Doubletree Hotel & Conference Center – St. Louis

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.

Doubletree Hotel & Conference Center – St. Louis
16625 Swingley Ridge Rd.
Chesterfield, MO 63017
(636) 532-5000

www.Hilton.com
www.stlouishotelandconferencecenter.doubletree.com
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GENERAL INFORMATION

Welcome to the Doubletree Hotel & Conference Center, St. Louis.

Conveniently located in the wooded St. Louis suburb of Chesterfield, Missouri the hotel sits on 23 acres and is only 20 miles from downtown St. Louis and less than 30 minutes from Lambert St. Louis International Airport. Spirit of St. Louis Airport is also only moments away. We offer our guests 223 guestrooms, including 5 suites, 36,000 square feet of meeting and banquet space, including a 21,000 square foot IACC Certified Conference Center and a 91,000 square foot Athletic Facility, the Club at Chesterfield. The Chesterfield Mall, less than 5 minutes away includes 1.5 million sq. ft. of retail excitement, dining and entertainment. There are also over 100 restaurants within a 5-mile radius with free shuttle service from the hotel. Trips can be planned to Six Flags amusement park, local wineries, museums, breweries, golf courses, and several other venues within close proximity of the hotel.

Guestroom Accommodations:

Designed with the busy executive in mind, each room features the Sweet Dreams by Doubletree bedding - a plush-top mattress that is triple-sheeted with luxurious high-thread-count linens topped with a down comforter and an abundant supply of jumbo pillows. There is plenty of open space for work and relaxation and each room features a long list of amenities including wireless high-speed internet access, Wolfgang Puck in-room coffee makers, upgraded Neutrogena bath products, personalized wake-up calls and instant check-in and check-out services.

The Club at Chesterfield:

The Club is one of the largest and most comprehensive fitness facilities you'll find at any hotel and is the perfect compliment to all your convention and meeting needs. You will find everything you need to relax and indulge during your stay with us including both indoor and outdoor tennis courts, racquetball/handball courts and a gymnasium for volleyball or full-court basketball. Guests can enjoy swimming laps in the indoor pool, sunbathing during the summer by the outdoor pool or jogging along the quarter mile paved outdoor trail.

We also offer a full range of Spa services from massages to body treatments, manicures, pedicures and invigorating facials.

Teambuilding:

Team building promotes a healthy interaction within the group and improves productivity in the workplace. Whether the exercise consists of light physical activity or is just mentally challenging, your group will learn to trust and communicate effectively. The Doubletree Hotel and Conference Center and the Club at Chesterfield are proud to offer your group a wide range of activities in a fun and safe environment.
Meetings and Events:

The hotels 36,000 square feet of meeting space is specifically designed to accommodate events of all types ranging from private board meetings to large regional meetings and conventions.

Taking Care of Business is a promise made by the Doubletree Hotel & Conference St. Louis as a member of the International Association of Conference Centers (IACC). With a total of 36,000 sq ft of meeting space of which 21,000 sq. ft. is IACC certified space we are dedicated to the concept that special meetings require a special environment. IACC standards guarantee the proper atmosphere for your meeting.

- Professional Atmosphere
- State of the Art Facility
- Friendly Staff
- Maximum Results

The Doubletree Hotel & Conference Center Features:
- Distraction-free conference space with 24 hour hold
- Sound proof walls
- Ergonomic chairs
- Non-glare tables
- Appropriate lighting
- Business Center Services
- Our facility provides convenient, per person inclusive rates… removing the guesswork from the budgeting process.

Restaurants and Dining:

With four dining options onsite you’ll never have to leave the comfort of the Doubletree Hotel & Conference Center St. Louis.

Conveniently located off the main lobby our full service restaurant, Chaucer’s, serves breakfast and lunch in a warm, casual setting. Begin your day on a bright note by enjoying our signature Doubletree Breakfast, featuring a wide selection of hot entrees, cereals, breads and pastries or join us for lunch for our bountiful buffet or amazing a la carte selections, impeccable service and outstanding value.

Swing over to Racquets, our casual sports bar overlooking our indoor tennis courts and enjoy your favorite beverage while cheering on your team to victory on our big screen television.

Relax and unwind or meet and mingle – whatever you decide Gulliver’s Lounge is the place to be and offers a wide selection of eclectic American cuisine.
Located in our 92,000 square foot athletic facility, The Club at Chesterfield, the café and pro shop features Starbucks beverages, fresh juices, smoothies and a wide variety of healthy snacks.

Whether you travel to St. Louis for business or pleasure, you’ll appreciate guest services like our Business Center off the main lobby, complimentary wireless high-speed internet access in the public areas, complimentary printing capabilities through Printer-On, our inviting Lobby Lounge, Gulliver’s, our knowledgeable and helpful staff and of course our special, signature Warm Chocolate Chip Cookie at check-in.

FUNCTION SPACE AND BANQUETS

- Catering Menus available for any function
- 21,000 square feet of IACC Certified Conference Center Space featuring Inclusive Package Pricing
- 6,000 square foot Grand Ballroom
- Unique 6,000 square foot year round Tented Pavilion
- Tiered Amphitheatre for up to 90 people
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Smoking
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Spa
Special Meal Requests
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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, (i.e. keycards, cocktail napkins, to go lunch boxes, etc.)
- Video Channel
- Plasma Screens
- Banners/Signage

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

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

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<th>Airline</th>
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<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<tr>
<td>Air India</td>
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<td>Japan Airlines</td>
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<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
</tr>
<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
</tbody>
</table>
Midwest Airlines 1-800-452-2022  
Northwest (Domestic) 1-800-225-2525  
Northwest (International) 1-800-447-4747  
Qantas 1-800-227-4355  
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 Lambert-St. Louis International Airport and is approximately 20 miles away and 30 minutes from the Doubletree Hotel & Conference Center – St. Louis. Click on [www.flystl.com](http://www.flystl.com) for a map.

- Shuttle = $25 each way (per person)  
- Taxi - $50

The Spirit of St. Louis Airport is 3 miles from the hotel.

- Shuttle – Complimentary  
- Taxi - $15.00

**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.

- Spirit of St. Louis – A logo tin of mints, Gus’s Pretzels with Honey Dijon Mustard and a bucket of Budweiser Beer (please specify type)  
- Sweet Dreams – A tin of Doubletree Cookies, a logo box of 4 Chocolate Truffles served with a pint of milk  
- Chocolate Dip Strawberries – Served with a bottle of House Champagne  
- Deluxe Fruit & Cheese Display – Fresh Fruit Sunburst with a Wheel of Brie, Carr’s Crackers and choice of Bottle of Wine (please specify type)  
- The Late Night Snack – Summer Sausage, Gouda Cheese, Vita Crackers, Lemon Ginger Shortbread Cookies and Smoked Almonds  
- The Snack Attach Pack – Cheese Crisps, Carmel Raspberry Popcorn, Honey Roasted Peanuts, Smoked Almonds, Cajun Snack Mix, and Mustard Pretzel Nuggets  
- The Spa Treatment – Dried Dates, Jumbo Pears, Turkish Apricots, California Pistachios and Berry Blossom Trail Mix
The Vintage Barrel – Chocolate Cherries, Orange Cream Sorbet Candies, Jumbo Cashews, Berry Blossom Trail Mix and Snappy Ginger Cookies in a woven basket with a lid

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 19%. For a standard delivery, the fee is $3.50.

Standard Amenities

For your business convenience
  Audio/Visual Equipment Rental
  Business Center
  Complimentary Printing Service
  Express Mail
  Fax
  Meeting Rooms
  Modem
  Photo Copying Service; .10 USD
  Printer

For your family’s comfort and convenience
  Children's Menu
  Cribs
  Family Package Offered
  High chairs
  Playpen
  Vacation Station

For your comfort and convenience
  Automated Teller (ATM)
  Baggage Storage
  Elevators
  Gift Shop
  Local Area Transportation
  Lounge
  Luggage Hold
  Multi-Lingual Staff
  Room Service
  Safety Deposit Box

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**
Our audiovisual department brings over 20 years of experience in the field of audio visual to your meeting at the Hilton Doubletree Hotel & Conference Center – St. Louis.

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**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located in the Business Center off of the hotel lobby. There are also ATM locations in the surrounding area at all major bank locations.

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**BABY-SITTING SERVICES**
The following childcare company is bonded, insured and CPR trained. Parents should make arrangements directly with the company selected. The babysitting agency is not affiliated with the hotel, and as such, the hotel is not responsible for the services rendered.

- TLC For Kids Inc.
  - 7301 Tulane
  - St. Louis, MO  63130
  - (314) 725-5660
  - www.tlcforkids.com

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**BALLOONS**
There is a $500.00 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.

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**BANKS**

- Bank Midwest – Chesterfield Valley
  - 169 Long Rd.
  - Chesterfield, MO  63005
  - (636) 449-4000
BANQUET BEVERAGE SELECTION

The Doubletree Hotel & Conference Center – St. Louis offers a choice of standard and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

**Standard Brands** - Smirnoff Vodka, Seagrams Gin, Jim Beam Bourbon, J&B Scotch, Myers Platinum Rum, Sauza Gold Tequila, Seagrams 7 Whiskey, Martini & Rossi Vermouths

**Premium Brands** – Stolichnaya Vodka, Tanqueray 10 Gin, Maker’s Mark Bourbon, Johnnie Walker Red Scotch, Bacardi Superior Rum, Sauza Hornitos Tequila, Crown Royal Whiskey, Martini & Rossi Vermouths

**Cordials** – Bailey’s Irish Cream, B&B, Di Saronno Amaretto, Frangelico, Gran Marnier, Kahlua, & Drambuie

**Beer** – Amstel Light, Heineken, Corona, Budweiser, Bud Light, Miller Lite, O’Douls & Michelob Ultra

**Wine** – Canyon Road Chardonnay, Canyon Road Cabernet, Canyon Road Merlot, & Canyon Road White Zinfandel, Chalone Monterey Chardonnay, Beringer Founders Estate Cabernet, Cellar 8 Merlot & Dancing Bull White Zinfandel.

**Non-Alcoholic Beverages** – Coke products

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request.
BANQUET CURFEWS
In accordance with Missouri liquor laws, all alcoholic beverage sales can begin at 10:00 a.m. and must conclude by 1:00 a.m. except on Sunday where sales begin at 11:00 a.m. and must conclude by 12:00 a.m.

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:
Chair covers, colored overlays and colored linen (other than white and ivory), rope and stanchions and ice sculptures.

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

BANQUET MENU SELECTION
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 14 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

STANDARD BANQUET TERMS AND CONDITIONS

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

2. GUARANTEE OF ANTICIPATED REVENUE: At least 96 hours (4 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as
noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.

3. **LABOR CHARGE:** If the guaranteed number for your event is less than 20 persons, we will add a $50.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.

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

5. **GRATUITY & SERVICE CHARGE:** 22% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, busser and/or bartenders assigned to the Event. 22% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

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-up 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 the Hotel’s inventory, then you agree to pay for the cost of renting the 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 of whether Hotel labor is required.

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

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

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

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

BELL SERVICES
Our Bell Services Department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $2.00 per bag each way, per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Guest Services Manager and/or Bell Captain or Catering/Event Manager.

BILLING
Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Catering/Event Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily review with the Group Billing Coordinator.
**BOX LUNCHES**
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 are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group’s needs, please refer to the Business Center or discuss them with your Catering/Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone’s needs in mind.

Business hours are:

6:00a.m.-6:00 p.m. Monday through Friday  
Saturday & Sunday Upon Availability

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

FedEx Kinkos  
1785 Clarkson Rd.  
Chesterfield, MO 63017  
(636) 532-5717  
[www.kinkos.com](http://www.kinkos.com)

Midwest Graphics  
745 Spirit  
Chesterfield, MO 63017  
(636) 449-2904

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**BUS/BUS COMPANIES**

Best Transportation of St. Louis  
8531 Page Avenue, Suite 160  
(314) 989-1500  
[www.besttransportation.com](http://www.besttransportation.com)

Vandalia Bus Lines, Inc.  
312 W. Morris St.  
Caseyville, IL 62232
CAR RENTAL AGENCIES
Following are the three Hilton Doubletree Hotel & Conference Center preferred companies, their locations, and contact numbers.

- Hertz Rent-A-Car  800-654-3011
  14738 Manchester Road
  Ballwin, MO  63011
  Phone:  (636) 527-8298

- Avis Rent-A-Car  800-321-3712
  119 Long Rd.
  Chesterfield, MO  63005
  Phone:  (636) 537-1518

- Budget Rent-A-Car  800-527-0700
  Chesterfield Spirit of St. Louis Airport
  18270 Edison Ave.
  Chesterfield, MO  63005
  (636) 532-0234

*CASH PAID OUTS
Cash payouts are available up to $500.00. The hotel will require 72 hours notice (3 business days).

Payments for staff gratuities: Amounts can be added to team member paychecks and posted to the group’s master account, and therefore no cash pay out would be necessary.

*CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Doubletree Hotel & Conference Center – St. Louis will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.
CELEBRITY/DIGNITARY VISITS
Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

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CHANGING FACILITIES/DAY USE
Please contact your Catering/Event Manager regarding a changing facility. 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
Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest’s name and address and made out to the Doubletree Hotel & Conference Center – St. Louis. Identification may be required.

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

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $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 3 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 0
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. Cash paying guests will not receive a zip check out.

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**COAT CHECK SERVICES**
Coat check services for your event can be arranged through your Catering and Event Manager. Specific charges may apply.

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**COFFEE MAKER**
Wolfgang Puck coffee makers in all guest rooms.

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**COMMUNITY OUTREACH**
The Doubletree Hotel & Conference Center – St. Louis is an active member of the Chesterfield community. Some of the organizations that we maintain our active relationship with are:
- Chesterfield Chamber of Commerce
- Chesterfield Rotary
- Progress 64
- St. Louis Convention and Visitors Commission

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**CONCIERGE**
Our Front Desk or Bellmen will be happy to provide information on hotel facilities, business services, and local attractions and events.

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**CONVENTION CENTER**

America Center
811 North 9th Street
St. Louis, MO 63103
(314) 421-4000
www.explorestlouis.com

America Center is located 20 miles from the hotel in Downtown St. Louis.
CORKAGE
All outside beverages used in hotel event space must be approved by your Event/Catering Manager. If approved, there is a $15.00 per bottle corkage fee which will be applied to the event check at the end of the evening. Approval must be in writing on the BEO at least 10 days in advance of the event and be signed by the Event/Catering Manager and the customer.

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CREDIT CARDS
The Doubletree Hotel & Conference Center – St. Louis accepts most major credit cards including Visa, MasterCard, 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 front desk does not have currency exchange for foreign currency. There are local banking facilities that can assist with currency exchange.

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DANCE FLOOR
The hotel does provide a dance floor for functions held on property with a signed contract.

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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.

Sunshine Entertainment Group
Scotty O’Brien
(636) 207-9999 ext. 1
Scotty@SunshineEntertainmentGroup.com
www.SunshineEntertainmentGroup.com

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

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

DIETARY REQUIREMENTS
Our Chef will provide meals for your attendees with special dietary requirements. Please advise your Catering/Event Manager if a special meal is required (Vegetarian, Vegan, Diabetic, Lactose Free, Gluten Free, Kosher, etc.).

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

DIRECTIONS TO THE HOTEL

From Lambert St. Louis International Airport:
Highway 70 West to 270 South to 40 West. Right on Chesterfield Parkway (Exit 19A) to first stop light and left on to Swingley Ridge Road.

From Spirit of St. Louis Airport:
Exit the airport right onto Chesterfield Airport Road East and take to Wild Horse Creek Rd. Go left onto Wild Horse Creek Rd. and at the very next light go left onto Chesterfield Parkway. Take to Swingley Ridge Road and go left.
DOCTORS ON CALL
We recommend the Emergency Room at St. Luke’s Hospital located in Chesterfield (314) 434-1500.

DRESSING/GREEN ROOMS
Contact your Event/Catering Manager to reserve rooms designated as dressing and/or green rooms.

DRUG STORES

Walgreens
917 Chesterfield Parkway East
Chesterfield, MO 63017
(636) 532-5222

Walgreens
(24 Hour Prescription Service)
14950 Clayton Rd.
Chesterfield, MO 63017
(636) 227-9228
www.walgreens.com

DRY-CLEANING (SEE LAUNDRY/VALET)
Same day dry cleaning service is available Monday through Friday for items picked up by 8:00 a.m. Laundry bags and item lists are located in your closet. All items will be returned to your room by 6:00 p.m. Please drop off items at the Bellstand or call for pick-up by dialing extension 2251 or 2202.

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

eEVENTS
Hilton Family’s online booking channel for small groups and meetings.
**ELECTRICAL**
The Engineering Department provides assistance with all your mechanical and electrical needs. Please contact your Catering/Event Manager if you require an electrical services request form to secure additional power and/or labor services. All requests for power requirements are to be communicated to your Catering/Event Manager.

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

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**ELEVATORS**
The Doubletree Hotel & Conference Center – St. Louis has 3 guest elevators located in the lobby.

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**EMERGENCY PROCEDURES**
The Doubletree Hotel & Conference Center – St. Louis 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 0.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 0 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
- Our Manager on Duty, 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: St. Luke’s Hospital (314) 434-1500
- Nearest hospital: St. Luke’s Hospital (314) 434-1500

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**ENTERTAINMENT**
The Doubletree Hotel & Conference Center – St. Louis has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

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

EXECUTIVE MEETING PACKAGES
Please contact the Sales Department at ext. 2422 to receive all of our meeting package information.

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

FAX NUMBERS
For Guests: (636) 519-7078
Catering/Convention Services office: (636) 530-1149
Sales office: (636) 530-1149
Reservations office: (636) 519-7078

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.

The Doubletree Hotel & Conference Center does not permit the use of fog machines, fireworks, or lasers within the hotel.

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FITNESS CENTER
Our professionally staffed Fitness Center and Racquet Club provides state-of-the-art equipment and facilities with extensive free weights, life cycles, treadmills, step machines, indoor/outdoor pool, whirlpool, and men's and women's locker facilities. Jog on our quarter-mile outdoor jogging trail with fitness stations or grab a basketball and shoot some hoops in our full court gymnasium. Join us in one of our aerobic, yoga or Pilates classes. For our daily schedule of class times dial 2320. Health Club fees are $10 per day or $30 for an extended stay of 3 days or more. Families (3 or more people) are $15 per day or $45 for an extended stay. Hit the courts for a few sets of tennis (indoors or outdoors) or some racquetball. Please touch 2320 for rates, available court times, reservations or to schedule lessons. Racquet rental is available.
**Hours of Operation:**
Monday – Thursday  5:30am to 10:00pm  
Friday - 5:30am to 8:00pm  
Saturday - 7:00am to 8:00pm  
Sunday - 7:00am to 8:00pm  
www.clubatchesterfield.com

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

**FLORAL/FLORIST**
- Dierbergs Marketplace  
  1730 Clarkson Rd.  
  Chesterfield, MO  63017  
  (314) 692-2000  
- Schnucks  
  141 Hilltown Village  
  Chesterfield, MO  63017  
  (636) 532-2505  
- Chesterfield Valley Flowers  
  Long Rd.  
  Chesterfield, MO  63017  
  (636) 532-0925

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

**FREIGHT ELEVATOR**
The Freight Elevator services the entire hotel including ballrooms and the conference center. The Freight Elevator is 6 feet wide, 7 feet 6 inches deep and 8 feet tall.
GENERAL MANAGER
Matt Felling joined the Doubletree Hotel & Conference Center – St. Louis in July 2009 as General Manager. Matt is a long time veteran of the Doubletree brand and has been in the hotel industry for 20 years. Matt is thrilled to welcome you and is committed to ensuring that your stay is enjoyable and a memorable experience.

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, and guest room charges.

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

GOLF COURSE INFORMATION

1) Ballwin Golf Course
   333 Holloway Road
   Ballwin, MO 63011
   Phone: 636-227-1750
   Course: 18-hole,
   Website: www.ballwin.mo.us/ballwin_golf.html
   Distance from Hotel: 5.14 Miles

2) Landings at Spirit Golf Club
   180 N. Eatherton Road
   Chesterfield, MO 63005
   Phone: 636-728-1927
   Course: 18-hole, par 72, yardage 6,788
   Website: www.landingsatspirit.com
   Distance from Hotel: 8.33 Miles

3) Missouri Bluffs Course
   18 Research Park Circle
   St. Charles, MO 63304
Phone: 800-939-6760  
Course: 18-hole, yardage 7,047  
Website: www.mobluffs.com  
Distance from Hotel: 10.25 Miles

4) New Melle Lakes Golf Course  
404 Foristell Road  
New Melle, MO 63385  
Phone: 636-398-4653  
Course: 18-hole, 71 par, yardage 6,348  
Website: www.newmellegolf.com  
Distance from Hotel: 24.92 Miles

**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.

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

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

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

All coach arrivals will be directed to the group entrance, as the front entrance becomes easily congested and large movements can be more efficiently accommodated at the group entrance.
Your guests will be asked to remit credit or a cash deposit upon arrival for their incidental charges, unless we have agreed to accept a letter of guarantee from your organization, and it is on file at time of check-in.

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

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

GUEST ROOMS
The hotel’s current bedding breakdown is as follows: 74 King; 56 Queen; 93 Doubles. The hotel has a total of five (5) suites included in the totals above.

Designed with the busy executive in mind, each room features the Sweet Dreams by Doubletree bedding - a plush-top mattress that is triple-sheeted with luxurious high-thread-count linens topped with a down comforter and an abundant supply of jumbo pillows. There is plenty of open space for work and relaxation. Included room features: in-room movies, AM/FM clocks, in-room coffee makers, personalized wake-up calls, instant check-in and check-out services and high speed wireless internet access in every room.

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

The Doubletree Hotel & Conference Center is pleased to present “Sweet Dreams by Doubletree Sleep Experience” 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.

GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - $2.00 per envelope and deliveries inside the room - $3.00 per room.
GUEST SERVICE HOTLINE
Guests with specific needs or requests may pick up a house phone and dial extension 7777. A hotel operator will direct your needs to the appropriate hotel contact.

HAIR SALON
Salon Dacota
Erica Walker
5003 Manchester Road
Ballwin, MO 63011
(636) 386-3600

HHONORS FLOOR
Floors 9, 11 and 12 are HHonors Floors.

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

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

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

HOSPITALITY SUITES FUNCTIONS
Please contact your Catering or Event Manager for space availability.

HOTEL FACTS/HISTORY
The following is a fact sheet for the Doubletree Hotel & Conference Center – St. Louis
Location: Located in Chesterfield, a Suburb of St. Louis
Address: 16625 Swingley Ridge Rd.
Telephone: (636) 532-5000
Telex:
Facsimile: (636) 519-7078
Reservations: (636) 532-5000 or 1-800-222-8733 (TREE)
Website: www.stlouishotelandconferencecenter.doubletree.com
Developer:
Managed By: Hilton Hotels Corporation
Grand Opening: 1984
Last Renovation: 2006
Architects:
Employees (112 Full-Time and 60 Part-Time):

**Brief Description:**
A full-service hotel located in Chesterfield, an upscale West County Suburban Community of St. Louis, 19 short miles from Lambert/St. Louis Airport and 4 miles from Spirit of St. Louis Airport, 30 minutes to nearby downtown sites, and 5 minutes from local business and shopping.

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 at $2.00 each.

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**HOUSEKEEPING**
Daily housekeeping services, which consists of general cleaning, take place between 8:00 a.m. and 4:00 p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

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

Nightly turndown service is available upon request. Dial extension 0 while in house or you can pre-arrange through your Event Services/Catering Manager.

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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 daily from 6:30 a.m. – 11:00 p.m. for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 2130.

A variety of amenities are also available through room service.

Room service gratuity is 22% and is posted automatically on all checks. There is also a delivery fee of $4.00 per order.

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INTERPRETATION/TRANSLATION SERVICES
AAA Translation
17295 Chesterfield Airport Road, Suite 200
Chesterfield, MO 63005
(636) 530-1010
www.aaatranslation.com

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INTERNET SERVICES
The Doubletree Hotel & Conference Center provides Internet Services through Hilton High Speed Internet Solutions. They are the Internet Service Provider for all guests’ networks and will answer any questions concerning your system.

KEY CARDS
Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a $75.00 charge per door/per room, and you may be required to sign a hold harmless agreement.

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

KEY HOTEL CONTACTS
The Doubletree Hotel & Conference Center – St. Louis Managing Committee consists of the following people:

General Manager    Matt Felling, Ext. 2000
Director of Food & Beverage    Jody Fontes, Ext. 2420
Director of Finance    Richard McAleese, Ext. 2600
Director of Front Office    Lucinda Fryman, Ext. 2721
Executive Chef    Thomas Logan, Ext. 2120
Director of Housekeeping    Lucinda Fryman, Ext. 2721
Director of Engineering    Rick Willman, Ext. 2500
Director of Sales and Marketing    Andy Ellis, Ext. 2800
Director of Catering    Angie Roberts, Ext. 2737

KOSHER
We offer a variety of Kosher Meals to our guests and require 72 hours notice for the purchasing of items for kosher meals. These meals are prepared for us by an outside vendor and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions.

LABOR
The Doubletree Hotel & Conference Center – St. Louis is a non-union hotel.
LAUNDRY/VALET – SEE DRY CLEANING
Same day dry cleaning service is available Monday through Friday for items picked up by 8:00 a.m. Laundry bags and item lists are located in your closet. All items will be returned to your room by 6:00 p.m. Please drop off items at the Bellstand or call for pick-up by dialing extension 2251 or 2202.

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

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LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by an outside service. Please contact your Catering/Event Manager to coordinate your arrangements.

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

Linen colors: Napkins
White, Ivory, Black, Forest Green, Burgundy and Navy

Linen colors: Tablecloths
White, Ivory, Burgundy, Forest Green and Black

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LIQUOR LAWS
The State of Missouri has strict liquor laws that must be followed by the Doubletree Hotel & Conference Center – St. Louis. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Doubletree Hotel & Conference Center – St. Louis, no group may bring in their own alcohol to be served. The legal drinking age in Missouri is 21.

Your Catering/Event Manager may provide a copy of some of the applicable State of Missouri 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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**LOADING DOCK**
The loading dock is located on the west side of the building. The hours of operation are from 7:00 a.m. – 3:00 p.m. Monday - Friday. There are no deliveries or load-in/load out between the hours of 3:00 p.m. and 7:00 a.m.

Loading Dock Doorway: 8 feet wide and 9 feet tall.
Doorway to Ballroom from Loading Dock: 70” Wide and 84” Tall
Freight Elevators: 6 feet wide, 7 feet 6 inches deep and 8 feet tall.

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**LOCAL INFORMATION**

**The Gateway Arch & Downtown St. Louis**
(314) 655-1700
Experience the Gateway Arch by taking a tram to the top of the 630 foot tall arch and experience unforgettable views of St. Louis and the Mississippi River. While downtown visit the nearby Laclede's Landing area for gambling, dining, shopping and nightlife. Be sure to stop by historic St. Louis Union Station featuring specialty shops and restaurants.

**Busch Stadium**
(314) 421-3060
Watch a major league baseball game at Busch Stadium, home of the St. Louis Cardinals, or visit the St. Louis Cardinals Hall of Fame Museum located inside the International Bowling Museum right across the street from Busch Stadium.

**Faust Park**
(636) 532-7298
Located just a few minutes from the Doubletree Hotel, Faust Park is a 98 acre park with picnic and play areas. It is home to the enclosed St. Louis Carousel, The Butterfly House and a historical village.

**Forest Park**
Forest Park, site of the 1904 World's Fair, is home to some of St. Louis' best loved attractions. Amidst the nearly 1300 acres of lakes, lagoons and trails, you will find the St. Louis Zoo, The Muny Theater, The St. Louis Art Museum, The Jewel Box Conservatory and the St. Louis Science Center.

**Missouri Botanical Garden**
(314) 577-9400
Founded in 1859, the Missouri Botanical Garden is the oldest botanical garden in America.

**The St. Louis Zoo**
The St. Louis Zoo is home to more than 22,805 exotic animals, many of them rare and
endangered. Set in the rolling hills, lakes and glades of Forest Park, the St. Louis. Zoo is always a great place to be.

Golf
The St. Louis area is home to many of the most beautiful and challenging golf courses in the Midwest. The Front Desk has a complete listing of St. Louis area golf courses. For assistance, Touch 2251.

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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 7777.

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MAIL SERVICES
Stamps are for sale in the Lobby and our Front Desk and Conference Center offer shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest Federal Express Kinkos.

FedEx Kinkos
1698 Clarkson Rd.
Chesterfield, MO 63017
1-800-463-3339
www.fedexkinkos.com
MASSAGE THERAPY
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Club At Chesterfield offers several massage therapy treatments. Reservations are suggested by calling ext. 2320. For booking massages as a group activity option, you may consult your Catering/Event Manager or contact the Club At Chesterfield at ext. 2320 or directly at (636) 299-9831.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

- St. Luke’s Hospital
  232 South Woods Mill Rd.
  Chesterfield, MO 63017
  (314) 434-1500
  **Travel time from the hotel is about 5 minutes**

- St. John’s Mercy Medical Center
  615 S. New Ballas Road
  St. Louis, MO 63141
  314-251-6000
  **Travel time from the hotel is about 12 minutes**

Ambulance

- Monarch Fire Protection District
  13725 Olive Street
  Chesterfield, Missouri 63017
  Phone: (314) 514-0900

MEETING PACKAGES

Complete Meeting/Modified Meeting & Day Meeting Package

- Continental Breakfast/Continuous Breaks
  Refreshment Breaks from 7:00am – 5:00pm. Morning service features continental breakfast with freshly brewed coffee, specialty teas, assorted juices, soft drinks, bottled
water, fruit yogurts, cereals, sliced fresh fruit and variety of breakfast pastries & bagels. Afternoon breaks items will consist of a variety of sweet & salty snacks each day.

**Lunch Buffet**

Lunch buffet is served in our fine dining Chaucer’s Restaurant. Each day your attendees will enjoy a variety of two entrees, salad bar, deli bar, action station and a dessert bar. Chaucer’s lunch buffet is designed to accommodate any dietary needs your group may desire.

**Conference Rooms**

Conference rooms are reserved on a 24-hour basis. Conference rooms are equipped with solid/sound proof walls, ergonomic chairs, executive conference tables, built in screens, phone lines with internet access, tackable walls, note pads, pens, and ice water.

**Business Center Services**

Centrally located at the front entrance of the Conference Center, the business center provides for all your business needs that include photocopying, faxing, message service, self-service computer stations with internet access, laptop hookup, and any shipping needs.

**Experienced Conference Planning Manager**

Your planner is able to assist you at any time with all your meeting requirements and respond to changing dynamics of your meeting agendas.

**Audio Visual**

Our company owned and managed audiovisual department offers a standard package including an overhead projector, VCR/monitor, LCD, and two flipcharts with markers. The advantage to owning and managing our own AV department means quicker service and onsite AV technicians throughout the day to assist you.

*A Box Lunch may be chosen for groups who need a working lunch*

**MEETING ROOM CAPACITIES**

Please visit the Doubletree Hotel & Conference Center website and virtual tour at http: www.emarketing360.com/doubletree/mo/dtsl/index.html

**MEETING ROOM DELIVERIES**

**SHIPPING AND RECEIVING**

Packages for functions may be delivered to the hotel up to three days 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.
When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:

- Doubletree Hotel & Conference Center St. Louis
- 16625 Swingley Ridge Road
- St. Louis, MO 63017
- Guest Name
- Arrival Date/Hold for Arrival date
- Group Affiliation
- Hotel Contact Name (Catering/Event Manager)
- Conference Name

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’s 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).

Our Package Room (Shipping & Receiving Department) provides storage, pick-up and transfer of materials (less than 200 lbs.) from any internal location within our hotel. All shipment items received by the hotel incur a standard per-piece handling charge.

- Each Contracted Group (not the individual vendors) is entitled to receive five (5) boxes or one (1) pallet complimentary.
- Charge per inbound packages are $5.00 per package. Any exhibit cases will incur a fee of $10.00 per unit.
- Pallet charges are $100.00 per pallet. Pallet may consist of mixed size boxes provided they do not exceed 5 feet in height – additional fees will apply for oversized pallets and crates and will be based on size and weight.
- Storage fees for pallets that arrive to the hotel prior to 3 days before their scheduled event will be charged a $25.00 per day storage fee above and beyond the normal pallet charges.
- Outbound package pricing:
  There will be no charge for packages that have been properly prepared and completely ready for shipment using the shippers own billing label.

Envelopes/Letters are $2.00 per item if accompanied with a shipping authorization form.
Boxes are $5.00 per box. Exhibit cases are $10.00 per unit if accompanied with a shipping authorization form.

**SHIPPING TIPS**
The following are tips for successful shipping to the Doubletree Hotel & Conference Center St. Louis:

- Multiple packages within a single shipment should be numbered in sequence (e.g. 1 of 3, 2 of 3, 3 of 3). It may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Heavy boxes should be identified so that staff (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office or Registration/Convention Registration Desk).
- Send shipping information in writing to your Event Manager. Be specific regarding: the # of boxes shipped; the point of origin (company/city); how they were shipped; when they are to arrive; where they should be delivered once they arrive; the size, weight and relative condition of the boxes; and any other information which would help the Hotel properly handle your shipment.

**MEETING ROOM RENTAL**
Please refer to your Sales or Catering contract. Should events be added after your contract has been signed, your Event or Catering Manager can provide pricing.

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

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

Basic meeting room set up is complimentary. Depending upon the extent of the setup requirements, additional charges may be incurred. Please contact your Catering/Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are set non-smoking.
MUSIC/MUSICIANS
The Doubletree Hotel & Conference Center – St. Louis has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

NEWSPAPERS/PUBLICATIONS
The St. Louis Post Dispatch newspaper is available on property. The USA Today is delivered to guest rooms Monday – Friday.

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

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

Business Center hours are 6:00 a.m. to 6:00 p.m. Monday through Friday and based upon availability Saturday and Sunday.

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

FedEx Kinkos
1698 Clarkson Rd.
Chesterfield, MO  63017
1-800-463-3339

PARKING
The Doubletree Hotel & Conference Center – St. Louis offers self-parking. Self-parking is complimentary.

If you are planning a large movement or delivery of rental cars for a specific group event or activity, please advise your Catering/Event Manager so that specific parking may be reserved.
PERSONALIZED GROUP WEB PAGE
POG is a personalized web page for your attendees to book reservations directly online.

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

Back to Resource Information

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

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PHOTOGRAPHY

Creve Coeur Camera & Video
7 Clarkson Rd.
Ellisville, MO 63011
(636) 394-6563
www.cccamera.com

Walgreens
917 Chesterfield Parkway East
Chesterfield, MO 63017
(636) 532-5222
www.walgreens.com

Back to Resource Information

PIANOS
The Doubletree Hotel & Conference Center – St. Louis has a piano for use in the prefunction area. It is recommended that they be tuned prior to each use. The tuning fee is $75.00 and requires advance notice.

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

Back to Resource Information

POOLS
Enjoy your summer swimming, sunning and relaxing by our Olympic-size outdoor pool. Soak up the sun while dining on delicious cuisine from Racquets Bar and Grille. The outdoor pool is open from Memorial Day to Labor Day from 10 a.m. to 8 p.m. seven days a week.
Indoor Pool
Swim year round in the Club’s heated indoor pool. After a dip in the pool or a session in our water aerobics class, relax in the hot tub or dry sauna. The indoor pool is open Monday – Friday 5:30 a.m. – 10 p.m. and Saturday and Sunday 7 a.m. – 10 p.m.

Water Aerobics
The Club offers a variety of water aerobics classes to choose from. Check out the class schedule for the times and descriptions of the classes. If you or a family member is interested in swim lessons, The Club has private or semi-private lessons to meet your needs.

POST-CONVENTION MEETING
We encourage our customers to meet with their Catering/Event Manager during or after the meeting to provide and review feedback.

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

POSTING OF EVENTS
The Doubletree Hotel & Conference Center does post events on our electronic reader boards. Should you have specific requirements for how your event is to be posted or prefer that your event not be posted, please consult with your Event/Catering Manager prior to the day of your event.

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 prior to your main group arrival. Please advise your Catering/Event Manager for a date and time that is convenient for you.

PRINTING SERVICES
FedEx Kinkos
1698 Clarkson Rd.
Chesterfield, MO 63017
1-800-463-3339
www.fedexkinkos.com
PRODUCTION GUIDELINES
Your Event Manager will provide you with the hotel’s Production Resource Guide.

PRODUCTION CREW MEALS
Please contact your Catering/Event Manager regarding production crew dining arrangements.

PUBLIC TRANSPORTATION
The Doubletree Hotel & Conference – St. Louis has a shuttle that operates between 6:00 a.m. and 10:00 p.m. The shuttle picks up and drops off at the front of the hotel. The shuttle is complimentary within a five mile radius of the hotel.

There is no bus service in Chesterfield. Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport.

PYROTECHNICS
The Doubletree Hotel & Conference Center – St. Louis does not permit the use of pyrotechnics within the hotel.

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

RECYCLING
At Hilton Hotels Corporation, protecting the environment is a top priority. One of the key ways in which this is done is through recycling efforts. Hilton has developed a comprehensive company-wide policy, which includes guidelines on recycling to promote business practices that help preserve the environment.

REGISTRATION ASSISTANCE
If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. Registration attendants are easily scheduled with sufficient notice.
REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located 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 for a nominal fee.

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

RESTAURANTS/LOUNGES
Chaucer's Restaurant
Open Daily 6:30 am - 3:00 pm
Please join us in Chaucer's Restaurant for a bountiful breakfast or lunch buffet. Or choose from a variety of cooked to order entrees. Our amazing food and fast service are sure to keep you coming back.

Racquets Bar & Grill
Open Monday – Saturday 5:00 pm - 10:00 pm
For dinner, swing over to Racquets Bar and Grill for a casual sports bar atmosphere. Enjoy ice cold beer or cocktails while watching your favorite sporting events on our large screen TV's. Or dine al fresco where you can watch the sunset over the valley.

Gulliver's Lounge
Open Daily 4:00 – 10:00 pm
Experience the culinary flare of our new and innovative menus in Gulliver's Lounge. Delight in martinis, specialty drinks and fine wines while you sit back and forget the worries of the day.
Coffee Shop
Monday - Friday 6:00am - 6:00pm
Saturday & Sunday 7:00am - 2:00pm

Get your day off to a great start with a cup of coffee from our coffee shop. Located in the lobby of the Health Club, the coffee shop offers the finest Starbucks® products including baked goods, protein bars, juice and waters.

RESTAURANT RESERVATIONS
Reservations are strongly recommended for all restaurants in the hotel as well as outside the hotel whether it is for a table of four or a dine-around for 50.

RESTROOMS
Public restrooms are located throughout the hotel.

RESUMES
Event resumes are prepared 7 days in advance of your event start date and are used internally to communicate the general details of your event to our staff.

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

ROBES
Robes are available in our Hilton HHonors rooms and can be placed in our standard rooms for a fee.

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 Hotel & Conference Center – St. Louis.

ND2 – Nonsmoking Double Bedded Room
NK1 – Nonsmoking King Bedded Room  
NQ1 – Nonsmoking Queen Bedded Room  
SD2 – Smoking Double Bedded Room  
SK1 – Smoking King Bedded Room  
E – early arrival  
N - no smoking  
S - smoking room request  
R - rollaway  
H - requested high floor  
L - requested low floor  
C - connecting room  

ROH/ROO

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SAFES/SAFE DEPOSIT BOXES
Safe Deposit Boxes are available at no charge from the front desk for the storage of your valuables and important papers. For assistance, touch 2202 or 2203.

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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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16625 Swingley Ridge Road  
St. Louis, MO 63017  
Guest Name  
Arrival Date/Hold for Arrival date  
Group Affiliation  
Hotel Contact Name (Catering/Event Manager)  
Conference Name
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> Heavy boxes should be identified so that staff (either yours or ours) can avoid injury while lifting them.
If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office or Registration/Convention Registration Desk).
Send shipping information in writing to your Event Manager. Be specific regarding: the # of boxes shipped; the point of origin (company/city); how they were shipped; when they are to arrive; where they should be delivered once they arrive; the size, weight and relative condition of the boxes; and any other information which would help the Hotel properly handle your shipment.

**Shipping from the Doubletree Hotel & Conference Center**
The Doubletree Hotel & Conference Center utilizes Federal Express and UPS 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.

**SHOPPING**
Convenient to Chesterfield Commons and Chesterfield Mall for all your shopping needs. Chesterfield Mall is home to all your favorite stores like Macy's, Dillard's, Sears and Borders, not to mention other great shops like Coach, Gymboree, Journeys, Buckle, Pottery Barn Kids, J. Jill, Tradehome Shoes and Bare Escentuals, as well as an AMC Megaplex Theater. Enjoy a total shopping experience at Chesterfield Mall's more than 150 fabulous stores and eateries, including Cheesecake Factory, California Pizza Kitchen, Houlihan's, Chili’s, Macaroni Grill and St. Louis Bread Co.

**SIGNAGE/BANNERS**
The Doubletree Hotel & Conference Center St. Louis 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 $25 - $100 per sign based on size.

In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.
SITE INSPECTION/PRE-PLANNING
It is our pleasure to provide you with a site inspection and assist you with any pre-planning of your event. Please consult with your Sales Manager for any special requests.

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SMOKING
The Doubletree Hotel & Conference Center - St. Louis is a limited smoking facility. Smoking is not permitted within the building except in our designated smoking rooms.

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SOUND SYSTEM
Sound Systems are available through our on site Audio Visual Company.

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SPA
The Club at Chesterfield’s Spa and Fitness Center is a perfect complement for your convention and meeting needs. You will find everything you need to relax and indulge during your stay with us. The Spa offers a wide variety of services from massages to body treatments, manicures, pedicures, and invigorating facials. The fitness center offers a full rage of cardio, strength, and conditioning equipment with a large selection of free weights. Both men’s and women’s locker rooms are equipped with steam rooms, showers, digital lockers and all amenities. Contact The Club at Chesterfield Spa and Fitness Center on Group Service rates or Spa Breaks for your meetings.

Hours of Operation:
Monday –Thursday 5:30 am – 10:00 pm
Friday 5:30 am – 8:00 pm
Saturday and Sunday 7:00 am – 8:00 pm
For further information please call Ext. 2320.

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

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STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Doubletree Hotel & Conference Center – St. Louis. 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. The
Hotel cannot provide security. If shipping valuables, please make arrangements to hire and pay for outside security.

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**SUITES**

**Honeymoon/Junior Executive Suite**
This oversized guestroom has a king size bed, a sitting room with a sofa and coffee table, a wet bar with refrigerator, double basin sink and oversized bathtub, badaise and marble shower.

**Governors Suite**
This suite has a king size bed, a guest ½ bath in the front foyer, a separate guest sitting room with sofa, chair, coffee table, desk, two 19” televisions, four telephones and a wet bar with a refrigerator. There is a large master bathroom with an extended vanity and marble shower.

**Doubltree Suite**
This room has a king size bed, two telephones and a large bathroom with extended vanity area. There is a guest bathroom and closet in the foyer area, a large sitting area with a bar, sink, refrigerator, wall shelves, and a butler’s pantry between the bar and the guest room. There are two guest closets, a large sitting area with a desk, chair, couch and two high back armed chairs, coffee table, occasional table and a wall unit with shelves and a television. This suite is full of beautiful woodwork and has two large windows facing west to Chesterfield Valley.

**Presidential Suite**
This large two room suite has an oversized sitting area with a dining/meeting table that seats eight. There are two sofas, two chairs, a cocktail table, and a wet bar with a refrigerator. There is a guest ½ bath in the foyer. There are four telephones and two 19” televisions. The large bathroom boasts a dry sauna, an oversized bathtub with marble shower, a bade, a dressing area and a double basin sink. This suite has a separate sleeping area from the living area and has windows which face Chesterfield Valley to the west.

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**SUNRISE/SUNSET**
Our sunrise/sunset times vary depending on the time of year. For more accurate information please visit www.sunrisesunset.com.

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**TAXES**
The current Missouri State General Excise Tax is 7.325%. The current Missouri State Hotel Tax is 7.25% (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**
For the city of Chesterfield, there are a total of 3 taxi companies available to our guests. The Doubletree Hotel & Conference Center – St. Louis recommends Express Car Service (314) 579-9399.

The standard rate for transfers from Lambert International Airport to the Doubletree Hotel & Conference Center – St. Louis is approximately $45.00 plus gratuity.

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**TEAM MEMBER RECOGNITION**
At the Doubletree Hotel & Conference Center – St. Louis, we recognize our hard working team members through our team member of the month and manager of the quarter programs.

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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 $50.00 + tax per day.

**DID Lines**
The installation fee is $135.00 plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

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

- Speaker Phone @ $150.00 per day (Hardware rental only -- price does not include phone line).
- Voicemail capabilities @ $100.00 per week (Enhancement price only -- 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 $200.00 weekly 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 $150.00 for the first personal computer and $75 each for each additional personal computer.

**Guest Room Calls**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room</td>
<td>9+Number</td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
<tr>
<td>$.10 per minute after 60 minutes</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60</td>
</tr>
<tr>
<td>800/888/8xx toll free minutes $.10 per minute thereafter</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator assisted rate less 50%</td>
</tr>
<tr>
<td>Long Distance</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>assisted rate (by country)</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator assisted rate (by country)</td>
</tr>
</tbody>
</table>

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

Applicable Taxes will be added * Rates subject to change.
You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. AT&T 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.

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**
Higher speed ISDN lines available (Inquire)
1.5 megabyte (options) (Inquire)

**Video Teleconferencing**
We have video conferencing equipment and it can be installed in all public space rooms except the Boardroom and Board Dining rooms (Inquire).

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

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

**TOURS/SIGHTSEEING**
The City of St. Louis offers a number of different companies to choose from for tours and sightseeing. More information can be found at the brochure stand in the lobby of the hotel.

**TRASH REMOVAL**
Trash removal during and after your event is handled by our banquet team. If large quantities of trash are left behind, the hotel reserves the right to add an additional fee to cover the extra labor required to return the event space to its condition prior to the start of the event. You can also pre-arrange to have special trash handling needs included in your meeting price/contract. Hazardous materials are generally not permitted without prior written approval and additional cleaning and removal fees will apply.

Generally the hotel is not responsible for articles and items left behind after the completion of your event. Items with an obvious value (such as cell phone chargers, briefcases, etc.) will be retained for a short period of time (not to exceed 14 days) and
solely at the discretion of the hotel. We will also make every effort to determine the owner of the item and be in touch with the group contact for retrieval. After this period and reasonable attempts to contact the group contact, the items will be disposed of as the hotel sees fit.

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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 are located at Chesterfield Mall and offer tuxedo rentals:
- Savvi Formalwear (636) 532-1800
- Men’s Wearhouse (636) 532-9802

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

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**WEATHER**
Depending on the season, the weather at the Doubletree Hotel & Conference Center varies from season to season. Before visiting the Doubletree Hotel & Conference Center, 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 and will deliver to the Doubletree Hotel and Conference Center – St. Louis.

MediEquip
12852 Manchester Road
St. Louis, MO 63131
(314) 965-9300
www.mediequip.net

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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.

- **Ascension Catholic Church** (636) 532-3304
- **Bethany Baptist Church** (314) 434-5963
- **Bonhomme Presbyterian Church** (636) 532-3486
- **First Baptist Church of Chesterfield** (636) 537-8748
- **First Church of Christian Science** (636) 527-8072
- **Green Trails United Methodist Church** (636) 469-6740
- **Lord of Life Lutheran Church** (636) 532-0400
- **Shaare Emeth Temple (Reformed)** (314) 569-0010
- **St. John United Church of Christ** (636) 532-0540
- **St. Louis Family Church** (636) 532-3446
- **Tpheris Israel Chevra Kadisha Congregation (Orthodox)** (636) 469-7060

This partial list of churches in our area is provided for your convenience. For a more complete list of additional churches, please contact our front desk. Touch 2251.

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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 0 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

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FORMS

- Provide a list of the forms available at your hotel.
For more information on forms, please contact your Catering/Event Manager.