Hilton New Orleans Riverside

Meeting & Event Resource Guide

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

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

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

Hilton New Orleans Riverside
2 Poydras Street
New Orleans, LA 70140

www.RiversideMeetings.com
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GENERAL INFORMATION

THE HILTON NEW ORLEANS RIVERSIDE

Visiting the Hilton New Orleans Riverside will not only bring back fond memories, but can open up new areas to explore in New Orleans, Louisiana. Enjoy the 90,000 square foot Health Club by Hilton featuring tennis, racquetball, full weight training circuit and the Precor® cardio theater. Stimulate your palate within Drago's Seafood Restaurant, a New Orleans dining institution. Upgrade your accommodations to our exclusive Executive Level. Try your hand at Harrah's Casino or take in a round of golf at TPC Louisiana. New Orleans is one of the world's most unique destinations and is at your doorstep when staying at the Hilton New Orleans Riverside in Louisiana.

The Hilton New Orleans Riverside, a full service luxury complex, is actually a "city within itself" with a redesigned front desk and guest service area to increase efficiency and enhance service; featuring “BoardEZ” computers to print boarding passes which are adjacent to our full service business center. Our lobby also includes River Blends Café, proudly serving Starbucks®, featuring coffee and pastries or start your day off at Le Croissant Express which features the "Hilton Breakfast". SPIRITS Bar is located on the main floor of the hotel and features the smooth libation “Delta Breeze" that can compliment many of the menu offerings.

As a host to a majority of New Orleans' major meetings, the Hilton New Orleans Riverside has 130,000 square feet of meeting and banquet space in classically opulent design featuring a French influence. The flow of the meeting space is enhanced with all three levels of function rooms linked by escalator and elevator.

FUNCTION SPACE AND BANQUETS

The Hilton Riverside has an edge on the competition with over 130,000 sq. ft. of flexible meeting/event space featuring exceptional flow, meeting the needs of both large and small meetings.

Meeting space is stacked on three levels with easy access to each level by all of the main building's guest room elevators, meeting area elevators and centralized escalators. All meeting space and public space have wireless Internet capability.

- Catering Menu’s available separately.
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**ADVERTISING OPPORTUNITIES**
The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event manager will provide detailed information and can discuss other ideas not listed below:

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

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

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

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**AIRLINE INFORMATION**

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<thead>
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<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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<td>Air Canada</td>
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<td>Jet Blue</td>
<td>1-800-538-2583</td>
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<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
</tr>
<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>
Midwest Airlines 1-800-452-2022
Northwest (Domestic) 1-800-225-2525
Northwest (International) 1-800-447-4747
Qantas 1-800-227-4500
Singapore Airlines 1-800-742-3333
Southwest Airlines 1-800-435-9792
United Airlines 1-800-521-0810
US Air 1-800-428-4322
Varig 1-800-468-2744
Virgin Atlantic 1-800-862-8621

Airport Information
The nearest airport is the Louis Armstrong International Airport located 15 miles, approximately 30 minutes from the Hilton New Orleans Riverside Hotel. Click on this link for a map.

Click here to make Airport Shuttle reservations. Costs may vary.

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

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 22%. For a standard delivery, the fee is $3.50.

Standard Amenities
Click here for amenity list.

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

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**AUDIO/VISUAL**
Presentation Services is our audiovisual company, brings over 40 years of experience in the field of audio visual to your meeting at the Hilton New Orleans Riverside. PSAV may be reached by dialing 504-592-8000.

**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located by the Front Desk on the second floor of the Main Building and 2nd Floor of the Riverside Lobby. There are also ATM locations in New Orleans at all major bank locations.

**BALLOONS**
USA Hosts
365 Canal St # 1400
New Orleans, LA 70130
(504) 524-8687
usahosts.com

**BANKS**
Bank of Louisiana
300 Saint Charles Ave
New Orleans, LA 70130-3148
Phone: (504) 592-0600
Hours: 9:00am – 3:00pm

Whitney National Bank
610 Poydras St
New Orleans, LA 70130-3397
Phone: (504) 586-7380
Hours: 9:00am – 3:00pm

First Bank & Trust
909 Poydras St Ste 100
New Orleans, LA 70112-4020
Phone: (504) 584-5900
Hours: 9:00am – 3:00pm

Capital One Bank
313 Carondelet St
New Orleans, LA 70130-3109
Phone: (504) 533-3333
BANQUET BEVERAGE SELECTION
The Hilton New Orleans Riverside 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.

Click [here](#) for bar selections.

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request.

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

The hotel has a large selection of equipment for your banquet functions. For more information on banquet equipment, please see your Catering/Event Manager.

BANQUET MENU SELECTION
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 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 22% more than this guaranteed minimum.

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

4. **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.

5. **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.

6. **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.

7. **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.

8. **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.

9. **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.

10. **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.

**BELLS SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is **$8.00** per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Guest Services Manager at 504/584-3989.

**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 MEALS**

Box meals are available or we can help you create your own customized meal. If you wish to order box lunches for your group, your Catering/Event Manager will arrange the order for you and provide delivery to your specified location on the property.
BUSINESS CENTER
Whatever your business needs are, they can all be accommodated through Penfield’s Business Center, 504-584-3939

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

Business hours are:
7:00 a.m. - 9:00 p.m. Monday through Friday
9:00 a.m. - 6:00 p.m. Saturday & Sunday
*CASH PAID OUTS
Please contact your service manager to coordinate this for you in advance.

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

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

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*CHECK CASHING PRIVILEGES
Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest’s name and address and made out to Hilton New Orleans Riverside. Identification may be required.

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CHECK-IN AND CHECKOUT
Hotel check-in is 3:00p.m., and checkout is 12:00p.m. (All guests arriving before 3:00p.m. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $90.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

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

Satellite Check-In
Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 30 days in advance of major arrival.
The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

**Zip Checkout**
With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 3205 to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

**COFFEE MAKER**
The Hilton New Orleans Riverside has a Cuisinart two cup coffee maker with Lavazza coffee in our guest rooms.

**CONCIERGE**
The Hilton New Orleans Riverside is excited at the prospect of introducing you to New Orleans rich culture. Whether it is transportation to get you to and from, reservations at the country’s finest restaurants, tickets to the best theatre, massage, cultural and sporting events or flowers for a loved one please do not hesitate to call extension 63.

Because we care about the safety of our guests, the Concierge (located on the 1st Floor of the hotel) has the “New Orleans Street Map” brochure for your convenience.

**CONVENTION CENTER NEW ORLEANS**
**Ernest N Morial Convention Center**
900 Convention Center Blvd
New Orleans, LA 70130
(504) 582-3000
mccno.com

**CORKAGE**
Due to licensing restrictions, all food and beverage must be provided by the Hilton New Orleans Riverside hotel.

**CREDIT CARDS**
The Hilton New Orleans Riverside accepts all major credit cards including American Express, MasterCard, Visa, Diners Club, and Discover.
**CREDIT POLICY**  
Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

**CURRENCY EXCHANGE**  
The front desk currently exchanges the following currency at the prevailing rate from the Foreign Currency Exchange Corporation:

- Australian Dollars
- Bahamas Dollars
- Canadian Dollars
- Danish Kronen
- English/Scottish Pound
- Euro
- Irish/N. Ireland Pound
- Japanese Yen
- Mexican New Peso
- Norwegian Kroner
- Swedish Kroner
- Swiss Francs

Each guest is limited to a currency exchange of $100.00 per day and $300 per stay, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

**DANCE FLOOR**  
The Hilton New Orleans Riverside does have dance floors available for your use, please contact your event service manager for details.

**DECORATIONS**  
Please contact your Catering/Event Manager for a description of items available as well as complete party package menus. We are happy to suggest ideas on novel favors, souvenir menus, printed programs, creative ice carvings, theme food presentations, and room accent decor and specialty linens.
We are not responsible for any loss or damage to property belonging to you or your attendees and do not maintain insurance covering it. All displays and/or decorations will be subject to our written approval and we reserve the right to contract and charge for hotel staff to provide the labor for any installations or removals of such.

DESTINATION MANAGEMENT COMPANIES (DMC)
Preferred vendors that have successfully worked with the hotel are listed below for your reference.

USA Hosts
365 Canal St # 1400
New Orleans, LA 70130
(504) 524-8687
usahosts.com

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

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

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

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

DIRECTIONS TO THE HOTEL
Traveling from the West on Interstate 10, headed east to New Orleans, follow the signs to the New Orleans Business District. Take the exit marked Slidell. Your first exit will be on the left and this is Poydras Street. Follow the street around the Superdome. This
brings you to Poydras Street. Stay on Poydras all the way to the end. We are on the right hand side and you cannot miss seeing the Hilton.

Traveling from the East on Interstate 10, headed west to New Orleans, follow the signs to the New Orleans Business District. You will exit off the Canal Street exit. **DO NOT TAKE THE 610 EXIT -- YOU WILL HAVE 2 MORE EXITS TO PASS BEFORE THE CANAL STREET EXIT.** Follow the ramp around to the stop sign and after you stop, follow through to the next stop sign (this will be Canal Street). Turn right and stay in your middle lane. Drive to the end of the street (there will be construction in this area). At this point you will have a choice -- either the ferry or a right turn. Turn right and go to the end of the street...you will be at the Hotel.

The Hilton New Orleans Riverside has many different things to offer. We are in a central location, walking distance from the French Quarter, Canal Place Shopping Center, and the New Orleans Convention Center. The Riverwalk Mall is connected to our Hotel and is accessible through the Riverside lobby.

**DOCTORS ON CALL**
The Hilton New Orleans Riverside 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 52.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 52 will initiate the appropriate response.
- Paramedics and the Fire Department are all located approximately 2 miles from the hotel, with the New Orleans Police Department located on-site at the Hilton New Orleans Riverside.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: Tulane University Hospital.
- Nearest hospital: Tulane University Hospital.

**DRESSING/GREEN ROOMS**
Our current meeting rooms can act as a Green Room upon request.
**DRUG STORES**
Walgreens  
619 Decatur St  
New Orleans, LA 70130  
(504) 525-7260  
walgreens.com

Royal Pharmacy  
1101 Royal St  
New Orleans, LA 70116  
(504) 523-5401

**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry services are available by dialing extension 4575. Garments picked up prior to 8:00 a.m. are returned to guests by 9:00 p.m. the same evening.

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.

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

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

**ELEVATORS**
The Hilton New Orleans Riverside hotel has 16 guest elevators located 1st Floor Main Building – low and high rise.
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- Nearest hospital: Tulane University Hospital.

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

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

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

FAX MACHINES
Sending and receiving faxes are available at the Front Office or Penfield’s Business Center.
FAX NUMBERS
For Guests: 504-556-1721
Catering/Convention Services office: 504-556-3755
Sales office: 504-556-3788
Reservations office: 504-584-3979

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
With over 90,000 square feet, the “Health Club by Hilton” is more than just a place to work out; it’s a place to challenge your body and recharge your battery. The newly remodeled "Health Club by Hilton," offers six indoor tennis courts, three racquetball and squash accompanied by volleyball and basketball courts. The fitness area includes highlights such as a full Precor cardio theater, Nautilus Nitro Plus and weight circuit, Spin and Pilate classes, "Full Swing" golf studio and much more.

HEALTH AND FITNESS PASS INCLUDES:
Treadmills, Stairmasters, Lifecycles, All Weight Training Machines, Outdoor Basketball Court, Saunas, Whirlpools, and Showers.
1 Day $12.00 2 Day $20.00 3 Day $30.00 4 Day $40.00 5 Day $50.00
Passes must be used on consecutive days

RACQUET SPORTS:
Indoor Tennis - $35.00 per 1 ½ hour segments
Tennis Ball Machine - $25.00 per hour segment
Racquetball - $15.00 per hour segment
Squash - $15.00 per hour segment
Rental Racquets - $3.50 each

TENNIS LESSONS:
All Tennis Professionals USPTA Certified
Marcelo Chanes, Head Tennis Professional - $75.00 per hour
Mark Volterre, Hitting Professional - $35.00 per hour
Lee McCalister CTA - $65.00

GOLF:
Indoor Golf Studio - $20.00 per hour

SERVICES:
Massage Therapy - $55.00 per ½ hour $80.00 per hour
Personal Training - $50.00 per hour

All prices subject to sales tax.
Hours of Operation:
Monday- Friday 5:30am-9:00pm
Saturday 7am-7pm
Sunday 7am-5pm

FLAGS
Our Banquet Department currently has 2 United States flags and 2 State flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

FLORAL/FLORIST
The Plant Gallery
9401 Airline Highway
New Orleans, LA 70118
504-488-8887

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

FREIGHT ELEVATOR
Serving 2nd Floor Hilton Exhibition Center:
Located in service corridor on east side of HEC.
Two freight elevators with interior dimensions of 8’ L x 6’2” W x 9’ H. Door measurements are 4’4” W x 8’ H. Capacity: 4,000 lbs.
Serving 3rd Floor Meeting Rooms:
Located in service corridor on west side of Grand Ballroom.
Two freight elevators with interior dimensions of 6’ L x 7.5’ W x 10’ H. Door measurement is 4’ W x 8’ H. Capacity: 4,000 lbs.

GENERAL MANAGER
A hospitality industry veteran with more than 20 years of experience, Fred Sawyers began his career in the Northwest US as a management trainee and front office manager for hotels in San Francisco, CA. From 1994 to 1998, he assumed operations positions for
a variety of hotels including the Doubletree Hotel Portland – Lloyd Center in Portland, OR. His management career further developed in 1998 as he served as the hotel manager of the Hilton Portland & Executive Tower in Portland, Oregon.

A graduate of Stanford University, Sawyers served as the Secretary and Treasurer of the Oregon Lodging Association as a representative of the Portland Utility Review board and as Treasurer and Board of Director of the Sacramento Hotel Association. He is a member of New Orleans Metropolitan Convention and Visitors Bureau (NOMC) Board of Directors and serves as President for the Greater New Orleans Hotel and Lodging Association (GNOHLA).

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

GIFT IDEAS
http://www.hiltontohome.com/ - The Hilton Serenity Collection
http://www.hilton.corplogoware.com/?rep=hilton - Olympic Merchandise
http://www.waldorfcollection-hotelsathome.com/home.html - The Waldorf Collection

GOLF COURSE INFORMATION
The TPC of Louisiana Golf Course offers you the very best. Scenic fairways, rolling greens, the beautiful sweeping views of numerous cypress trees and natural vegetation. The 7,600-yard, par-72 championship public course is open to the public seven days a week. Transportation for your group can be arranged through your Catering/Event Manager in advance.

Golf Course Information
TPC Louisiana
11001 Lapalco Blvd.
Avondale, LA 70094
504-436-TPC1
www.audubontrail.com
www.tpc.com/louisiana
GROSSUITIES
Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - $1.00-2.00 per day, Bellman - $1.00 per bag and discretionary for above and beyond services provided for you. Disclosure: all gratuities not outlined in the contract are discretionary.

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

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

GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Hilton New Orleans Riverside has a specially designed group entrance to accommodate the needs of your group. It has a porte cochére and ample room for bus loading and unloading.

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

Your guests will be asked to remit credit or a cash deposit upon arrival for their incidental charges, unless we have agreed to accept a letter of guarantee from your organization, and it is on file at time of check-in.

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

GUEST LIST MANAGER
An on-line tool provided by Hilton to group customers that allows them to manage their group’s reservations on-line and provides on-line guest list information.
GUEST ROOMS
Featuring three guest room classifications with wireless Internet access, the Hilton New Orleans Riverside provides an array of choices.

Our Classic or Standard guest rooms, located in the Riverside Building, are oversized French provincial style designs and feature views of our numerous courtyards. The Deluxe category rooms are the most recently renovated guest rooms and are located in the main high-rise building. They are highlighted by traditional décor featuring armoires and upgraded lighting.

Most impressing are our Executive or Concierge/Towers Class accommodations. These rooms are equipped with "The Serenity Package," and access to our new, breathtaking rooftop Executive Lounge with panoramic views of the city.

Enjoy the convenience of a private check-in and check-out on the 29th floor. Complimentary continental breakfast is provided each morning, and our honor bar and hors d'oeuvres are available each evening in our special lounge. The hotel’s current bedding breakdown is as follows:

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

Hilton is pleased to present “The Serenity Collection”, today’s premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night’s sleep? Visit www.pacificcoast.com to order your own Serenity bed.

GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows:

Guest Services will finalize all rates negotiated. Rates are published as follows:

1. SINGLE SHEET/ENVELOPES
   Outside Door $2.50 ea
   Inside Door $3.50 ea
2. NEWSPAPER/PERIODICAL
   Outside Door $2.50 ea
   Insert/Sticker $0.50 ea
   Inside Room $3.50 ea *
3. POLYBAGS/SHRINK-WRAP
   (Up to 3 items)
   Outside Door $3.50 ea
   Inside Room $3.50 ea *
   Additional Items $0.50 ea
4. GIFT BAGS/BASKETS
   DUFFLEBAGS/SPECIAL ITEMS
   Inside Room $3.50 ea **
5. **PORTERAGE**  
$10 per person round trip $6 each way

* Must be approved by Executive Office before distribution to guestrooms.

** Size of item will be subject to negotiation. Normal approval by the Executive Office will need to be obtained.

- A Distribution Contract will need to be completed and signed.

- All in-room deliveries must be completed by 9pm
- A letter of authorization by the main convention and a sample of the item are required prior to delivery.
- All items placed outside the guestrooms will be placed in a specially designed Hilton plastic bag.
- All rates are based on single occupancy, an extra charge will apply for double/triple/quad occupancy
- Discounts may be given based on the size of the room block. If the room block is not met, we reserve the right to charge the full room block amount or re-adjust the rate to reflect the decrease in numbers.

**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up any house phone, which directly connects the guest to the hotel operator, who will direct your needs to the appropriate hotel contact.

**HAIR SALON**
Impact on Hair Designs
2 Poydras St
New Orleans, LA 70140
504-524-9667
Hours: Tuesday-Saturday 9am-6pm

**HEAT**
Hilton’s Environmental Analysis & Tracking System measures our hotels’ environmental performance. Energy efficiency, CO2 reduction, water efficiency, and waste reduction are part of Hilton hotel’s key sustainable commitments.

[www.RiversidePerks.com](http://www.RiversidePerks.com)
HHONORS FLOOR
The newly renovated Executive floor, also known as Towers Concierge Class rooms, are our most elegant rooms, with soft colors and plush furnishings.

These rooms have all the features of our Deluxe rooms and much more, with the luxurious "The Serenity Package", the Hilton Clock Radio w/mini plug for MP3 player, WiFi access, terry robes, and of course, access to our beautiful new Executive Lounge, with its panoramic views of the river and city.

The Lounge offers private check-in and check-out on the 29th floor, personal concierge service, daily complimentary continental breakfast, and evening hors d'oeuvres and beverage service.

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HOSPITALITY DESKS
This is a unique service provided by one of our preferred vendors. Tourist information specialists will staff the desk and assist your delegates with making tour and dinner reservations and answering questions about New Orleans and the surrounding area. Planning your itinerary has never been easier. Services to your attendees include:

- Brochures to local tours, cruises and attractions.
- Maps to area attractions and restaurants.
- Tourist guides to New Orleans favorite haunts.
- Coupons for various entertainment venues.
- On-site restaurant reservation service with sample souvenir menus.

If you have any questions, please call Jim Fewell at Gray Line Tours at 504-587-0855 or 1-800-535-7786, Ext. 855 or e-mail him at jfewell@glno.com. We may also assist your group in planning your transportation, spouse program, customized tours or private riverboat cruises.

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

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HOTEL FACTS/HISTORY
The following is a fact sheet for the Hilton New Orleans Riverside.

Location: Central Business District New Orleans
Address: 2 Poydras Street
Telephone: 504/561-0500
Facsimile: 504/568-1721
Reservations: 1-800-Hilton
Website: www.riversidemeetings.com
Employee: Full and Part-Time

Brief Description:
The Hilton New Orleans Riverside has many different things to offer. We are in a central location, walking distance from the French Quarter, Canal Place Shopping Center, and the New Orleans Convention Center. The Riverwalk Mall is connected to our Hotel and is accessible through the Riverside lobby.

Awards:
Association Convention & Facilities Distinctive Achievement Award
2009

Insurance and Financial Meetings Management
World Class Award
2009

New Orleans City Business Best Place to Work

Meetings South Best of the South Award
2007

Corporate Meetings and Incentives Paragon Award
2005, 2004

Successful Meetings Pinnacle Award
2004, 2003

Meetings and Conventions Gold Key Award Hall of Fame
2003

Associations Meetings Inner Circle Award
2004, 2003

Corporate & Incentive Travel Award of Excellence

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HOTEL MAP
Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions at $1.00 each.

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HOUSEKEEPING
Daily housekeeping services, which consists of general cleaning, take place between 8:00a.m. and 5:00p.m.. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.
The suggested housekeeping gratuity is $1.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

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

**IN CONJUNCTION WITH (ICW’S)**

Any group hosting an In-Conjunction With Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

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

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

**INDEMNIFICATION**

To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton, and the Owner, and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney’s fees), arising out of or connected with your function, except those claims arising out of the sole negligence or willful misconduct of the hotel.

**IN-ROOM DINING**

Our In-room Dining is open 6:00 am until 12 Midnight for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 3180 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 22% and is posted automatically on all checks. There is also a delivery fee of $3.00 per order.
INTERPRETATION/TRANSLATION SERVICES
Our hotel staff is fluent in several languages and help/assistance can be found by dialing extension 52.

INTERNET SERVICES
The Hilton New Orleans Riverside provides numerous Internet Services. Please dial extension 52 for all guests’ networks and will answer any questions concerning your system.

KEY CARDS
Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a $40 charge per door/per room and you may be required to sign a hold harmless agreement.

(Customized) KEY CARDS
Please contact your Catering/Event Manager if you would like custom keys for your group. They are an excellent way to market your organization.

KEY HOTEL CONTACTS
The Hilton New Orleans Riverside Managing Committee consists of the following people:
- General Manager: Fred Sawyers Extension 3810
- Resident Manager: David Blitch Extension 3812
- Director of Finance: Raji El Qudsi Extension 3393
- Director of Front Office: Charlotte Shlaei Extension 3904
- Executive Chef: David Woodward Extension 3696
- Director of Housekeeping: Eddie Witchen Extension 3858
- Director of Engineering: Larry Imhoff Extension 3867
- Director of Sales and Marketing: Eric Janecke Extension 3712
- Director of Catering: Tony Abadie Extension 3766
- Director of Events: Anthony Dennis Extension 3729

KOSHER
Please ask your Catering/Event Manager for kosher suggestions.
LABOR
The Hilton New Orleans Riverside is a non-union hotel.

LAUNDRY/VALET – SEE DRY CLEANING
Complete laundry services are also available by dialing extension 4575 in-house. Garments picked up prior to 8 a.m. are returned to guests by 9 p.m. the same evening.

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

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. American Luxury is our preferred service and can be reached at (504) 269-5466.

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

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

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

LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)
Please refer to the Production Resource Guide.
LOADING DOCK
Hotel: Single four bay dock located off Convention Center Boulevard in the service entrance. Height of the loading dock is adjustable from 3 ft to 5 ft. Easy ground-level access to Grand Ballroom and Grand Salon is obtained through service corridors. Access to the 2 hotel freight elevators is obtained by moving down the service corridors behind the Grand Ballroom. Scheduling times for use of loading docks is required from your Hilton Representative.

The loading dock roll up door is 10’ W x 10’3” H. The dimensions from the Salon doors leading to the loading dock are 9’10” W x 11’10” H. Hilton Exhibition Center: Requires the fork lifting of freight from Convention Center Blvd. to 2nd floor staging area directly behind the HEC. Freight is then brought into the HEC via hand trucks. During move in/move out a representative is required to monitor traffic flow from Convention Center Blvd. Scheduling times for restriction of parking facility traffic is required from your Hilton Representative.

NOTE: NO FORKLIFTS ARE ALLOWED IN THE GRAND BALLROOM, GRAND SALON OR HILTON EXHIBITION CENTER.

LOCAL INFORMATION
Whether visiting for business or pleasure, shopping and entertainment options are steps away. The Riverwalk Marketplace (140+ shops and food outlets) is at the hotel's doorstep, as are Harrah's Casino, the Aquarium of the Americas, the IMAX Theatre, the French Quarter, the Ernest N. Morial Convention Center, The National WWII Museum, the Arts District, the Louisiana Children's Museum, and the Riverfront Streetcar.

For over 25 years, the Hilton New Orleans Riverside has been the premier hotel in New Orleans and the hotel of choice for the discerning traveler.

Click here for local area attractions.

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.

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**MANAGER ON DUTY (M.O.D.)**
For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 52.

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**MAIL SERVICES**
Stamps are for sale, and our Concierge and Business Center offers shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest Penfield’s Business Center located on the 2nd Floor of the Hotel 504-584-3939, and offer complete mail services as well as materials.

They are open Monday through Friday from 7a.m.- 9p.m., and Saturday and Sunday from 8a.m.-6p.m. They can be reached at (504) 584-3939. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

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**MASSAGE THERAPY**
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Convention Services Manager.

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**MASTER ACCOUNTS**
See Sales Agreement.

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

**Urgent Care/Emergency Room**
- Tulane University Hospital
  1415 Tulane Ave
  New Orleans, LA 70112
  504-988-5711
  24 hours
**Travel time from the hotel is about 5 minutes**

Hospitals
- Tulane University Hospital
  1415 Tulane Ave
  New Orleans, LA 70112
  504-988-5800
  504-988-5711 Emergency Room
  **Travel time from the hotel is about 5 minutes**

- University Hospital
  2021 Perdido St
  New Orleans, LA 70112
  (504) 903-3000
  **Travel time from the hotel is about 5 minutes**

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MEETING PACKAGES
Click here for meeting packages

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MEETING ROOM CAPACITIES
The Hilton Riverside has an edge on the competition with over 130,000 sq. ft. of flexible meeting/event space featuring exceptional flow, meeting the needs of both large and small meetings.

Meeting space is stacked on three levels with easy access to each level by all of the main building's guest room elevators, meeting area elevators and centralized escalators.

All meeting space and public space have wireless Internet capability.

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MEETING ROOM DELIVERIES
For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by Penfield’s Business Center for a charges please click here
http://www.riversidemeetings.com/pdfs/forms/Shipping%20Auth.pdf

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MEETING ROOM RENTAL
Please call 504-556-3700

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

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

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

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

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NEWSPAPERS/PUBLICATIONS
Newspapers available in our gift shop are

The Times-Picayune
The New York Times
The Wall Street Journal

They are delivered to the gift shops daily.

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

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OFFICE EQUIPMENT/SUPPLIES
Penfield’s Business Center offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.

Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group’s needs with the Business Center or with your Catering/Event Manager.
Business Center hours are 7a.m. to 9p.m. Monday through Friday, 8a.m. to 6p.m., Saturday and Sunday (weekend hours are subject to change).

A 24 hour self service Business Center is also available on the 2nd floor in the main building. Your room key is needed to access the Business Center.

For large quick printing or copying jobs, we recommend calling in advance.

**OFF PREMISE CATERING**
Please email Tony.Abadie@hilton.com

**PACKAGE ROOM**
http://www.riversidemeetings.com/pdfs/forms/Shipping%20Auth.pdf

**PARKING**
The Hilton New Orleans Riverside offers self-parking, $30 per night.

We also offer valet parking at the rate of $36 per day.

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

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

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

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

Other pets are allowed.
Maxium size: Medium
Maximum weight: 25lbs.
Deposit: $75

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POOLS
Two outdoor swimming pools are available for our guests to use during their stay (heated in winter).

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

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

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POSTING OF EVENTS
Hotel has several event boards listing all meetings throughout the hotel.

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

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

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PRINTING SERVICES
www.StCharlesPrinting.com

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

PUBLIC TRANSPORTATION
The Airport Shuttle is a shuttle that operates between 4 a.m. and 7 p.m. The shuttle picks up and drops off near the front of the hotel. The fare is $20 per person one-way. Bulk purchases of the shuttle passes are available for your attendees. Please consult your Catering/Event Manager for a shuttle schedule.

There is public transportation in New Orleans. Taxis are available from the hotel front door 24 hours a day. A one way trip to the airport is $33 for the first two passengers and $12 per additional passenger.

PYROTECHNICS
Please consult your sales manager on this matter.

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

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

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

Should you require a larger area for an office, storage or hospitality, please consult your Catering/Event Manager for space availability.
RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM
Expeditied reservation processing straight from your rooming list into our system.
- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3rd Party Clearinghouses
- No charge – it’s FREE

RESTAURANTS/LOUNGES
River Blends Café
Le Croissant
Drago’s Seafood Restaurant

Click Here for hours of operation.

RESTROOMS
Public restrooms are located in the following areas:
Main Building - First Floor, Second Floor, Third Floor
Riverside Building – Second Floor lobby

RIGGING
Your Event Services Manager will provide you with the Production Resource Guide.

SAFES/SAFE DEPOSIT BOXES
Available at the front desk.

SECURITY
If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons.
**SHIPPING AND RECEIVING**
Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are extremely limited.

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

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

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

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

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

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**SHOE SHINE**
Located on the First Floor, main building

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**SHOPPING**
Entrance to the Riverwalk Shopping in the Riverside building.

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**SIGNAGE/BANNERS**
The Hotel takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:
Only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at fees ranging from $50.00 - $250.00 each.

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 Manager and we will be happy to assist you with planning your site inspection/pre-planning.

SMOKING
Our hotel is a Non-Smoking facility.

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

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

SPORT
Sustainable Property Operations Tracker
www.RiversidePerks.com

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

**SUITEs**
With a varied selection of Standard and Executive Guest suites, the Hilton New Orleans Riverside offers luxurious options that are ideal for relaxation, hospitality, and entertaining.
The hotel's 74 Guest Suites are broken down as:
- 610 sq. ft. Standard Suite
- 620 sq. ft. Small Executive Suite
- 1,200 sq. ft. Large Executive Suite
- 1,160 sq. ft. Small Riverside Suite
- 1,325 sq. ft. Large Riverside Suite

Our broad selection of suite accommodations provide diverse appeal to exceed your expectations.

To view floorplans of our Guest Suites, CLICK HERE

To reserve a suite or check availability call the hotel directly at 1-800-822-3978.

**TAXES**
The current Louisiana State Hotel Tax is 13% (includes state tax) and a $3.00 occupancy tax. All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

**TAXICABS**
For the city of New Orleans, there are numerous taxi companies available to our guests. All are readily available outside of the hotel at all times.

**TEAM MEMBER RECOGNITION**
Our Be Hospitable Award recognizes team members throughout the hotel.

**TELEPHONES/TELECOMMUNICATIONS**
The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise PSAV at 504-592-8000 or appropriate team members, if you need the use of a phone for your program.
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) IN HOUSE EXTENSION - EXISTING TELEPHONE</td>
<td>No Charge</td>
</tr>
<tr>
<td>Provides for the use of the existing meeting rooms single-line telephone for in-house (direct dialed) and outside incoming calls through hotel operators. Long distance, local or toll-free calls <strong>can not</strong> be placed from this telephone.</td>
<td></td>
</tr>
<tr>
<td>(2) IN HOUSE, LOCAL &amp; LONG DISTANCE EXTENSION - EXISTING TELEPHONE</td>
<td>No Charge</td>
</tr>
<tr>
<td>Provides for the use of the existing meeting rooms single-line telephone for in-house (direct dialed), local, long distance, toll-free and outside incoming calls (through hotel operators). Local and long distance calls will be charged at the current Hilton New Orleans Riverside published rates. This service option does not apply to exhibit booths and/or computer connections.</td>
<td></td>
</tr>
<tr>
<td>(3) IN HOUSE, LOCAL &amp; LONG DISTANCE EXTENSION - INSTALLATION</td>
<td>$60.00</td>
</tr>
<tr>
<td>Provides for the installation of a single-line telephone for in-house (direct dialed), local, long distance, toll-free and outside incoming calls (through hotel operators). Local and long distance calls will be charged at the current Hilton New Orleans Riverside published rates.</td>
<td></td>
</tr>
<tr>
<td>(4) D.I.D. - FULL SERVICE EXTENSION</td>
<td>$150.00</td>
</tr>
<tr>
<td>Provides for the installation of a single-line telephone for in-house, local, long distance, international and incoming calls (bypassing hotel operators). Local and long distance calls will be charged at the current Hilton New Orleans Riverside published rates. This service is suitable for all voice, fax, and most data applications.</td>
<td></td>
</tr>
<tr>
<td>(5) DIRECT LINE</td>
<td>$300.00</td>
</tr>
<tr>
<td>Provides for a telephone line independent of the hotel PBX for special applications. A limited number of these lines are available.</td>
<td></td>
</tr>
<tr>
<td>(6) VOICE MAIL BOX</td>
<td>$40.00</td>
</tr>
<tr>
<td>Provides voice mail service for IN HOUSE AND LOCAL EXTENSION (3) or DID - FULL SERVICE EXTENSION (4). Calls placed to numbers with this service will be answered by the Voice Mail system allowing the caller to leave a message.</td>
<td></td>
</tr>
<tr>
<td>(7) SPEAKER PHONE RENTAL</td>
<td>$75.00</td>
</tr>
<tr>
<td>Provides an optional speakerphone with one of the service options above.</td>
<td></td>
</tr>
<tr>
<td>(8) EIGHT BUTTON DIGITAL TELEPHONE SET - TWO LINE</td>
<td>$350.00</td>
</tr>
<tr>
<td>Standard Features: Transfer, Conference, Forward, and Hold</td>
<td></td>
</tr>
<tr>
<td>Optional Features: Intercom group - $100.00 set up, $10.00 each appearance</td>
<td></td>
</tr>
<tr>
<td>Additional Lines - $125.00 each appearance</td>
<td></td>
</tr>
</tbody>
</table>
PRICING
Applicable taxes will be added - rates are subject to change.

DIRECT DIALED CALLS

LOCAL CALLS
Pending time and distance of number called. Charges may vary.
Additional $.10 per min. after 60 min.

1-800, 888, 877 CALLS
$.10 per min. after 60 min.

LONG DISTANCE & INTERNATIONAL CALLS

DIRECTORY ASSISTANCE

COMPLIMENTARY ACCESS
Complimentary access is provided for 911, AT&T Operator, Open Access to other Long Distance Carriers, Credit Card Calls, Collect Calls and Third Party Calls. You may obtain free AT&T rate information at any time by dialing 8 + 0 + Area Code + Number + 0. Ask the AT&T Operator for the rate of an Operator Dialed Day call plus 25%. Hilton subscribes to AT&T Long Distance and Network PTS Operator Services. USLEC is our local carrier. You have the right to reach other long distance carriers from this telephone by dialing 8 + the access code provided by that carrier.

Applicable Taxes will be added ● Rates subject to change.
You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier. Direct Complaints to:

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

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

To hear messages, if the red light is flashing on your guest room telephone:
1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.
Should you require assistance while using Voice Mail, simply press the “*” key at any time.

**Integrated Services Digital Network (ISDN)/T1 Speeds**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>128kb lines for Internet access</td>
<td>$</td>
</tr>
<tr>
<td>Higher speed ISDN lines available</td>
<td>(Inquire)</td>
</tr>
<tr>
<td>1.5 megabyte (options)</td>
<td>(Inquire)</td>
</tr>
</tbody>
</table>

**Video Teleconferencing**

We have video conferencing equipment - can be installed in all public space rooms.

**TENTS**

Please contact your Catering/Event Manager regarding rental of small tents

**THEME PARTIES**

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

**TOURS/SIGHTSEEING**

We have a full service Concierge Desk located on the 1st floor of the hotel, please call 504/561-0500, extension 63.

**TUXEDOS/FORMAL WEAR**

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

**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. A service charge of $1.00 per room will be assessed. Please discuss any specific requests with your Catering/Event Manager.

**WHEELCHAIRS**

If a guest requires a wheelchair, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair, please note that we can coordinate the rental,
but will be unable to cover the expense. This can be arranged through our Security Department, 504/561-0500, extension 3328

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**WIRED PAYMENT**

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

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

- Baptist Association of Greater New Orleans Office – 504/282-1428
- Buddhist Fellowship of Louisiana – 504/392-0327
- Catholic Foundation for the Archdiocese of New Orleans, Inc. – 504/596-3045
- Christian – St. Charles Avenue – 504/899-6301
- Episcopal – St. George’s Episcopal Church 4600 St. Charles Avenue – 504/899-2811
- Jehovah’s Witness 3031 Behrman Hwy, - 504/366-2559
- Jewish Community Center, 5342 St. Charles Ave – 504/897-0143
- Lutheran – Zion Lutheran Church – MO Synod, 1924 St. Charles – 504/524-1025
- Methodist – Rayne Memorial United Methodist Church, 3900 St. Charles Avenue – 504/899-3431

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**ZIP-OUT CHECKOUT**

With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 3205 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

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**FORMS**

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

Click [here](#) for available forms.