



DoubleTree Guest Suites Doheny Beach

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.



**DOUBLE TREE
GUEST SUITES®
DOHENY BEACH**

DANA POINT

www.Hilton.com

www.dohenybeach.doubletree.com

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GENERAL INFORMATION

Located midway between Los Angeles and San Diego, the DoubleTree Guest Suites Doheny Beach resides in a quaint, seaside community perfect for a relaxing escape or business conference. Located along Pacific Coast Highway, we are just a stroll to the beach and within an hour drive from Sea World[®], Legoland[®], Disneyland Resort[®], Universal Studios Hollywood[™] and Knott's Berry Farm.

All of our guest suites feature spacious living areas with French doors to a separate living area. We offer the Sweet Dreams[®] by DoubleTree sleep experience along with convenient amenities such as two televisions with in-room movies, a Nintendo[®] gaming system, two telephones with voicemail and data port, wet bar, mini refrigerator, microwave, coffee maker, alarm clock, iron and ironing board, hair dryer and high-speed wireless internet access.

FUNCTION SPACE AND BANQUETS

The DoubleTree Guest Suites Doheny Beach has flexible meeting space to accommodate groups of 10 to 90. Specializing in corporate events, we also offer exquisite wedding ceremony and reception packages. Whether your need is for a corporate luncheon, a 50th Wedding Anniversary, or a S'mores Bonfire on the beach, we can accommodate your needs. Please contact our sales department for more information.

- 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 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 Screen
- 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

<u>Airline</u>	<u>Nationwide</u>
Aero Mexico	1-800-237-6639
Air Canada	1-888-247-2262
Air France	1-800-237-2747
Air India	1-800-223-7776
Air Jamaica	1-800-523-5585
Air New Zealand	1-800-262-1234
Air Tran	1-800-247-8726
Alaska Airlines	1-800-426-0333
All Nippon Airways	1-800-235-9262
American Airlines	1-800-433-7300
America West Airlines	1-800-235-9292
Austrian Airlines	1-800-843-0002
British Airways	1-800-247-9297
Continental Airlines	1-800-525-0280
Delta	1-800-221-1212
Frontier	1-800-432-1359
Japan Airlines	1-800-525-3663
Jet Blue	1-800-538-2583
KLM Royal Dutch Airlines	1-800-447-4747

Korean Air	1-800-438-5000
Lufthansa	1-800-645-3880
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 John Wayne Airport (SNA) Orange County Airport located 23 miles, approximately 26 minutes from the *DoubleTree Guest Suites, Doheny Beach* Hotel. Click on this [“Driving Directions”](#) link for a map.

John Wayne Airport – www.ocair.com

For Executive Transportation Services to the hotel, please contact the Club Car Express™ at 1-800-625-8266.

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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 18%. For a standard delivery, the fee is \$4.00.

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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

The *DoubleTree Guest Suites* offers a variety of Audio/Visual equipment to our guests and groups. Rental prices and availability may be discussed with your Catering Manager prior to your arrival.

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AUTOMATED TELLER MACHINES

ATM machines are conveniently located at all major bank locations.

Wells Fargo ATM
24961 Dana Point Harbor Drive
Dana Point, CA 92629
800-869-3557

Wells Fargo ATM
32331 Golden Lantern,
Laguna Niguel, CA 92677
949-240-0709

Bank of America ATM
24801 Del Prado Ave
Dana Point, CA 92629

Bank of America ATM
32595 Golden Lantern St
Dana Point, CA 92629

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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. Everyone has a valid CA Driver's License and CPR Card.

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.

Five Star Babysitting

Contact: Kathy
949-679-3010

Minimum of Four Hours:

1 Child - \$ 15.00
2 Children – \$16.00
3 Children – \$17.00
Children Under 12 months - \$16.00
Family who speaks Russian, Persian, Vietnamese, Spanish and French

Around the Clock Sitters Agency

15311 Seine Circle
Irvine, Ca
949-551-5111
Minimum of Four Hours:
1 Child - \$15.00
2 Children – \$16.00
3 – Children – \$17.00
* \$7.00 for travel *

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BALLOONS

There is a \$25.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

Dana Point Party Supply
34061 Doheny Park Rd.
Capistrano Beach, Ca
949-240-0722
Mon – Fri – 9:30am – 7:00pm
Sat – 9:30am – 6:00pm / Sun – 10:00am – 4:00pm

Party City
27110 Alicia Pkwy
Laguna Niguel
949-448-0808
Mon. – Fri.: 9:30am – 9:00pm
Sat. – 9:30am – 8:00pm
Sun. -10:00am – 6:00pm

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BANKS

Bank of America
32595 Golden Lantern
Dana Point, CA 92629
949-240-1405

www.bankofamerica.com
Monday thru Friday 9 am – 6 pm
Saturday 9 am – 2 pm
(Check Cashing for Bank of America Checks Only)

Union Bank of California
34177 Pacific Coast Hwy
Dana Point, CA 92629
949-496-1293
www.uboc.com
Monday thru Thursday 9 am – 5 pm
Friday 9 am – 6 pm
Saturday 9 am – 1 pm
(Check Cashing for Union Bank Check and 2 forms of ID Required)

Wells Fargo
32331 Golden Lantern
Laguna Niguel, CA 92677
949-240-0709
www.wellsfargo.com
Monday thru Friday 9 am – 6 pm
Saturday 9 am – 2 pm
(Check Cashing for Wells Fargo Checks or Wells Fargo Members)

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BANQUET BEVERAGE SELECTION

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

Standard Brands: *Canadian Club, Jim Beam, Gordon's Bacardi Superior, J&B, Sauza Gold, Hiram Walker, Martini & Rossi, Smirnoff*

Premium Brands: *Canadian Club, Jack Daniel's Black Label, Beefeater, Bacardi Superior, Dewar's White Label, Cuervo Gold, Hiram Walker, Martini & Rossi, SKYY*

Cordials: *Chambord, Frangelico, Grand Marnier*

Beer: *Amstel Light, Anchor Steam, Bass, Bud Light, Budweiser, Coors Light, Corona, Corona Light, Guinness, Heineken, Miller Light, MGD, Newcastle, Red Stripe, Sam Adams, Sam Adams Light, Sierra Nevada*

Wine:

White

Chardonnay: *Beringer, Geyser Peak, Robert Mondavi, Edna Valley, Kendal Jackson, Clos Du*

Red

Cabernet Sauvignon: *Beringer, Black Opal, BV, Freemark Abbey, Louis Martini, Benziger, Robert*

Bois Calcaire, Stags' Leap

Pinot Grigio: *Kim Crawford, MacMurray Sonoma Coast*

Riesling: *Chateau Ste. Michelle, Schloss Vollrads QBA*

Sauvignon Blanc: *Snoqualmie, Nobilo*

White Zinfandel: *Beringer*

Sparkling Wines: *Mumms Napa California, Bouvet Brut by Taittinger, Mirabelle – Schramsberg*

Champagne: *Moet & Chandon*

Mondavi

Merlot: *Beringer, Estancia, Frei Brothers, Markham Vineyards*

Pino Noir: *Exhelon Vineyards, MacMurray Ranch Sonoma Coast, Edna Valley, Chalone Estate, Syrah*

Zinfandel: *Alderbrook, Villa Mt. Eden Old Vines, Penley Estate Hyland,*

Non-Alcoholic Beverages: *Becks, Becks Dark, St. Pauli Girl, O'Douls*

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

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BANQUET CURFEWS

There is an outdoor function curfew of 10:00 pm. In accordance with State of California liquor laws, all alcoholic beverage sales will begin at 6:00 am and conclude at 2:00 am.

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BANQUET EQUIPMENT

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

Please note the hotel does not carry the following items:

Pipe and Drape

White Wooden Folding Chairs

Staging

Sound Mixer/Panel

Bingo Cage/Raffle Basket

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

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BANQUET MENU SELECTION

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 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.

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STANDARD BANQUET TERMS AND CONDITIONS

- 1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Banquet Event Order (“BEO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the BEO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.
- 2. GUARANTEE OF ANTICIPATED REVENUE:** At least 90 hours (7 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 BEO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the BEO, whichever is greater. We will not undertake to serve more than 10% more than this guaranteed minimum.
- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 20 persons, we will add a 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. This will be reflected on your BEO as a \$5 increase on menu prices per person.
- 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 BEO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.
- 5. GRATUITY & SERVICE CHARGE:** 20% 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. If applicable, a flat service charge will be applied for additional services rendered that are considered unusual or special circumstances. 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.

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BELL SERVICES

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is \$7.00 per piece of luggage, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Director of Catering or Sales Managers.

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BILLING

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

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BOX LUNCHES

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

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BUSINESS CENTER

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

Prices: \$0.49 a minute with a minimum of \$3.00. Printing charges apply at \$0.35 per page. The printing of boarding passes are complimentary when your request is presented to a Front Desk Agent.

Business hours are: 24 hours 7 days a week.

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

Fedex Kinkos

31886 Del Obispo St D4
San Juan Capistran, CA

Phone: (949) 487-2679
Fax: (949) 487-2685
Email: usa0336@fedexkinkos.com
Mon. – Fri. 6:00am – 11:00pm
Sat. – 8:00am – 11:00pm
Sun. – 8:00am – 10:00pm

231 Avenida Del Mar
San Clemente, CA
Phone: (949) 498-5540
Fax: (949) 498-2911
Email: usa0316@fedexkinkos.com
Mon. – Fri. 6:00am – 11:00pm
Sat. – 9:00am – 11:00pm
Sun. – 8:00am – 10:00pm

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BUS/BUS COMPANIES

OCTA – Orange County Transit Authority
1-800-636-7433

The *Orange County Transportation Authority OCTA* is a local transportation system that operates between 6:00 a.m. and 10:00 p.m. Monday thru Friday. The bus picks up and drops off one block away from the hotel. The fare is \$1.25 per person, per bus, or \$0.50 for Senior Citizens and disabled persons. You may also purchase a day pass for \$3.00 or \$1.00 for Senior Citizens and disabled persons. Bulk purchases of the bus passes are available for your attendees. Please consult the OCTA Customer Relations Office at 1-800-636-7433 for ticket purchasing information.

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CAR RENTAL AGENCIES

Following are four Hilton preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011
Local phone number: 949-661-1104
Locations: 25135 Park Lantern
Dana Point, CA 92629

Avis Rent-A-Car 800-321-3712
Local phone number: 949-661-1192
Locations: 530 Camino De Estrella
San Clemente, CA 92672

Budget Rent-A-Car 800-527-0700
Local phone number: 949-347-8499
Locations: 26371 Avery Pkwy
Mission Viejo, CA 92692

Enterprise Car Rental
Local phone number: (949) 489-9352
Locations: 24302 Del Prado Ave,
Dana Point 92629

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***CASH PAID OUTS**

The DoubleTree Guest Suites Doheny Beach does not support a Cash Paid Out program.

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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 *DoubleTree Guest Suites Doheny Beach* will require full payment in advance for room and tax charges. In addition, there will be a \$50 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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CHANGING FACILITIES/DAY USE

Please contact your Catering/Event Manager regarding our changing facility located at the *DoubleTree Guest Suites*. This facility can be designated within a Riviera Suite or a banquet room with custom set up. There may be a half-day rate charged. The hours of guest room availability for day use will depend on occupancy of the hotel.

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***CHECK CASHING PRIVILEGES**

Hilton Honors VIP Gold and Diamond guests may cash checks at the Front Office for up to \$100 per day. The check must be imprinted with the guest's name and address and made out to *DoubleTree Guest Suites Doheny Beach*. Identification is required. No other check cashing privileges are offered.

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CHECK-IN AND CHECKOUT

Hotel check-in is 4:00 p.m., and checkout is 12:00 p.m. (All guests arriving before 4:00 p.m. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

Early Departure

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$50.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

Late Departure

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

Satellite Check-In

Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 10 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 **565** 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.

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COFFEE MAKER

All guest suites are complete with a coffee maker, decaffeinated and regular coffee, as well as creamer, sugar and coffee mugs. If you require more coffee, please feel free to contact the front desk.

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COMMUNITY OUTREACH

Teaching Kids to CARE, a community-based outreach program developed by Doubletree Hotels, is dedicated to educate and encourage children to start making conscious decisions at an early age to show they care about their communities and the world in which they live. From its humble beginnings as a grass-roots initiative to the social

responsibility projects it encourages today, the Teaching Kids to CARE program has grown to become a widely recognized and honored community service program. By spreading the hotel brand's distinct CARE culture far and wide, Doubletree employees have inspired and educated nearly 100,000 elementary school children across the country, empowering them to make a difference in their local community, state, country and even the world. Celebrating its fifth year, Teaching Kids to CARE is a semi-annual community outreach initiative occurring in more than 150 communities across the U.S. and Canada.

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CONCIERGE

Limited Concierge Service is available from our Guest Services Coordinator and can be reached by dialing extension 531 from your guest suite.

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CONVENTION CENTER

St. Regis Monarch Beach Resort and Spa

One Monarch Beach Resort

Dana Point, CA 92629

Travel Time: 10- Minutes Driving

The Ritz Carlton, Laguna Niguel

One-Ritz Carlton Drive

Dana Point, CA 92629

Travel Time: 10 Minutes Driving

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CORKAGE

Corkage fees are applicable for Wine or Champagne products only. A Fee of \$15 per bottle ++, will be charged to each bottle that is brought in to the hotel by banquet guests.

This fee will cover the cost of storing, chilling and servicing the beverages.

Corkage fees are not applicable to any other alcoholic beverages as no other form of outside alcohol is permitted.

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CREDIT CARDS

The *DoubleTree Guest Suites Doheny Beach* accepts most major credit cards including Master Card, Visa, American Express and Discover.

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CREDIT POLICY

Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by

personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

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CURRENCY EXCHANGE

The DoubleTree Guest Suites Doheny Beach does not support a currency exchange program. Please make arrangements with your preferred financial institution in advance, if a currency exchange will be necessary.

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DANCE FLOOR

The DoubleTree Guest Suites Doheny Beach offers a Dance Floor to rent for your upcoming event. This 12' x 12' Maple Wood Finish Floor is rented for \$125 ++. Please contact your Catering Manager for details.

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DECORATIONS

Please contact your Catering/Event Manager for a description of items available as well as complete party package menus. We are happy to suggest ideas on novel favors, souvenir menus, printed programs, creative ice carvings, theme food presentations, and room accent decor and specialty linens.

We are not responsible for any loss or damage to property belonging to you or your attendees and do not maintain insurance covering it. All displays and/or decorations will be subject to our written approval and we reserve the right to contract and charge for hotel staff to provide the labor for any installations or removals of such.

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DESTINATION MANAGEMENT COMPANIES (DMC)

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

Destination Concepts

4241 Jetland Drive #200

San Diego, CA 92117

1-800-272-3775

858-274-7979

dmc@destinationconcepts.com

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***DEPOSITS**

Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance.

Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

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DIAGRAMS

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

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DIETARY REQUIREMENTS

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

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DINE AROUND

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

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DIRECTIONS TO THE HOTEL

From John Wayne/Orange County Airport:

Traveling Southbound on I-5 toward San Diego:

Traveling Southbound on I-5 for approximately 13 miles, Exit Hwy 1 to Pacific Coast Hwy. Heading West, merge to left lane. Prepare to stop at first light, Doheny Park Plaza. Take Left-Hand U-Turn. After U Turn, Immediately take the right hand split and drive over bridge to DoubleTree Guest Suites Doheny Beach on immediate left.

Traveling Northbound on I-5 from San Diego:

Exit Hwy 1 to Beach Cities. Follow left hand split towards Pacific Coast Hwy. Heading West, merge to left lane. Prepare to stop at first light, Doheny Park Plaza. Take Left-Hand U-Turn. After U Turn, Immediately take the right hand split and drive over bridge to DoubleTree Guest Suites Doheny Beach on immediate left.

www.dohenybeach.doubletree.com

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DOCTORS ON CALL

Dana Point Urgent Care

24582 Del Prado #H
Dana Point, CA 92629
949-493-7777
949-240-4069

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DRESSING/GREEN ROOMS

Please contact your Catering/Event Manager regarding our changing facility located at the DoubleTree Guest Suites. This facility can be designated within a Riviera Suite or a banquet room with custom set up. There may be a half-day rate charged. The hours of guest room availability for day use will depend on occupancy of the hotel.

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DRUG STORES

* Directions to All local drug stores are available at the Front Desk.*

Dana Point: *Rite Aid* :

- * 24829 Del Prado - Dana Point, CA 92629 / Phone: (949) 493-5100
- *31890 Plaza Drive - San Juan Capistrano, CA 92675 / Phone: (949) 248-3318
- *32121 Camino Capistrano - San Juan Capistrano, CA 92675 / Phone: (949) 493-2178

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DRY-CLEANING – SEE LAUNDRY/VALET

Outgoing laundry services are available at the hotel. There are laundry bags located in the guests closets. Same Day Service is available Monday Thru Saturday. Garments dropped off to the Front Desk by 8:30am will be returned the same day. Overnight Service is available Monday Thru Friday. Garments dropped off by 4:30 pm will be returned by 10:00 am.

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

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eEVENTS

With e-Events, a busy event planner can find convenience and ease when booking rooms with the click of a mouse. e-Events allows you to book a meeting room, food & beverage, audio/visual equipment and up to 30 guest rooms immediately for your next group event without submitting an RFP or waiting for a response with availability and pricing. Subject to availability.

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ELECTRICAL

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

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

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ELEVATORS

The DoubleTree Guest Suites Doheny Beach hotel has 2 guest elevators located in the lobby near the front desk. In addition, there is 1 parking garage elevators located at the North end of the Valet garage. (See Freight Elevator)

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EMERGENCY PROCEDURES

The *DoubleTree Guest Suites Doheny Beach* 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 911.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 911 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 10 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: **Saddleback San Clemente Hospital**
654 Camino De Los Mares
San Clemente, CA 92673
949-496-1122
- Nearest hospital:
South Coast Medical Center
31872 Coast Hwy
Laguna Beach, CA 92651

949-499-7193

Saddleback San Clemente Hospital

654 Camino De Los Mares
San Clemente, CA 92673
949-496-1122

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ENTERTAINMENT

The Double Tree has great information about the entertainment in the South Orange County region, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 7 a.m. and end no later than 10 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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ENVIRONMENTAL COMMITMENT

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

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EXECUTIVE MEETING PACKAGES

The DoubleTree Guest Suites Doheny Beach is able to coordinate the details of an executive meeting package to include sleeping rooms, meeting space and catering. Please discuss your next event with a representative from the Sales Office.

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EXHIBITS

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

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FAX MACHINES

Fax machine use is available to all guests. The charges are as follows:

Domestic (within US): 1st page \$1.00- each additional page \$.20

International (outside US): minimum \$5.00 fee for 1-5 pages, \$1.00 for each additional page.

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FAX NUMBERS

For Guests:	949-489-0628
Catering/Convention Services office:	949-443-9761
Sales office:	949-443-9761
Reservations office:	949-489-0628

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FIRE CODES

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

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

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

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

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

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

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

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

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

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

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FITNESS CENTER

Enjoy our State-Of-The-Art Fitness Center with new cardiovascular and resistance training equipment.

Hours of Operation:

24 Hours – access by room key.

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FLAGS

Our Banquet Department does not supply American or California Flags. If you require flags, please discuss rental costs with your Catering/Event Manager.

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FLORAL/FLORIST

McCool Flowers feature extravagant arrangements and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are Mon. – Sat. 9am-7pm. Sun. 12pm- 5pm. McCool Flowers is family owned and operated, serving Dana Point and the South Orange County area since 1995. McCool Flowers works hard to deliver the best quality floral design, freshest flowers, and best service to our customers, with a friendly and knowledgeable staff dedicated to providing the ultimate flower buying experience.

McCool Flowers
32585 Golden Lantern
Dana Point, Ca. 92629
(949)488-7988
(800)655-1151

Please contact our Guest Service Coordinator for further information, or consult your Catering/Event Manager for assistance with a proposal for your special event.

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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.

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FREIGHT ELEVATOR

The Freight Elevator services the Garage and Housekeeping areas. This elevator does not make a stop on the first floor or lobby area. Should this elevator be needed for guest loading and unloading, please consult with the front desk for assistance.

The hotel requires an elevator operator be hired during load in and load out for large equipment at \$125 per hour.

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GENERAL MANAGER

Denise Pflum joined the Doubletree Guest Suites Doheny Beach on January 1, 2003 as General Manager. She has been in the hotel industry since 1993 and began her career with the MGM Grand Hotel and Casino as a Group Coordinator and then moved to New York, New York Hotel and Casino and held the positions of Group Supervisor/Front Office Manager. She then joined Creative Endeavors as a Meeting Manager and eventually relocated to California where she joined Hilton Hotels Corporation working with the Hilton Anaheim where she held the following positions, Reservations Manager, Director of Revenue Management, Director of Front Office Operations. She then transferred to the Hilton Costa Mesa as the Assistant General Manager prior to joining the Doubletree Guest Suites Doheny Beach.

Denise is thrilled to welcome your group to the *Doubletree Guest Suites* and is accessible as needed.

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GIFT CERTIFICATES

A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase through the Front Desk 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.

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GIFT IDEAS

<http://www.hilntohome.com/> - The Hilton Serenity Collection

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

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

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GOLF COURSE INFORMATION

San Clemente Municipal

The *San Clemente Municipal* Golf Course offers you the very best in golf including scenic fairways, rolling greens and beautiful sweeping views of the rolling *Talega* Hills. The courses are open to the public 7 days a week. Transportation for your group can be arranged through your Catering/Event Manager in advance.

Golf Course Information

Green Fees	\$30 weekday	\$38 weekend
Seniors (over 60)	\$ 25 weekday	\$18 twilight
Cart Rental	\$12 per player	
Club Rental	\$10 -9 holes	\$20 -18 holes
Shoe Rental	No shoe rental	No shoe rental
Twilight Rate	\$22 weekday	\$ 28 weekend
Club Twilight Rental	\$ 10 – 9 holes	\$ 20 - 18holes
Repeat Rounds	Standard Green Fee	

Tee Times need to be booked 7 days in advance. Tee time start at 6am.

Facilities

San Clemente Municipal Golf Course: Pro Shop that is open to public from the hours 6am – 5:30pm. There is a driving range that is available. Putting green and Club house under construction - **Coming Soon!**

Talega Golf Course

The *Talega* Golf Course offers you the very best in golf including scenic fairways, rolling greens and beautiful sweeping views of the rolling *Talega* Hills. The courses are open to the public 7 days a week. Transportation for your group can be arranged through your Catering/Event Manager in advance.

Golf Course Information

Green Fees: Please contact the Golf Shop for Early Bird, Twilight and Super Twilight starting times. Rates are subject to change anytime.
Call the golf shop at (949) 369-6226 ext 3.

* Golf Carts are included in all green fees.*

Primetime:

Mon. – Thurs. \$ 97

Friday - \$ 125

Sat – Sun - \$ 125

Heritage Preferred:

Mon. - Thurs.- \$ 87

Fri. - \$110

Sat. - \$125

Sun. - \$110

Seniors:

Mon – Thurs. - \$ 65

Fri. - \$ 75

Club Rentals - \$50

Shoe Rentals - \$ 100

Facilities

Talega Golf Course: Pro Shop that is open to public from the hours 6am – 5:30pm. There is a driving range that is available as well as a driving range.

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GRATUITIES

Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - \$1.00-2.00 per day, Bellman - \$1.00 per bag and discretionary for above and beyond services provided for you. *Disclosure: all gratuities not outlined in the contract are discretionary.*

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GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)

Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

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

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GROUP CHECK-IN, ARRIVALS AND DEPARTURES

The *DoubleTree Guest Suites Doheny Beach* has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus

loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

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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.

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GUEST ROOMS

Relax in our luxurious, newly renovated guest suites with spacious guest room & parlor units separated by classic French doors. The comfort of the Sweet Dreams by Doubletree plush top King bed or Two Double beds is the epitome of comfort. Lie back on the 5 jumbo hypo-allergenic down pillows or relax in the oversized chair with ottoman and flip through the 45 channels on the 27" TV. Or if you must work, do so at the large desk with high-speed internet access (wireless and only \$9.95 per day) and a desktop outlet. Wake up to your favorite tunes with our Sweet Dreams alarm clock with mp3 connectivity. You'll be comfortable in the adjustable ergonomic executive chair! The bathroom is equipped with European-style bowl sinks and shadow-box amenity cabinets, featuring bath products by Neutrogena. Combed cotton terry towels and bath robes will make you feel further pampered.

The hotel's current bedding breakdown is as follows:
109 King; 83 Doubles.

California 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 Sweet Dreams Collection”, today’s premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night’s sleep? Visit www.doubletreeathome.com to order your own Sweet Dreams bed.

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GUEST ROOM DELIVERIES

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: Delivery to guest upon arrival at the front desk, \$5.00 per item. Delivery to guest in guest suite, \$7.00 per item. Customized amenities can be arranged through the hotel at an additional charge.

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GUEST SERVICE HOTLINE

Guests with specific needs or requests may pick up a house phone or, from their suite, dial extension 565. A hotel operator will direct your needs to the appropriate hotel contact.

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HAIR SALON

Reflections Hair Design

(949) 493-0331

24841 Del Prado, Dana Point CA

Services: Hair Cutting, Facials, Manicures, Nail Art, Pedicures, Hair Coloring, Perms...

Products: Brushes/Curl Irons/Blow Dryers, Nexus

Mon. – Sat.: 9:00am- 5:00pm

Harbor Salon

(949) 493-1572

34483 Golden Lantern St, Dana Point CA

Category: Beauty_Salons, [Women's Apparel-Retail](#), [Apparel & Garments-Retail](#)

Mon. - Sun. – 10:00am – 6:00pm

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HHONORS FLOOR

Hilton Honors Diamond and Gold members will enjoy the 4th floor, our Hilton Honors Floor

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HOSPITALITY DESKS

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in the lobby near the group’s check-in. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note

that all hospitality desks will be taken down each evening and reset for the next day's use.

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

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

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HOSPITALITY SUITES FUNCTIONS

As large groups arrive the need for a hospitality suite for welcoming is a common need. Please address this with your Sales Manager for an adequate meeting room or alternate guest suite reserved for welcoming your group.

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HOTEL FACTS/HISTORY

The following is a fact sheet for the Doubletree Guest Suites Doheny Beach:

Location: Dana Point, California
Address: 34402 Pacific Coast Hwy
Telephone: 949-661-1100
Facsimile: 949-489-0628
Reservations: 1-800-801-8461
Website: www.dohenybeach.doubletree.com
Managed By: Denise Pflum
Grand Re-Opening: April 27, 2007
Last Renovation: Completed in January 2007

Brief Description:

The Doubletree Guest Suites Hotel at Doheny Beach in the city of Dana Point, California, midway between Los Angeles and San Diego along the Pacific Coast Highway, offers Laguna Beach luxury in a quaint seaside escape - perfect for business or leisure travel.

Stroll to the beach, bike along the coast, enjoy a variety of water sports or head out to sea from nearby Dana Point Harbor for a day of boating, whale watching, or to explore renowned Catalina Island.

Awards:

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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.

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HOUSEKEEPING

Daily housekeeping services, which consist of general cleaning, take place between 8:00 a.m. and 4:30 p.m Monday thru Saturday. Sunday housekeeping hours take place between 9:00 am and 5:30 pm. An Evening attendant is available from 2:00 pm thru 10:30 pm. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

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

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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.

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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.

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IN-ROOM DINING

Our In-room Dining is open 17 hours a day for breakfast, lunch, dinner, snacks and beverage service. Hours of operation for in-room dining are Monday thru Friday 5:30 am – 11:00 pm, and Saturday thru Sunday, 6:30 am – 11:00 pm. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 555 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 20% and is posted automatically on all checks. There is also a delivery fee of \$4.00 per order.

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INTERPRETATION/TRANSLATION SERVICES

American Language Services

1950 Sawtelle Blvd. #325
Los Angeles, CA 90025
1-800-951-5020
310-829-0741
www.alsglobal.net

Language Connection

303 Broadway Street Ste. 204
Laguna Beach, CA 92651
949-497-1544

Excellence In Translating

31952 Mount Rainier Dr
Laguna Beach, CA 92677
714-865-4179

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INTERNET SERVICES

The Doubletree Guest Suites provides numerous Internet Services. *Wayport* is our Internet Service Provider for all guests' networks and will answer any questions concerning your system.

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KEY HOTEL CONTACTS

The Executive Managing Committee consists of the following people:

General Manager	Denise Pflum 500
Director of Outlets	Derek Edwards 510
Associate Director of Finance	Jen Delmese 505
Director of Front Office	Noall Silvester 518
Executive Chef	Richard Mendoza 516
Director of Housekeeping	Elvia Valencia 507
Director of Engineering	Larry Hanson 508
Director of Sales and Marketing	Todd Wheeler 503
Director of Catering	Clinton Rodgers 519
Outlet Manager	Jennifer Boccia 510

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KOSHER

Though we are able to supply Kosher products, we are not able to prepare a meal that is blessed as Kosher. For special events, a Kosher meal can be prepared with adequate planning time. Please discuss these options with your Catering Manager.

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LABOR

The DoubleTree Guest Suites Doheny Beach is a non-union hotel.

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LAUNDRY/VALET – SEE DRY CLEANING

Outgoing laundry services are available at the hotel. There are laundry bags located in the guests closets. Same Day Service is available Monday Thru Saturday. Garments dropped off to the Front Desk by 8:30am will be returned the same day. Overnight Service is available Monday Thru Friday. Garments dropped off by 4:30 pm will be returned by 10:00 am.

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

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LIMOUSINE SERVICES

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Club Car Express is our preferred service and can be reached at 1-800-625-8266. Club Car Express can also arrange limousine transfers and can be reached at 1-800-625-8266.

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LINEN SELECTION

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

Specialty Linen colors: Napkins/Tablecloths

Red, Rust, Orange, Coral, Peach, Pink, Fuchsia Pink, Sage, Hunter Green, Kelly Green, Lavender, Purple, Turquoise, Light Blue, Navy Blue, Taupe, Chocolate, Silver, Black, White.

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LIQUOR LAWS

The State of California has strict liquor laws that must be followed by the Doubletree Guest Suites Doheny Beach. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Doubletree Guest Suites Doheny Beach, no group may bring in their own alcohol to be served. The legal drinking age in California is 21.

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

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LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)

Please refer to the Production Resource Guide.

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LOCAL INFORMATION

Doheny State Beach – 0.1 Miles

Administered by the California Department of Parks and Recreation. The 62 acre site features over one mile of sandy beach and some of the best swimming and surfing in California. During Low Tide, the tide pools attract young and old for exploring. The campground features 120 developed family campsites and the picnic area has 170 picnic tables and 99 barbecue grills. At the entrance to Doheny there is a visitor center with five aquariums, an indoor tide pool, exhibits, displays, gift shop, and photo history of Doheny surfing days.

For	More	information:
Park	Rangers:	949-496-6172
Picnic	Reservations:	949-496-3617
Campground Reservations: 800-444-7275		

Dana Point Harbor - 1.2 Miles

The Harbor houses 2,500 yachts within its two marinas, inside a one-and-a-half mile jetty. Complete harbor facilities include guest slips, a fuel dock, shipyard, launch ramp, boat rentals, yacht sales, community class

instruction for all ages, fishing, windsurfing, jet skiing, kayaking, boat charters, two yacht clubs, sailing association, ocean classroom labs, shops, restaurants, shops, picnicking and a baby beach for young swimmers.

For Harbor Information:

(949) 496-1094

Visit the Dana Point Harbor Home page:

www.danapointharbor.com

Ocean Institute - 1.2 Miles

This research and nature center is located along the west basin of the marina at the end of Dana Point Harbor Drive. Kids love the displays of tide pool life and nautical sailing gear and there's a huge replica of a California gray whale skeleton suspended from the ceiling. There is also a small gift shop that helps support the educational programs at the center.

Hours of Operation

- Facility: 8:00AM - 5:00PM (Mon. - Fri. for field trips)
- Gift Shop: 9:00am to 5:00pm (open until 6:00pm in the summer)

Public Tours & Open House

- Monday - Wednesday:
The Ocean Education Center is closed to the public, as classes are in session!
- Thursday & Friday:
Public tour at 3:30pm (approx. 40 minutes)
Cost: \$2/adult; children 2 and under are free
- Saturday & Sunday:
The Ocean Education Center featuring learning labs, touch tanks, animal feedings, and rotating exhibits is open from 10am – 3pm. Cost is \$6/adult; \$4/child (3-12yrs); children 2 and under are free.

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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.

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LUGGAGE STORAGE

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

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MANAGER ON DUTY (M.O.D.)

For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 565.

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MAIL SERVICES

Stamps are for sale, and our Concierge and Business Center offers *Fed Ex* services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest *Fed Ex-Kinkos*. They are located in San Juan Capistrano and offer complete mail services as well as materials.

Fed Ex Kinkos

31886 Del Obispo Street D4
San Juan Capistrano, CA 92675-3726

949-487-2679

usa0336@fedexkinkos.com

www.fedex.kinkos.com

Monday thru Friday 6:00 am – 11:00 pm

Saturday 8:00 am – 11:00 pm

Sunday 8:00 am – 10:00 pm

Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

United States Post Office location:

24551 Del Prado

Dana Point, CA 92629

(949) 496-2787

Mon-Friday 8:00 am – 5:30 pm

Sat 9:00 am – 3:00 pm

Sunday Closed

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MASSAGE THERAPY

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The DoubleTree Guest Suites Doheny Beach does not have a spa on site. However, Massage is scheduled and offered by appointment. Please contact:

Art Face Beauty Productions & Massage
Licensed Esthetician and Massage Therapist

1-800-278-3223 pager

310-779-0008

www.massageandfacials.com

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MASTER ACCOUNTS

See Sales Agreement.

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MEDICAL FACILITIES/SERVICES

Medical Services facilities nearby:

Urgent Care/Emergency Room

- *Dana Point Urgent Care*
24582 Del Prado #H
Dana Point, CA 92629
949-493-7777
949-240-4069
Travel time from the hotel is about 10 minutes
- Saddleback San Clemente Hospital
654 Camino De Los Mares
San Clemente, CA 92673
949-496-1122
Travel time from the hotel is about 15 minutes

Hospital

- Saddleback San Clemente Hospital
654 Camino De Los Mares
San Clemente, CA 92673
949-496-1122
Travel time from the hotel is about 15 minutes
- South Coast Medical Center
31872 Coast Hwy
Laguna Beach 92651
949-499-7193
Travel time from the hotel is about 15 minutes

Ambulance

- Doctor's Ambulance
23091 Terra Drive
Laguna Hills, CA 92653
949-951-6600
Available 24 hours a day

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MEETING PACKAGES

The Doubletree Guest Suites Doheny Beach is able to prepare a custom meeting package for your event. We offer a variety of food and beverage choices that incorporate Audio/Visual needs and meeting space. Please consult your Catering Director for a customized meeting package today!

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MEETING ROOM CAPACITIES

	Classroom	Theater	Banquet	Conference	U-Shape	Hollow-Square
Capistrano Courtyard	50	100	80	36	30	32
Crystal Cove	36	65	50	27	34	34
Tempo	30	60	40	24	21	28
Bayview Terrace	30	60	40	24	21	28
Tresca			80			
Vivo Outdoor Terrace		90	75			

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MEETING ROOM DELIVERIES

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the hotel bell staff for a charge of \$8.00 per item/per move.

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MEETING ROOM RENTAL

Please discuss the rates of your meeting space with your Sales Manager.

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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 *DoubleTree Guest Suites* 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.

The *City of Dana Point* requests that outdoor entertainment begins no earlier than 6:30 a.m. and ends no later than 10:00 p.m.

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NEWSPAPERS/PUBLICATIONS

Newspapers available at the front desk:

The Orange County Register

The San Clemente Times

They are delivered to the Doubletree Guest Suites by 4:00 a.m. daily.

The *USA Today* is delivered to guest rooms six days a week. *The Orange County Register* is delivered to guest rooms on Sunday.

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OFFICE EQUIPMENT/SUPPLIES

The in-house Business Center offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.

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.

The Business Center is available 24 hours.

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

Fed Ex Kinko's

31886 Del Obispo Street D4
San Juan Capistrano, CA 92675-3726
949-487-2679
usa0336@fedexkinkos.com
www.fedex.kinkos.com
Monday thru Friday 6:00 am – 11:00 pm
Saturday 8:00 am – 11:00 pm
Sunday 8:00 am – 10:00 pm

Staples

33959 Doheny Park Road
San Juan Capistrano, CA 92675
949-493-6229
www.staples.com
Monday thru Friday 7:00 am – 9:00 pm
Saturday 9:00 am – 6:00 pm
Sunday 10:00 am – 6:00 pm

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OFF PREMISE CATERING

Arranged with Catering/Event Manager.

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PACKAGE ROOM

Storage for your advance boxes and convention supplies is quite limited at the Double Tree Guest Suites. 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.

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PARKING

The DoubleTree Guest Suites offers self-parking in the lower level parking garage. Self-parking is \$17 per vehicle per night.

We also offer valet parking at the rate of \$17 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.

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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

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PETS (POLICY)

Service animals are always welcome and must be accommodated. Family pets are also welcome at this pet-friendly hotel. For family pets, a \$30 per pet/per night charge is applied as an incidental charge.

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PHOTOGRAPHY

Costco is located in San Juan Capistrano, just minutes away from the DoubleTree Guest Suites Doheny Beach. Services include: film developing, one hour developing and photo enlarging.

Costco

33961 Doheny Park Road
San Juan Capistrano, CA 92675
949-240-3558
www.costco.com

Jack Randall Photography is a company that can provide photography services for all occasions, special events, weddings, and groups.

Jack Randall Photography

24682 Del Prado Suite 100
Dana Point, CA 92629
949-248-5198
jack@jackrandallphotography.com
www.jackrandallphotography.com

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PIANOS

If your group requires additional pianos or pianos in outdoor/alternate locations, your Catering/Event Manager can rent them from an outside source.

Local Piano Dealers that offer rentals are:

Accent Piano Service

31738 Ranch Viejo Road Ste. F
San Juan Capistrano, CA 92675
949-240-7568

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POOLS

The DoubleTree Guest Suites Doheny Beach offers an outdoor pool and whirlpool for our guest's enjoyment! The pool hours are 8:00 am – 10:00 pm. Access is granted with the use of a guest suite key.

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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

The DoubleTree Guest Suites will post a Greeter Board at the front desk welcoming all in-coming groups. Event welcome signs will also be present at the entrance of all meeting rooms. Greeter Board signs are updated daily.

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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

Fed Ex Kinko's

31886 Del Obispo Street D4
San Juan Capistrano, CA 92675-3726
949-487-2679
usa0336@fedexkinkos.com
www.fedex.kinkos.com
Monday thru Friday 6:00 am – 11:00 pm
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Staples

33959 Doheny Park Road
San Juan Capistrano, CA 92675
949-493-6229
www.staples.com
Monday thru Friday 7:00 am – 9:00 pm
Saturday 9:00 am – 6:00 pm
Sunday 10:00 am – 6:00 pm

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PRODUCTION GUIDELINES

Your Event Manager will provide you with the hotel's Production Resource Guide.

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PRODUCTION CREW MEALS

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

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PUBLIC TRANSPORTATION

The *Orange County Transportation Authority OCTA* is a local transportation system that operates between 6:00 a.m. and 10:00 p.m. Monday thru Friday. The bus picks up and drops off one block away from the hotel. The fare is \$1.25 per person, per bus, or \$0.50 for Senior Citizens and disabled persons. You may also purchase a day pass for \$3.00 or \$1.00 for Senior Citizens and disabled persons. Bulk purchases of the bus passes are available for your attendees. Please consult the OCTA Customer Relations Office at 1-800-636-7433 for ticket purchasing information.

Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport and in Dana Point. The *Orange County Transportation Authority*

operates bus service to and from the airport and downtown. Executive Transportation services can be arranged through Club Car Express by calling 1-800-625-8266.

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PYROTECHNICS

Pyrotechnic displays or experiments must obtain written approval from Denise Pflum, General Manager of the DoubleTree Guest Suites Doheny Beach, and may require further written approval from the City of Dana Point Fire Chief. Please do not plan on any pyrotechnic displays without written consent from these agencies. Guest removal is subject to the discretion of the Manager on Duty for violation of these terms.

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RADIOS/PAGERS/NEXTELS

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

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RECYCLING

Paper products with sensitive information on them can be given to the hotel. Such documents will be filed in a locked crate and the contents are collected once a month for destruction and recycling purposes. If you have documents that require destruction, you may submit them to our front desk.

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REGISTRATION ASSISTANCE

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

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REGISTRATION DESKS

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

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

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

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RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM

Expedited reservation processing straight from your rooming list into our system.

- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3rd Party Clearinghouses
- No charge – it's FREE

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RESTAURANTS/LOUNGES

The Newly remodeled Tresca Restaurant features an eclectic blend of upscale dining that meets the sand in Doheny Beach. With its style it is a new approach to food presentation and service. Experience the best in quality when Richard Mendoza, Executive Chef, puts his award winning talents to work for your meal.

Looking for a breathtaking view? Enjoy our 4th Floor, Open Air, Vivo Patio for evening cocktail service, live local music and dinner overlooking the Pacific Ocean.

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RESTAURANT RESERVATIONS

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

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RESTROOMS

Public restrooms are located in the following areas:

1st Floor Lobby Area

2nd Floor near Elevator

3rd Floor near Elevator

4th Floor near Elevator

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RESUMES

Every event that is scheduled at the DoubleTree Guest Suites Doheny Beach, will be provided with a Group Resume summarizing all details of the group activity. Billing procedures, parking arrangements, banquet space, and any additional details are included in the Group Resume. For a completed resume before your group;s arrival, please contact your Sales Manager.

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RIGGING

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

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ROBES

Each Suite is furnished with one deluxe bath robe for use during your stay. If you require an additional bath robe, please contact the front desk at extension 565.

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ROPES/STANCHIONS

If Ropes and Stanchions are needed for your event, please discuss this with your Catering/Event Manager.

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

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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 DoubleTree Guest Suites:

NS - no smoking

S - Smoking room request

R - Rollaway

RC - there is a rate change or room change

U - Requested high floor

L - Requested low floor

EA - early arrival request

EL - near elevator request

C - Crib

NR - room nearby/same floor

CR- connecting room

NK1S - king bed

ND2S - 2 double beds

SS - sofa sleeper turn down

RH - Run of House

RO - Run of Ocean view

RH/RO

ROH - Run of House - Includes a variety of rooms in the following categories: San Juan Hills view, Partial Ocean View, and Deluxe Ocean View, based upon availability.

ROO - Run of Ocean - A variety of ocean views in the following categories: Partial Ocean View and Deluxe Ocean View, based upon availability.

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SAFES/SAFE DEPOSIT BOXES

The hotel offers a limited number of safety deposit boxes for guest use. These boxes can be accessed at the front desk.

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SECURITY

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

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SHIPPING AND RECEIVING

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

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

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

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

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

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

Shipping

The DoubleTree Guest Suites Doheny Beach utilizes FedEx and the US Postal Service for our shipping needs. Please see the front desk for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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SHOPPING

The Shops at Mission Viejo - 7.8 Miles

949-364-1771

Nordstrom, Saks Fifth Avenue and Macy's are among a host of stores that will impress you with their sophistication and atmosphere here at The Shops at Mission Viejo. New to our shopping center and opening this fall are Teavana, Angl, Nestle Toll House Cafe, Payless Shoe Source and a completely remodeled Gap and Gap Body.

The Irvine Spectrum Center – 20.0 Miles

Irvine Spectrum Center, one of the country's premier shopping, dining and entertainment centers, has quickly become a major destination for residents and visitors alike. This state-of-the-art attraction has received international acclaim for:

- Quality entertainment
- Restaurants
- Architecturally pleasing ambience
- Superior location

South Coast Plaza – 24.5 Miles

South Coast Plaza is more than just a shopping center. It is a luxury destination filled with exclusive shopping and events and surrounded by art, shows, music and other entertainment.

3333 Bristol Street, Costa Mesa, CA 92626

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SIGNAGE/BANNERS

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

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

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of \$50 per set up.

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

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SITE INSPECTION/PRE-PLANNING

When planning an event at the DoubleTree Guest Suites Doheny Beach, you may require a preliminary site inspection, taste test or rehearsal. Please make arrangements for these accommodations with your Sales or Catering Manager prior to arrival.

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SMOKING

If you request a smoking room, please contact the hotel directly. Reservations for these rooms are limited and are not guaranteed, rather offered on a first-come, first-served basis.

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SOUND SYSTEM

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The Catering Director can be reached at 949-234-4519.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel's noise curfews: No sound system functions can take place outdoors before 6:30 a.m., and all outdoor evening functions must end no later than 10:00 p.m.

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SPA

The DoubleTree Guest Suites Doheny Beach does not have a spa on site. However, Massage is scheduled and offered by appointment. Please contact:

Art Face Beauty Productions & Massage
Licensed Esthetician and Massage Therapist
1-800-278-3223 pager
310-779-0008
www.massageandfacials.com

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SPECIAL MEAL REQUESTS

Please consult with your Catering/Event Manager for any special meal requests. The DoubleTree Guest Suites Doheny Beach, Executive Chef is pleased to accommodate your requests to the best of his abilities.

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STORAGE

Storage for your advance boxes and convention supplies is quite limited at the Double Tree Guest Suites. 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.

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SUITES

The DoubleTree Guest Suites Doheny Beach is an all suite property. Relax in our luxurious, newly renovated guest suites with spacious guest room & parlor units separated by classic French doors. The comfort of the Sweet Dreams by Doubletree plush top King bed or Two Double beds is the epitome of comfort. Lie back on the 5 jumbo hypo-allergenic down pillows or relax in the oversized chair with ottoman and flip through the 45 channels on the 27" TV. Or if you must work, do so at the large desk with high-speed internet access (wireless and only \$9.95 per day) and a desktop outlet. Wake up to your favorite tunes with our Sweet Dreams alarm clock with mp3 connectivity. You'll be comfortable in the adjustable ergonomic executive chair! The bathroom is equipped with European-style bowl sinks and shadow-box amenity cabinets, featuring bath products by Neutrogena. Combed cotton terry towels and bath robes will make you feel further pampered.

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SUNRISE/SUNSET

www.sunrisesunset.com Provides a detailed calendar throughout the year on sunrise and sunset times. Please search in Dana Point, CA for the month and year you are looking for.

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TAXES

The current Dana Point General Excise Tax is 7.75%. The current Dana Point Lodging Tax is 10.1% (includes state tax).

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

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TAXICABS

California Yellow Cab
1-877-YellowCab

www.cayellow.com

Yellow Cab Express
949-361-1000

Scotts Transportation
949-235-9332

Orange County Checker Cab
949-364-3650

Standard rates for Taxi fares vary.

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TEAM MEMBER RECOGNITION

Owning the Moment is our hotel mantra. It defines how we will strive to take care of each guest and one another every time there is a moment to do so.

In our quest to be the best of the best we remember that it begins with each one of us...the TEAM. Each time we “Own the Moment” we take one step closer to becoming the best hotel with the best service and the best team members.

Team Members are eligible and will be awarded a Be Hospitable Card for demonstrating service beyond the expectation. Cards are redeemable for Doheny Dollars which are then used to purchase prizes. In addition to individual recognition, each month, all departments have an opportunity to win a department prize measured by guest comment card results related to their specific department. Finally, a hotel-wide incentive is available each month the hotel achieves a high satisfaction of guest loyalty. When this is achieved, the hotel will raffle a Plasma Television. The raffle is made up of all the team members from each department that also met their respective, department goal.

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TELEPHONES/TELECOMMUNICATIONS

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

House phones

- Used for in-house, local and toll-free calls only. Price is *\$1.50* per call for a local call for up to 60 minutes.

DID Lines

The installation fee is *\$50.00* plus tax plus price of all calls per day. DID lines can be used for Long Distance, minimal PC and fax can work as well.

DID Lines

The following are enhancements that can be added to a DID Line:
Speaker Phone @ \$45 per day, hardware rental only, price does not include phone line.

B1 Telephone Lines

Outside line, not connected to the hotel switchboard. (Dedicated Number)
This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.
The hotel operators need (2) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines.
The fee is \$50.00 per day plus price of all calls.

Internet Access

Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices - The set-up fee is \$100.00 per personal computer.

Guest Room Calls

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
Direct Dial-Bill to Room		
EMERGENCY	9+911	No Charge
Room to Room		No Charge
Local	9+Number	Local Rate
\$.10 per minute after 60 minutes		
800/888/8xx toll free	9+1+Number	Toll Free 1 st 60
minutes \$.10 per minute thereafter		
Long Distance	9+1+Number	AT&T Operator
assisted rate less 50%		
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 ● 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. SBC is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier. Direct Complaints to:

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

Voice Mail

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

To hear messages, if the red light is flashing on your guest room telephone:

1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

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

Integrated Services Digital Network (ISDN)/T1 Speeds

128kb lines for Internet access	\$ 100/per line/per day
Higher speed ISDN lines available	(Inquire)
1.5 megabyte (options)	(Inquire)

Video Teleconferencing

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

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TENTS

Please contact your Catering/Event Manager regarding rental of small tents. Large tents can be installed at the DoubleTree Guest Suites Doheny Beach. Prior approval must be obtained by your Event Services/Catering Manager before installation or ordering of any equipment. Use of ordered equipment is subject to approval by Event Services Manager. Tents are provided by *Signature Party Rentals*. Contact is: *Heather Harden* at 714-545-6777.

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THEME PARTIES

The *DoubleTree Guest Suites Doheny Beach* 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.

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TOURS/SIGHTSEEING

Guests at the DoubleTree Guest Suites Doheny Beach have numerous opportunities to tour the Pacific Ocean whether it is a morning stroll on the beach, a kayaking adventure through the Dana Point Harbor, Deep Sea Fishing, Whale Watching or a trip to Catalina Island. Resources for all of these activities are available at the front desk. If you require planning in advance, please contact the hotel directly.

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TRASH REMOVAL

Housekeeping is offered on a daily basis. If you require housekeeping during the evening hours or after you room has already been serviced, please dial 0 for a front desk operator. Extra trash removal is offered by contacting the front desk for housekeeping assistance.

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TUXEDOS/FORMAL WEAR

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

The following companies offer tuxedo rentals:

Andy's Tailor & Tuxedo Rental

*514 N El Camino Real
San Clemente, CA 92672
949-498-2002*

Friar Tux Shop

*22421 El Toro Road
Lake Forest, CA 92630
949-837-9100
www.friartux.com
Mon and Friday 10-8
Tuesday thru Thursday 12-8
Saturday 10-5
Sunday 12-5*

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VOICE MAIL

All guest rooms have a voice mail message service. Your voice mail box can be accessed from your room by dialing *190.

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WEATHER

Depending on the season, the weather at the *DoubleTree Guest Suites Doheny Beach* varies from a low of 44-60 degrees to a high of 67-79 degrees. Before visiting the *DoubleTree Guest Suites Doheny Beach*, we recommend that guests check the local listings to determine the weather conditions.

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WHEELCHAIRS

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

The following companies have wheelchairs for rent:

Medical Equipment Sales & Rental

*536 N. El Camino Real
San Clemente, CA 92672
949-498-1700*

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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. Additional South County Churches can be found by logging into <http://oc-local.com/Churches/SouthOCchurches.htm>

- **Baptist**
*South Shores Baptist Church
32712 Crown Valley Parkway
Monarch Beach, CA 92629
949-496-9331*

- **Buddhist**
*Evangelical Formosan Church of Irvine
1842 Reynolds Ave
Irvine, CA 92614
949-660-1138*

- **Catholic**
*St. Edward Church
33926 Calle La Primavera
Dana Point, CA 95629
949-496-1307
Masses: Saturday 8:45 am - 5:30 pm,
Sunday 7:30, 9:00, 11:00 am, 12:30 and 5:30pm,
Weekdays Mon-Fri 8:15 am, 5:30 pm
Holy Days 8:15 am, 5:30 and 7:30 PM
Confessions: Saturday 4:00 pm thru 5:00 pm, Wednesday 7:00 pm thru 8:30 pm.*

- **Christian**
Gateway Community Church of the Nazarene
 27129 Calle Arroyo, Suite 1803
 San Juan Capistrano, CA 92675
 949-234-1294
 Sunday Worship 10:00 am
www.gatewayministries.org

- **Church of God**
Church of God Cleveland Tennessee
 2526 Alton Parkway
 Irvine, CA 92606
 949-752-6004

- **Community**
Saddleback Church
 1 Saddleback Parkway
 Lake Forest, CA 92630
 949-609-8000
www.saddleback.com

- **Evangelical Free Church**
Talega Life Church
 1040 Calle Negocio
 San Clemente, CA 92673
 949-493-1980
www.talegachurch.com
 Sunday Morning Service 10:30 am

- **Jehovah's Witness**
Jehovah's Witnesses Kingdom Hall
 34322 Calle Naranja
 Capistrano Beach, CA 92624
 949-496-1770

- **Jewish**
Shuvah Yisrael Messianic Congregation
 15 Orangetree Lane
 Irvine, CA 92612
 949-679-1261
www.shuvahyisrael.org

- **Lutheran**
Faith Lutheran Church
 34381 Calle Portola

Capistrano Beach, CA 92624
949-496-1901

- **Methodist**
Palisades United Methodist Church
27002 Camino de Estrella
Capistrano Beach, CA 92624
949-496-5502

- **Mormon**
Church of Jesus Christ of Latter-day Saints
682 Park Avenue
Laguna Beach, CA 92651
949-494-6095

- **Pentecostal**
Life Church
26862 Crown Valley Parkway
Mission Viejo, CA 92691
949-365-0022
www.lifechurchonline.com

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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 565 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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