td>
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<tr>
<td>Captain Morgan Spiced Rum</td>
<td>Christian Brothers Brandy</td>
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<tr>
<td>Stolichnaya Vodka</td>
<td>Tanqueray Gin</td>
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<tr>
<td>Crown Royal Blended Whiskey</td>
<td>Johnny Walker Red Scotch</td>
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<tr>
<td>Jack Daniels Black Bourbon</td>
<td>Suaza Gold Tequila</td>
</tr>
<tr>
<td>Christian Brothers Brandy</td>
<td>Captain Morgan Spiced Rum</td>
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<tr>
<td>Baileys Irish Cream</td>
<td>Kahlua</td>
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<tr>
<td>Grand Marnier</td>
<td>Amaretto Di Saronno</td>
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<tr>
<td>Budweiser</td>
<td>Bud Light</td>
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<tr>
<td>Michelob Golden Light</td>
<td>Summit Extra Pale Ale</td>
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<tr>
<td>Local Seasonal Microbrew</td>
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<tr>
<td><strong>CORDIALS</strong></td>
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<tr>
<td>Baileys Irish Cream</td>
<td>Kahlua</td>
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<tr>
<td><strong>BEER</strong></td>
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<tr>
<td>Budweiser</td>
<td>Corona</td>
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<tr>
<td>Michelob Golden Light</td>
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<tr>
<td>Local Seasonal Microbrew</td>
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<tr>
<td><strong>WINES</strong></td>
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<tr>
<td>Chateau Ste. Michelle Cuvee Brut</td>
<td>Segura Viudas Aria Brut</td>
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<tr>
<td>Domanine Chandon Brut Classic</td>
<td>Veuve Cliquot Champagne</td>
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<tr>
<td>Dom Perignon Champagne</td>
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<tr>
<td><strong>CHARDONNAY:</strong></td>
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<tr>
<td>Canyon Road</td>
<td>Lindemans Bin 65</td>
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<tr>
<td>A by Acacia</td>
<td>Parducci</td>
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<tr>
<td>Stag’s Leap</td>
<td>Sebastianni</td>
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<tr>
<td><strong>SAUVIGNON BLANC:</strong></td>
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<tr>
<td>Canyon Road</td>
<td>Night Harvest</td>
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<tr>
<td><strong>PINOT GRIGIO:</strong></td>
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<tr>
<td>Jacob’s Creek</td>
<td>Tamas Estates</td>
</tr>
<tr>
<td>Columbia Winery</td>
<td>Kim Crawford</td>
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<tr>
<td><strong>ADDITIONAL WINE VARIETALS:</strong></td>
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</tr>
<tr>
<td>Canyon Road White Zinfandel</td>
<td>Beringer White Zinfandel</td>
</tr>
<tr>
<td>Seven Daughter’s White Blend</td>
<td>Louis Jadot Pouilly-Fuisse</td>
</tr>
</tbody>
</table>
**CABERNET SAUVIGNON:**
- Canyon Road
- Louis Martini
- Beringer Founders Estates
- Sliver Palm
- Main Street
- Tanglely Oaks

**MERLOT:**
- Canyon Road
- Toasted Head
- Red Rock
- Frei Bros
- Cellar #8
- Markham

**PINOT NOIR:**
- Jargon
- MacMurray Sonoma Coast
- Echelon
- Robert Mondavi
- Buena Vista

**ZINFANDEL:**
- Dancing Bull
- Sebastiani

**SHIRAZ/SYRAH:**
- Little Boomey
- Penley Estate Vineyard
- Rock Rabbit
- Marquis Phillips

**ADDITIONAL RED VARIETALS:**
- Davinci Chianti
- Valley of the Moon Cuvee
- Estancia Meritage
- Franciscan Magnificat

**NON-ALCOHOLIC BEVERAGES**
- Nestle Pure Life Bottled Water
- 180 Energy Drinks
- Club Soda
- O’Doul’s Amber (N/A Beer)
- Assorted Coca-Cola Brand Soft Drinks
- Assorted Bottled Fruit Juices
- Tonic Water
- Ginger Ale

**BANQUET CURFEWS**
In accordance with Minnesota liquor laws, all alcoholic beverage sales will begin no earlier than 8:00am and conclude no later than 2:00am Monday through Saturday, and begin no earlier than 12:00pm and conclude no later than 1:00am on Sunday.

**BANQUET EQUIPMENT**
Items in our banquet inventory are for your use at no additional charge. Costs associated with rental of any equipment requested not in inventory will be passed on to your group. For more information on banquet equipment, please ask your Catering or 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 14 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 100 persons, we will add a $100 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 any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

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. Porterage charges may be set forth in your contract; if not standard porterage charges will apply. All departure notices and bag pulls should be coordinated with your Catering or 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 and your Catering or Event Manager can help you create your own customized lunch. If you wish to order box lunches for your group, your Catering or Event Manager will arrange the order for you and provide delivery to your specified location on the property.

**BUSINESS CENTER**
The in-house Business Center is located in the lobby and offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, shipping and mail services.

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 discuss them with your Catering or 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.

Full Service Business Center Hours: 7:30am to 4:30pm Monday through Friday
Self Service Business Center: 24 hours
**BUS/BUS COMPANIES**
There are many wonderful local bus companies that service the Minneapolis/St. Paul area. Please contact your Catering or Event Manager for the company that would best serve your needs.

Back to Resource Information

**CAR RENTAL AGENCIES**
There are many local car rental companies to work with. We are located across the street from Enterprise Rent-A-Car and there are other car rental companies located at the Airport. Please contact your Catering or Event Manager for help with ordering your car.

Back to Resource Information

**CASH PAID OUTS**
Please contact you Catering or Event Manager for more information regarding Cash Paid Outs while you are at Hilton Minneapolis.

Back to Resource Information

**CASH PAYING GUESTS**
In the event a hotel guest does not have a major credit card to secure the room, the Hilton Minneapolis 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 as well as all room folio charges from Skywater, In Room Dining and movie charges will be restricted.

Back to Resource Information

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

Back to Resource Information

**CHECK CASHING PRIVILEGES**
Hotel guests may cash checks at the Front Office. The maximum amount is $50.00 per day (If you are a Hilton HHonors member the maximum amount is $100.00). There is no charge for check cashing. The check must be imprinted with the guest’s current name and address and made out to Hilton Minneapolis. Identification will be required.

Back to Resource Information
**CHECK-IN AND CHECKOUT**
Hotel check-in is 3:00pm, and checkout is 12:00pm. All guests arriving before 3:00pm 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 $75.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

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

**SATELLITE CHECK-IN**
Satellite check-in is available. Your Catering/Event Manager will be able to discuss this in more detail to determine if this is the correct solution for your arrival.

*Back to Resource Information*

**COAT CHECK SERVICES**
Your Catering or Event Manager can arrange for either a host paid coat check or a coat check on a cash basis. A revenue minimum will apply.

*Back to Resource Information*

**COFFEE MAKER**
All guest rooms at the Hilton Minneapolis come with a Lavazza in-room coffee maker. This coffee maker brews individual cups of premium coffee for you to enjoy in your room or on the go.

*Back to Resource Information*

**COMMUNITY OUTREACH**
Our current Community Outreach efforts include the following:

- **FEED MY STARVING CHILDREN** - local agency that produces nutritious meals for children in third world countries
- **BREAST CANCER WALK** - Susan G. Komen event that raises awareness/money for a cure
- **LOAVES AND FISHES** - provide, prepare, and serve meals to locals in need at area facilities
- **PEOPLE SERVING PEOPLE** - hotel collects hats, gloves, and mittens during holiday season for this organization that serves homeless
- **"SOCKS FOR SIMPSON"** - hotel collected socks and blankets for the Simpson organization that aids homeless
- **UNITED WAY/COMMUNITY HEALTH CHARITIES** – our hotel raised over $1,700 dollars between donations and our CARE ballroom sale last November
PENNY WARS - change driven competition to raise money for the American Cancer Society

CONCIERGE
The Concierge Desk is located in the Lobby, next to the Front Desk. The concierge is available to assist with a variety of questions and requests. Also available are maps & brochures on local attractions. There is exclusive concierge service for guests with Executive Level privileges on the 25th floor.

CONVENTION CENTER
The Minneapolis Convention Center has a 3,400 seat Auditorium, the first of its kind in any convention center across the country. This space can be used as a large hall, or can be divided in a matter of minutes into a 2,000-seat auditorium with three 450-seat lecture halls. Each of these three raised sections sits on a turntable that rotates 180 degrees to create a soundproof training space. Additionally, each of the three rooms has its own presentation stage and each seat is laptop computer user-friendly with table arms and individual data and power ports. The hall is also equipped with premier audio-visual equipment including front and rear projection screens, wiring for digitized video, and the latest technology; allowing for satellite links, fiber optics, and easy Internet. Another unique feature of the Center is the 100,000 square-foot exhibit hall, located in the lower level of the Center, which can be converted into a ballroom with banquet seating for up to 3,800 people. The expansion has extended the Convention Center from two levels of public space to four levels. Sharing the added plaza, or ground-level, space with the Auditorium is a fourth domed exhibit hall with 100,000 square feet. The new mezzanine level and existing second level houses more than 28,000 square feet of additional meeting space.

MINNEAPOLIS CONVENTION CENTER
1301 Second Avenue South
Minneapolis MN 55403
Phone: 612.335.6000
Email: conv_ctr@ci.minneapolis.mn.us
Web: http://www.minneapolisconventioncenter.com/
DISTANCE FROM HOTEL TO CONVENTION CENTER: 2 blocks, approx. 5 min walking time

CORKAGE
Hilton Minneapolis charges corkage fees; please contact you Catering or Event Manager for more information.
**CREDIT CARDS**
The Hilton Minneapolis accepts most major credit cards including:

- American Express
- Discover
- JAL Credit
- Optima
- Carte Blanche
- En Route
- JCB International
- VISA
- Diners Club
- Euro Card
- MasterCard

Back to Resource Information

**CREDIT POLICY**
Unless you have established credit in advance with us, you will pay the entire contract price by cash, personal bank check or by certified check at least 2 weeks prior to your function or by wire transfer 7 days prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

Back to Resource Information

**DANCE FLOOR**
Dance floor is available on a complimentary basis based on hotel inventory. Please contact your Catering or Event Manager for more information.

Back to Resource Information

**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.

Back to Resource Information

**DESTINATION MANAGEMENT COMPANIES (DMC)**
Lists of preferred vendors that have successfully worked with the hotel are available from your Catering or Event Manager.

Back to Resource Information

**DEPOSITS**
Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance. Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.
DIAGRAMS
Diagrams are available on our website or contact your Catering/Event Manager.

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

DINE AROUND
Dine-Around’s for your group can be scheduled for your group. Please contact your Catering or Event Manager for recommendations.

DIRECTIONS TO THE HOTEL

FROM THE EAST:
Take 94 West to the 11th Street exit. Continue on 11th Street approximately three blocks, just past 2nd Avenue. Entrance to the parking ramp is on the right. To Valet Park, continue past the ramp entrance to Marquette Avenue. Turn right on Marquette and turn right into the hotel driveway.

FROM THE WEST ON INTERSTATE 94:
Take 94 East toward Minneapolis. Nearing downtown, take the Hennepin/Lyndale exit and stay in the left lane. Take a left at the first stop light, Dunwoody Boulevard. Turn right onto 12th Street. Follow 12th Street to Marquette Avenue and turn left. Follow Marquette one and one-half blocks to the main hotel entrance for Valet Parking. For self-parking, follow Marquette Avenue to 10th Street and turn right. Follow 10th Street to 2nd Avenue and turn right. Entrance to the parking garage is on the right-hand side.

FROM THE WEST ON INTERSTATE 394:
Take 394 East toward Minneapolis. Take Downtown Exit (12th Street) and turn right on 12th Street. Follow 12th Street to Marquette Avenue and turn left. Follow Marquette one and one-half blocks to the main hotel entrance for Valet Parking. For self-parking, follow Marquette Avenue to 10th Street and turn right. Follow 10th Street to 2nd Avenue and turn right. Entrance to the parking garage is on the right-hand side.

FROM THE NORTH:
Take 35W South toward Minneapolis. Nearing downtown, take the 94 West/11th Avenue Exit. When the road comes to a “Y”, take the left lane for 94 west. On 94 West stay in the right hand lane and take the 11th STREET Exit. Proceed west on 11th Street staying in
the right hand lane. The self-parking garage entrance is on the right-hand side between 2nd Avenue and Marquette Avenue on 11th Street. For Valet Parking, take a right on Marquette Avenue and proceed to the front entrance on the right-hand side.

**FROM THE SOUTH:**
Take 35W North toward Minneapolis. Nearing downtown, follow Downtown Exits. Take the 11th Street exit. Proceed west on 11th Street staying in the right-hand lane. The self-parking garage entrance is on the right-hand side between 2nd Avenue and Marquette Avenue on 11th Street. For Valet Parking, take a right on Marquette Avenue and proceed to the front entrance on the right-hand side.

**FROM THE MINNEAPOLIS/ST. PAUL INTERNATIONAL AIRPORT:**
Take 494 West to 35W North. Take 35W North toward Minneapolis. Nearing downtown, follow Downtown Exits. Take the 11th Street exit. Proceed west on 11th Street staying in the right-hand lane. The self-parking garage entrance is on the right-hand side between 2nd Avenue and Marquette Avenue on 11th Street. For Valet Parking, take a right on Marquette Avenue and proceed to the front entrance on the right-hand side.

**DRESSING/GREEN ROOMS**
Please contact your Catering or Event Manager for details.

**DRUG STORES**
Downtown Minneapolis has many selections for you drug store needs within walking distance of the hotel. Walgreen’s, CVS & Target all have a presence and local pharmacy Dahl, rents medical equipment to hotel guests. Please contact your Catering or Event Manager for further details and contact information for pharmacies.

**DRY-CLEANING**
Laundry services are available by dialing extension 64 in-house. Garments picked up prior to 8:20am are returned to guests by 6:00pm the same evening. Garments picked up after 8:20am will be returned the following day by 6:00pm. Dry Cleaning services are available Monday – Friday except as noted below for holidays.

Please note that there is no service on the following holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year’s.
**eEVENTS**
Hilton Family’s online booking channel for small groups and meetings. e-Events is an online tool that makes it easy to book your entire group event from start to finish, including up to 25 guest rooms, meeting rooms, food and beverage and even audio/visual equipment! e-Events gives you everything you need to quickly and simply plan, book and relax. You can learn more about e-Events at: [http://www.hilton.com/en/hi/promotions/learnevents/index.jhtml](http://www.hilton.com/en/hi/promotions/learnevents/index.jhtml)

Back to Resource Information

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

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

Back to Resource Information

**ELEVATORS**
The Hilton Minneapolis hotel has 6 guest elevators located in the Lobby and floors 1-25. In addition, there are 2 parking garage elevators located in the Lobby next to the 11th Street entrance.

Back to Resource Information

**EMERGENCY PROCEDURES**
The Hilton Minneapolis 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 a 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: 1/2 mile
- Nearest hospital: 1/2 mile

Back to Resource Information
ENTERTAINMENT
The Catering & Events Departments have key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. Please contact your Catering or 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. Please contact your Catering or Event Manager for a slide show of how Hilton Minneapolis is going GREEN!

EXHIBITS
Please request the hotel’s Exhibit & Production Guidelines from your Event Services Manager.

FAX MACHINES
Guests may send faxes through the Business Center, the Executive Level Concierge, or for after-hours service, the Front Desk. If you have a guest who would like to receive faxes while on-site, please have them fax to our Guest Services Desk at 612-397-4875.

FAX NUMBERS
Guest Fax: 612-397-4875  Business Center: 612-397-4878  
Executive Level: 612-397-4877  Catering: 612-397-4937
Finance: 612-397-4906  Purchasing: 612-397-4876
Reservations: 612-397-4888  Sales/Exec Office: 612-397-4871

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.

Back to Resource Information

**FITNESS CENTER**
The Fitness Center is located on the 2nd Floor of the hotel and is complimentary to all guests. Locks for the locker room are available free of charge from the Front Desk.
HOURS OF OPERATION:
Fitness Center  24 Hours
Pool, Sauna & Jacuzzi  5:00am – 11:00pm Monday – Saturday
                      5:00am – 10:00pm Sunday

BACK TO RESOURCE INFORMATION

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

BACK TO RESOURCE INFORMATION

FLORAL/FLORIST
Please contact your Catering or Event Manager for assistance with floral arrangements.

BACK TO RESOURCE INFORMATION

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.

BACK TO RESOURCE INFORMATION

FREIGHT ELEVATOR
The Freight Elevator services the street level to the fourth floor areas. It is a single freight
elevator with interior dimensions of: 18’ 7” deep x 8’ wide x 7’ high and a door
measurement of 7’10” wide x 7’10” high with a capacity of 8,000 lbs. Please contact
your Catering or Event Manager for further details.

BACK TO RESOURCE INFORMATION

GENERAL MANAGER
John Luke joined the Hilton Minneapolis in November 2003 as General Manager. He
has been in the hotel industry since 1982, previously holding positions as; General
Manager, Hilton Pasadena; Vice President, Front Office Operations & Systems, Hilton
Hotels Corp.; Executive Assistant Manager, Hilton New York and Waldorf=Astoria;
Director of Front Office Operations, Hilton Los Angeles, Hilton San Francisco and
Hilton Atlanta Airport.

Mr. Luke is thrilled to welcome your group to Hilton Minneapolis and is accessible as
needed.

BACK TO RESOURCE INFORMATION
**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 our Finance Department and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering or Event Manager for further details.

Back to Resource Information

**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

Back to Resource Information

**GOLF COURSE INFORMATION**
Minneapolis/St. Paul are home to many wonderful golf courses and driving ranges. Transportation for your group and reservations at area courses can be arranged through your Catering or Event Manager.

Back to Resource Information

**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.*

Back to Resource Information

**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

Back to Resource Information
GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Hilton Minneapolis has a formal front entrance as well as room for bus loading and unloading. The porte cochère is designed for the loading and unloading of sedans, limos, personal vehicles, vans and mini-coaches. Full size coaches and buses load and unload at the 11th Street entrance of the hotel. The lobby 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 11th Street entrance, as the front entrance becomes easily congested and large movements can be more efficiently accommodated at the 11th Street 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.

Back to Resource Information

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.

Back to Resource Information

GUEST ROOMS
Standard guest rooms featuring the Serenity Bed and accented by warm tones and beautifully hand carved oak furniture. All the rooms have large windows allowing you to view for miles on a bright Minnesota day. Additionally, all rooms have two phones with two phone lines, a modem hookup, wireless high-speed internet access and voicemail. Iron and ironing boards, coffee makers and hair dryers are available in each guest room. A USA Today paper is delivered to your guestroom Monday through Friday.

The hotel’s current bedding breakdown is as follows, 265 rooms with one king bed and 545 rooms with two double beds.

Minnesota state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults and 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 all non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - $1.25 per envelope, deliveries inside the room - $2.25 for the first item & $2.25 for each additional item (prices are subject to change). Please contact your Catering or Event Manager today to arrange for your deliveries.

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
Ivy Spa Club
201 Eleventh Street South
Minneapolis, MN 55403
Phone: 612-3433131
Web: www.ivyspaclub.com
Hours: Monday – Saturday 9am – 8pm
       Sunday 10am – 7pm

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

HHONORS FLOOR
Our HHonors floors are located on the 22nd and 23rd floors. Guest rooms on the HHonors floors are newly renovated and feature beautiful upgraded touches. Floors 22 and 23 have the option of wired or wireless internet access, complimentary turndown service & bottled water.

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial
numbers. 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
Your Catering or Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks can be set up in the pre-function space on the second and third floors as well as in the lobby. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks may 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 or 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 Hilton Minneapolis:

Location: Downtown Minneapolis Minnesota
Address: 1001 Marquette Avenue South, Minneapolis, MN 55403
Telephone: 612-376-1000
Facsimile: 612-397-4875
Reservations: 888-933-5363
Website: www.Minneapolis.Hilton.com
Developer: Kraus-Anderson Companies
Managed By: Hilton Hotels Corporation
Grand Opening: 1992
Last Renovation: 2007 for Guestrooms. 2009 addition of Marquette Ballroom
Architects: Hospital Designers Inc.
Employees: 399 full-time and 31 part-time employees

BRIEF DESCRIPTION:
The Hilton Minneapolis is a fabulous 25-story Victorian-style facility offering 821 deluxe guest rooms and suites. Banquet and meeting facility comprises over 77,000 square feet of function space including a 25,000 square foot main ballroom and two junior ballrooms one at 7,400 square feet and the other at 10,000 square feet. For relaxation, unwind in our
complimentary Health Club featuring state-of-the-art exercise equipment, a pool, whirlpool and sauna. SkyWater Cuisine and Cocktails offers Midwestern cuisine with a metropolitan flair! The Hotel skyway access includes the Minneapolis Convention Center, Nicollet Mall, Orchestra Hall, the Target Center as well as eight miles of business, shopping, dining and entertainment. The Metrodome is also within walking distance. Amenities available include a 24-hour Business Center, a gift shop, and a 1,200-stall underground parking garage.

AWARDS:
• 10 Consecutive Pinnacle Awards, for excellence in hospitality
• AAA Four Diamond Award
• 2007 “Best of” award from Meeting Midamerica’s for outstanding meeting facility providing excellence in service
• 2007, 2008 and 2009 “Best of” award from Minnesota Meetings + Events Magazine as the best Hotel Meeting Space in Minnesota
• 2009 Hotel of the Year, MN Lodging Association

HOTEL MAP
Attendees may receive a map in their key packet when they arrive at the hotel. Please contact your Catering/Event Manager for cost and customization options.

HOUSEKEEPING
Daily housekeeping services take place between 8:00 am and 5:00pm. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering or Events Manager.

The suggested housekeeping gratuity is $1.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

Each guest room is equipped 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, bath/shower amenities, and extra pillows. Additional bedding available for children: cribs and rollaway beds. 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 Events 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 6:00am to Midnight seven days a week, serving breakfast, lunch and dinner. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining is also available for your food and beverage service in hospitality suites. In-Room Dining can be reached at extension 62 in-house. Room service gratuity is 18% and is posted automatically on all checks. There is also a minimum delivery fee of $3.00 per order.

A variety of amenities are also available through room service.

**INTERPRETATION/TRANSLATION SERVICES**
A list of local interpretation/translation companies:
http://www.isss.umn.edu/resources/TranslationServ.html

**INTERNET SERVICES**
Datanamics is our internet service provider and are our guest and meeting room support. For guest room support and meeting room support please dial extension 0, and a hotel representative will assist you with trouble shooting the issue.
KEY CARDS
Please contact your Catering or 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 $85.00 charge per door/per room plus tax and you may be required to sign a hold harmless agreement.

CUSTOMIZED KEY CARDS:
Please contact your Catering or 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 Minneapolis Managing Committee consists of the following people:

General Manager          John Luke          ext. 4800
Director of Sales & Marketing Kimberly Zoulek ext. 4841
Director of Food & Beverage John Milleson   ext. 4804
Director of Finance       Paul Downing     ext. 4809
Director of Front Office  Nigel Pustam      ext. 4936
Executive Chef            Julian Grainger   ext. 4816
Director of Housekeeping  Dan Truniger      ext. 4814
Director of Engineering   Dale Nelson       ext. 4811
Director of Catering      Kathy Roberts     ext. 4805
Director of Events        Joe Grossi        ext. 4810

KOSHER
Kosher foods are available upon request. We ask that you inform us at least three days in advance of any kosher needs. Please ask your Catering or Event Manager for kosher suggestions.

LABOR
The Teamsters Local #638 and H.E.R.E. Local #17 are represented at the Hilton Minneapolis.

LAUNDRY/VALET
Laundry services are available by dialing extension 64 in-house. Garments picked up prior to 8:20am are returned to guests by 6:00pm the same evening. Garments picked up after 8:20am will be returned the following day by 6:00pm. Dry Cleaning services are available Monday – Friday except as noted below for holidays.
Please note that there is no service on the following holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year’s.

Back to Resource Information

**LIMOUSINE SERVICES**
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Eclipse Transportation is our preferred service and can be reached at 1-800-215-8917 (toll-free) or 651-293-1111 (local). Your Catering or Event Manager can also arrange limousine transfers.

Back to Resource Information

**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 or Event Manager. Our standard linen colors are white and gold. Upgraded linens are available at additional cost.

Back to Resource Information

**LIQUOR LAWS**
The State of Minnesota has strict liquor laws that must be followed by Hilton Minneapolis. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the hotel, no group may bring in their own alcohol to be served. The legal drinking age in Minnesota is 21. Your Catering or Event Manager can provide you information on the applicable State of Minnesota liquor laws upon request.

Back to Resource Information

**LOAD-IN/LOAD-OUT (PRODUCTION, DÉCOR AND STAGING)**
Your Catering or Event Manager will provide you with the Exhibit & Production Guidelines for information.

Back to Resource Information

**LOADING DOCK**
The loading dock is located on the Northeast corner of the building on 10th Street and 2nd Avenue. Please contact your Catering or Event Manager for delivery hours.

Hilton Minneapolis
1001 Marquette Avenue
Minneapolis MN 55403
Fully enclosed 3-bay loading dock. The dock height is 4 feet, the width is 46 feet, and the depth is 10 feet. There are (2) dock plates; (1) is 5 feet wide, (1) is 4 feet wide. There are (2) coiling doors measuring 10 feet tall by 14 feet wide each. The bay is able to accommodate up to (3) semis at one time.

LOCAL INFORMATION
Located in the heart of downtown Minneapolis, Minnesota, the Hilton Minneapolis hotel is connected by skyway to the Minneapolis Convention Center, financial district, shopping, restaurants, and exciting night life.

Local attractions include the Mall of America, Target Center (home of the Minnesota Timberwolves), Metrodome (home of the Minnesota Vikings), the new Target Field (home of the Minnesota Twins), XCEL Energy Center (home of Minnesota Wild Hockey), the Minnesota Zoo, Minneapolis Institute of Arts and a multitude of other attractions.

For more information about Minneapolis, please visit www.minneapolis.org.

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.)
Please contact your Catering or Event Manager for details on our Manager on Duty program.
MAIL SERVICES
Our concierge and Business Center offer US Mail, FedEx and UPS services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest contacting our Business Center in advance. Please refer to your Catering or Event Manager if you would like to arrange an on-site service for your group.

The United States Post Office located at 110 South 8th Street. They can be accessed through the Skyway system and can be reached at 800-ASK-USPS. Their hours are 7:30am – 5:00pm Monday through Friday; they are closed Saturday and Sunday.

MASSAGE THERAPY
Ivy Spa Club is our preferred provider of Spa and Salon services. Complete spa services are available at Ivy Spa Club. Inquire on services, packages, spa events, and in-room services. Consult your in-room directory of services and book your appointment by pressing the “Spa” button on your in-room telephone.

Ivy Spa Club is conveniently located in the Hotel Ivy at 201 Eleventh St. South Ivy Spa Club may be reached at 612-343-3131 or Ext. 47 on any house phone.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

URGENT CARE/EMERGENCY ROOM
Hennepin County Medical Center (HCMC)
716 S 7th Street
Minneapolis, MN 55403
Urgent Care: 612-873-5555
General Information: 612-873-3000
Directions to: 612-873-9800
Email: info@hcmc.org

HOSPITAL
Hennepin County Medical Center (HCMC)
716 S 7th Street
Minneapolis, MN 55403
Urgent Care: 612-873-5555
General Information: 612-873-3000
Directions to: 612-873-9800
Email: info@hmc.org

MEETING PACKAGES
Please contact your Catering or Event Manager for details.

MEETING ROOM CAPACITIES
Please contact your Catering or Event Manager or follow this link to our website.

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 $7.50 per bell cart moved.

MEETING ROOM RENTAL
Information on meeting room rental can be obtained from your Sales, Catering or Event Manager.

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

MUSIC/MUSICIANS
The Hilton Minneapolis has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering or Event Manager for assistance in booking entertainment.
NEWSPAPERS/PUBLICATIONS
The following newspapers are available daily at 7am in the Gift Shop:
- USA Today
- Star Tribune (local)
- New York Times
- Wall Street Journal
The USA Today is delivered to your guest room Monday through Friday.

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. In order to address your specific group’s needs, please 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.

Full Service Business Center hours: 7:30am to 4:30pm Monday - Friday.
Self Service Business Center: 24 hours

OFF PREMISE CATERING
The Hilton Minneapolis will, under certain circumstances, offer off-premise catering services. Please speak with your Catering Manager for more details.

PACKAGE ROOM
Packages should be sent to the main hotel address and to the attention of the guest receiving the items. The package room is located near the loading dock. As limited package storage space is available, larger shipments are to arrive no more than 72 hours before they will be picked up. Outside of normal business hours Security will sign for packages. Please do not ship valuables; we cannot be responsible for contents.

PARKING
The Hilton Minneapolis offers self-parking in the ramp located under the hotel. There are two entrances; one on 2nd Avenue and another on 11th Street. Self-parking is $13.00 for 24 hours with in-out privileges and valet parking at the rate of $23.00 per day with in-out privileges. The parking ramp is owned and operated by the City of Minneapolis.
Parking charges can be billed to your guestroom or to your group’s master billing account. Please contact your Catering or Event Manager for further information.

If you are planning a large amount of day parking 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)
Pets are allowed in the hotel, with a weight limit of 75 lbs and no more than two pets are permitted per guestroom. There is a one time non-refundable pet service fee of $45.00. The exception to the provisions & fees are for service animals employed to assist guests with disabilities. The Front Office management will determine any other exceptions.

We are a “Pet Friendly” hotel and we have special pet friendly features to offer: pet pillow, food & water stainless steel bowls, placemat, travel tote with dog treats & waste clean-up bags as well as a door hanger to let service staff know there is a pet in the room.

The Front Office management will also assist in locating an appropriate kennel if additional services are required. Please contact the Front Desk with any questions about bringing companion animals into the hotel.

PHOTOGRAPHY
Locations near by that offer photography and camera services are listed below.

NATIONAL CAMERA & VIDEO
930 Hennepin Avenue
Minneapolis, MN 55403
Phone: 612-332-3728
Web: www.natcam.com
Hours: 10am – 6pm Monday – Saturday, closed Sunday

TARGET
900 Nicollet Mall
PIANOS
The Hilton Minneapolis has (3) pianos for use in our function space. Pianos are provided at $150.00; however it is recommended that they be tuned prior to each use. The tuning fee is approximately $100.00 per piano and requires advance notice.

If your group requires additional pianos or other services, your Catering or Event Manager can rent them from an outside source.

POOLS
The swimming pool and whirlpool are located on the 2nd floor of the hotel in the Health Club. Please see the Health Club section for more information.

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

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
Please contact your Catering or Event Manager for details.

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

**PRINTING SERVICES**
Please reference the Business Center section of this document.

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

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

**PUBLIC TRANSPORTATION**
Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport.

Metro Transit operates a light rail service to and from the airport and downtown. Please see their website for additional information. The light rail picks up passengers along 5th Street in the Downtown area and travels to both terminals of the Minneapolis/Saint Paul International Airport as well as the Mall of America.

Metro Transit offers a FREE shuttle service on Nicollet Mall between the Light Rail Station (LRT) and the Convention Center. Service is provided every 10 minutes in each direction.

**PYROTECHNICS**
Hilton Minneapolis does not allow indoor pyrotechnics.

**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**
Hilton Minneapolis is implementing “Green Meetings”. Please contact your Catering or Event Manager for more information on our green practices.

Back to Resource Information

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

Back to Resource Information

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

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

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

Back to Resource Information

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

Back to Resource Information

**RESTAURANTS/LOUNGES**
A celebration of global flavors and greenmarket bounty, SkyWater showcases Chef Julian Grainger’s eclectic palate and greenmarket passion. Here regional specialties share a spotlight with international dazzlers. Refined service is augmented by Midwestern warmth. And a refreshingly comfortable, yet distinctly metropolitan setting complements the unforced sophistication of Grainger’s cooking. Whether you order Pomegranate Salmon or Chicken Pot Pie, SkyWater beguiles with ingredients sourced close to home and a dining experience far beyond the ordinary.

The restaurant is open at 6:00 a.m. daily.
RESTAURANT RESERVATIONS
Reservations are strongly recommended for SkyWater Cuisine and Cocktails and for all restaurants in Minneapolis.

RESTROOMS
The Hilton Minneapolis has public restrooms located in the lobby of the hotel as well as on the second and third floor meeting spaces.

RESUMES
Group resumes and group fact sheets are provided based on the needs of our customers. Please contact your Catering or Event Manager for more information.

RIGGING
Please contact your Catering or Event Manager for more information as well as the Exhibit and Production Guidelines.

ROPES/STANCHIONS
The Hilton Minneapolis has stanchions with connecting rope for your use. 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 Minneapolis:

- **NS**: Non-Smoking Room
- **SR**: Smoking Room
- **D2**: Double/Double Room
- **D2E**: Executive Level Double/Double Room
- **D2S**: Double Beds Superior (attached to Royal or Imperial Suite)
- **K1**: King Room
- **K1E**: Executive Level King Room
- **K1S**: King Bed Superior (attached to Royal or Imperial Suite)
- **K1J**: Junior Suite
- **D2RRC**: Double/Double Room Accessible
K1RRC  King Room Accessible
RRRRP  Parlor Room
RRERP  Executive Level Parlor Room
RRSRP  Royal Parlor Room
RRZRP  Imperial Parlor Room
ROH    Run of House (includes any standard Double/Double room or King Room)

Back to Resource Information

**SAFES/SAFE DEPOSIT BOXES**
Safe deposit boxes are available free of charge and accessible 24-hours a day at the Front Desk.

Back to Resource Information

**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. Please contact your Catering or Event Manager for a list of approved security companies.

Back to Resource Information

**SHIPPING AND RECEIVING**
Packages should be sent to the main hotel address and to the attention of the guest receiving the items. A package storage area is located near the loading dock. As limited package storage space is available, larger shipments are to arrive no more than 72 hours before they will be picked up. Outside of normal business hours Security will sign for packages.

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>
Hilton Minneapolis
1001 Marquette Avenue
Minneapolis MN 55403
612-376-1000
612-397-4871
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 Hilton Minneapolis:**
Please contact your Catering or Event Manager for large shipments from the hotel. For smaller packages please contact our Business Center.

**Shoe Shine**
1.5 blocks away – 950 Nicollet Mall, Skyway Level (above The News Room)
2.5 blocks away – Lisa’s Shoe Shine, IDS Center 1st floor (across from Kinko’s)

**Shopping**

Hotel Shopping:
Gift Shop
Hotel Lobby
Phone: 612-876-4853
Hours: Monday - Sunday 7am – 10pm and Sunday 8am – 10pm

Local Shopping
There are various boutique and national chain stores located along Nicollet Mall in downtown Minneapolis as well as other areas of downtown. Please visit this website for more information.

The Mall of America is also located nearby, with over 400 shops to visit. You can reach the MOA by light rail from downtown Minneapolis or by taxi. Please visit their website for more information.

**Signage/Banners**
The Hilton Minneapolis 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. Hotel personnel must provide the labor to hang the signs at a fee of $6.50 per linear foot with a $20.00 minimum charge.

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

SITE INSPECTION/PRE-PLANNING
Please contact your Catering, Event or Sales Manager to set up a site inspection or a pre-planning visit to the hotel.

SMOKING
In accordance with Minneapolis municipal law, all public space (lobby, restaurant/lounge, function space, pre-convene areas) are designated non-smoking. Inside the Hilton Minneapolis, smoking is only allowed in guest rooms designated as smoking. The Hilton Minneapolis has 779 guest rooms designated as non-smoking and 42 rooms designated as smoking – all smoking rooms are on the 7th floor.

SOUND SYSTEM
Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering or Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges.

SPA
Ivy Spa Club is our preferred provider of Spa and Salon services. Ivy Spa Club is our preferred provider of Spa and Salon services. Complete spa services are available at Ivy Spa Club. Inquire on services, packages, spa events, and in-room services. Consult your in-room directory of services and book your appointment by pressing the “Spa” button on your in-room telephone.

Ivy Spa Club is conveniently located in the Hotel Ivy at 201 Eleventh St. South Ivy Spa Club may be reached at 612-343-3131 or Ext. 47 on any house phone.
SPECIAL MEAL REQUESTS
Please consult with your Catering or Event Manager for any special meal requests. Chef Julian Grainger is pleased to accommodate your requests to the best of his abilities.

Back to Resource Information

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

Back to Resource Information

STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Hilton Minneapolis. If you are anticipating shipping a large volume of materials, we suggest you consult your Catering or 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 for your storage area. If shipping valuables, please make arrangements to hire and pay for outside security.

Back to Resource Information

SUITES
Please ask your Catering or Event Manager for diagrams of these spaces.

JUNIOR SUITES:
Located on floors 5-25, these suites offer a large room (26.9’ x 18’) at 484 square feet with a king bed and a seating area.

PARLOR SUITES:
Located on floor 16-21 and 23-25, include a large parlor (26.7’ x 18’) at 480 square feet, wet bar, and option of a king bedroom and/or a double-double room.

ROYAL SUITE:
Located on the 23rd floor, this offers the second largest parlor suite (41’ x 18’) at 738 square feet. The Royal Suite is prefect for entertaining and small meetings. It has private service entrance and an option of a king bedroom and/or a double-double bedroom adjoining the parlor.

IMPERIAL SUITE:
Located on the 24th floor, this suite offers the largest parlor (55’ x 18’) at 990 square feet. The Imperial Suite is perfect for entertaining and small meetings. It has a full size wet bar and private service entrance, and an option of a king bedroom and/or a double-double bedroom adjoining the parlor.

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

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

**TAXES**
The current Minnesota state general sales tax is 7.78%. The current Minnesota State Hotel Tax is 13.78% (includes state tax). All goods and services are subject to state and local tax including but not limited to food, beverage, labor, and gratuities. Please note the tax amounts below.

- Food 10.78%
- Alcoholic Beverage 13.28%
- Hotel Room 13.40%

**TAXICABS**
For the city of Minneapolis, there are a total of nine taxi companies available to our guests. Our doormen will gladly call a taxi for you when you are ready to depart. The standard rate for transfers from the St. Paul/Minneapolis International Airport to the Hilton is approximately $30.00 plus gratuity.

**TEAM MEMBER RECOGNITION**
**PRIDE AWARD** – Awarded to Hourly Team Members
**COMMITMENT AWARD** – Awarded to Managers & Assistant Department Heads
**TEAM MEMBER OF THE YEAR** – chosen from Team Members of the Month
**LEADERSHIP AWARD** - Semi-annual award for Executive Committee and Department Heads
**ROCK STAR PROGRAM** - hotel wide recognition for Team Member's who receive positive feed back from guests
TELEPHONES/TELECOMMUNICATIONS
The following types of telecommunication services are available for our guests. Please speak with your Catering or Event Manager for more details, or to order a specific service.

HOUSE PHONES
Used for in-house only. Price is an $85.00 one time fee + tax.

DID LINES
The one-time installation fee is a $150.00 plus tax and the price of the calls (local and long distance) made. DID lines can be used for long distance and fax as well.

DID LINES
The following are enhancements that can be added to a DID Line:

- **SPEAKER PHONE**: $200.00, one time fee, includes the instrument and phone line.
- **VOICEMAIL**: $75.00 one time fee does not include phone line.
- **ADDS/MOVES/CHANGES TO DID LINE**: $150.00 per hour for a technician to move/install lines, with a minimum 2 hour charge. Does not include the price of the DID line.
- **DIGITAL LINES**: $150.00 per hour for a technician to move/install lines, with a minimum 2 hour charge. Does not include the price of the DID line. Digital lines provide multiple phone lines and can offer features such as a hold button and transfer button.

B1 TELEPHONE LINES
B1 telephone line service is not provided by the hotel. We recommend contacting Qwest Communications at 612 399-7575. There is a minimum 1 month plus installation, required by Qwest at a cost of approximately $200.00. The Hotel charges an access fee of $100.00 per day to the client for outside vendor services.

INTERNET ACCESS
Broadband Access: T1.5 line $500.00 per day for the first device (router, PC, printer), each additional device is $150.00 per day per device.

DSL:
Not offered

DEVICES: (Computer, Printer or Router)
There is a one time fee of $250.00.

GUEST ROOM CALLS

<table>
<thead>
<tr>
<th>TYPE OF CALL</th>
<th>INSTRUCTIONS</th>
<th>RATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial</td>
<td></td>
<td>Bill to Room</td>
</tr>
<tr>
<td>Emergency</td>
<td>911 (do not need to dial 9)</td>
<td>No Charge</td>
</tr>
<tr>
<td>Guest Room to Guest Room</td>
<td>7 + room number</td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>$1.25 per call up to 60min.</td>
</tr>
</tbody>
</table>
800 or other toll fee 9+1+Number $.10 per minute after 60min.
Toll Free 1st 60 minutes
$.10 per minute thereafter
Long Distance 9+1+Number AT&T Operator assisted rate
International 9+011+CC+CC+Number AT&T Operator assisted rate
(by country)

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

All 8xx calls, calling card, credit card & third party billing calls will be charged at $1.25 access fee. Exceptions are Datanamics (guest room internet support) HHonors, Hilton Reservations and extension 4999 (which is forwarded to Reservations).

Hilton subscribes to AT&T Long Distance and Network PTS Operator Services. Broadwing is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier.

DIRECT COMPLAINTS TO:
Federal Communications Commission
FCC Enforcement Division
CCB Room 6202
Washington, DC 20554
Phone: 800-463-7570

Network PTS Operator Services
Phone: 866-512-7906

Qwest
Phone: 800-246-8153

VOICE MAIL
Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out.
To access your Voice Mail in your guest room:
To hear messages, if the red light is flashing on your guest room telephone:
1. Lift the receiver
2. Press MESSAGE key or dial extension 60
3. Follow recorded instructions.
Should you require assistance while using Voice Mail, simply press the “*” key at any time.
OUTSIDE OF THE HOTEL:
Call the main switchboard at 612-376-1000 for assistance.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)/T1 SPEEDS:
128kb lines for Video Teleconferencing Lines. The cost for the lines is $350.00 per line. We do not have video equipment.

TOURS/SIGHTSEEING
Please contact your Catering or Event Manager for details.

TRASH REMOVAL
Our Facilities department will remove trash on an as needed basis from all function rooms. Please contact your Catering or Event Manager for more information.

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

The following companies offer tuxedo rentals:

MEN’S WAREHOUSE
800 Nicollet Mall (US Bancorp Center)
Minneapolis, MN 55403
Phone: 612-371-0672
Web: www.menswearhouse.com
Hours: Monday – Friday 8am – 7pm
          Saturday 10am – 6pm
          Sunday 12noon – 5pm

DAVID’S BRIDAL/AFTERHOURS FORMAL WEAR
Mall of America
N364 Garden
Bloomington, MN 55425
Phone: 952-851-9942
Web: www.afterhours.com
Hours: Monday - Saturday 10am – 9pm
          Sunday 11am – 7pm
**VOICE MAIL**
All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Therefore, labor fees may be assessed. For messages in excess of 10 rooms, a service charge of $2.00 per room will be assessed. Please discuss any specific requests with your Catering or Event Manager.

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**WEATHER**
The weather in Minneapolis varies from season to season. Before visiting Hilton Minneapolis, we recommend that guests check our website for updated weather conditions.

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**WHEELCHAIRS**
If a guest requests that we rent a wheelchair, please note that we can coordinate the rental, but will be unable to cover the expense.
The following companies have wheelchairs for rent and will deliver to the hotel:

- **DAHL PHARMACY**
  1200 Nicollet Mall
  Minneapolis, MN 55403
  Phone: 612-333-4205
  *Will deliver to the hotel as well as rent medical equipment.

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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.
WORSHIP SERVICES
The following is a list of nearby locations:

ASSEMBLIES OF GOD
Christ’s Church
3015 South 13th Avenue at E. Lake Street
Phone: 612-722-6687
Service: call for information

BAPTIST
First Baptist Church of Downtown Mpls
1021 Hennepin Avenue
Phone: 612-332-3651
Service: Sunday 10:50am

CATHOLIC
Basilica of St. Mary
Hennepin at 16th Street
Phone: 612-333-138
Service: Saturday 5pm
Sunday 7:30, 9:30 & 11:30am

CATHOLIC
St. Olaf Catholic Church
215 South 8th Street
Phone: 612-332-7471
Service: Saturday 4 & 5:15pm
Sunday: 8am, 9:30am, 11:00am, 12:30pm,
4:00pm, 5:15pm

CHRISTIAN SCIENCE
Second Church of Christ Scientist
South 12th Street at 3rd Avenue
Phone: 612-332-3368
Service: Sunday 10am

JESUS CHRIST OF LATTER DAY SAINTS
Minneapolis Chapel
3921 Nicollet Avenue South
Phone: 612-822-0049
Service: Sunday 9:00am (Spanish)
1:00pm (English)

EPISCOPAL
Cathedral Church of St. Mark
519 Oak Grove Street
Phone: 612-870-7800
Service: Sunday 8:30 & 10:30am

EPISCOPAL
Church of Gethsemane
905 South 4th Avenue
Phone: 612-332-5407
Service: 8am & 10am

EVANGELICAL
First Covenant Church
810 South 7th Street
Phone: 612-332-8093
Service: Sunday 10:30am

JEHOVAH’S WITNESS
Fair Oaks Congregation
2201 E. 24th Street
Phone: 612-721-2885
Service: call for information
JEWS
Beth El Synagogue (Conservative)  Keneseth Israel Congregation (Orthodox)
5224 W 26th Street, St. Louis Park  4330 W 28th Street, St. Louis Park
Phone: 952-920-3512  Phone: 952-920-2183
Service: call for information  Service: call for information

JEWS
Temple Israel (Reform)  Central Lutheran Church
2324 Emerson Avenue South  333 South 12th Street
Phone: 612-377-8680  Phone: 612.872.2252
Service: call for information  Service: Sunday 9am, 10am & 11am

LUTHERAN
Temple Israel (Reform)  Central Lutheran Church
2324 Emerson Avenue South  333 South 12th Street
Phone: 612-377-8680  Phone: 612.872.2252
Service: call for information  Service: Sunday 9am, 10am & 11am

METHODIST
Historic Wesley Methodist  Islamic Center of Minnesota
Marquette Avenue & Grant Street  1401 Gardena NE, Fridley
Phone: 612-871-3585  Phone: 763-571-5604
Service: Sunday 10:30am  Service: call for information

MUSLIM
Historic Wesley Methodist  Islamic Center of Minnesota
Marquette Avenue & Grant Street  1401 Gardena NE, Fridley
Phone: 612-871-3585  Phone: 763-571-5604
Service: Sunday 10:30am  Service: call for information

PRESBYTERIAN
Westminster Presbyterian  Nicollet Mall & 12th Street
2324 Emerson Avenue South  333 South 12th Street
Phone: 612.332.3421  Phone: 612-377-8680
Service: call for information  Service: call for information

Back to Resource Information

FORMS
• Credit Card Authorization Form
• Direct Bill Application
• Electrical Order Form
• Exhibit and Production Guidelines
• Hilton Minneapolis Pet Agreement
• Miscellaneous Order Form
• PSAV Order Form
• Telephone & Internet Order Form

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

Back to Resource Information