Hilton Toronto Airport Hotel & Suites

Meeting & Event Resource Guide

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

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

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

Hilton Toronto Airport Hotel & Suites
5875 Airport Road
Mississauga, Ontario L4V 1N1

www.toronto-apt.Hilton.com
www.Hilton.com
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GENERAL INFORMATION

Travel Should Take you Places

Located directly across from Toronto International Airport, away from any flight path, the Hilton Toronto Airport Hotel & Suites is easily accessible by car or air. Our newly renovated hotel, designed by Anna Simone of Toronto-based Cecconi Simone Inc, provides an innovative setting, inspired service and amenities that offer all the comforts of home. This hotel is wheelchair accessible.

Big Picture

Two Towers with 11 floors and 419 uniquely designed guest rooms include 163 suites and 117 double back to back queens. Our Executive Floors offer an exclusive lounge for private check-in and check-out, continental breakfast, hors d’oeuvres and bar service privileges.

All guest rooms offer contemporary living space. Stay connected with two telephones, voicemail, high-speed internet, large working desk with halogen lighting.

Our Hilton Serenity Bedding Collection offers you a luxurious night’s sleep. Bathrooms have custom-made sinks, lighted magnifying mirrors and shelves for personal items.

All guest rooms have wall mounted TV’s with in-room movies, iron and ironing boards, hairdryer, MP3 Clock Radio, 24 hour room service and more!

Bliss restaurant & Lounge is located off the main lobby, in the centre of it all offering a vibrant ambiance, contemporary atmosphere and a menu inspired by local and regional ingredients. It is open for breakfast, lunch and dinner.

Our fitness facilities are newly renovated with Signature Hilton Fitness by Precor and feature a cardio weight room, outdoor heated pool, two saunas and two squash courts.

Function Space & Banquets

Details Matter When Meeting

The hotel boasts a business centre, wireless Internet Access in all our meeting rooms, on-site audio visual, multi-lingual staff, bright, natural lightings and a 10,000 square foot Ballroom with no obstructions for up to 960 people.

Our Catering and Events Services team are experienced and ready to anticipate your needs. Warm welcomes and smiles are our trademark.
• Catering Menu’s are available separately from your Event Manager.
• Meeting space capacities are under Meeting Room Capacities listed below. Floor Plans are also available in PDF format and can be emailed to you.

SPA

The hotel is a preferred partner with **Spa Direct**, an in-house Spa service where guests can enjoy spa services and consultations in the privacy of their guest room. To make an appointment and pricing, please contact our Front Desk by dialing “0”.

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Shipping and Receiving
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Tents
Tours/Sightseeing
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Voice Mail
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ADVERTISING OPPORTUNITIES

The hotel offers groups and their affiliates, opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

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AFFILIATES

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

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

<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-888-237-6639</td>
</tr>
<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<tr>
<td>Air India</td>
<td>1-800-223-7776</td>
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<td>Air Jamaica</td>
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<td>Air New Zealand</td>
<td>1-800-262-1234</td>
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<td>Air Tran</td>
<td>1-800-247-8726</td>
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<td>Alaska Airlines</td>
<td>1-800-426-0333</td>
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<tr>
<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
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<tr>
<td>American Airlines</td>
<td>1-800-433-7300</td>
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<tr>
<td>America West Airlines</td>
<td>1-800-235-9292</td>
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<tr>
<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
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<tr>
<td>British Airways</td>
<td>1-800-247-9297</td>
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<td>Continental Airlines</td>
<td>1-800-525-0280</td>
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<td>Delta</td>
<td>1-800-221-1212</td>
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<tr>
<td>Frontier</td>
<td>1-800-432-1359</td>
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<tr>
<td>Japan Airlines</td>
<td>1-800-525-3663</td>
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<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
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<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
<tr>
<td>Midwest Airlines</td>
<td>1-800-452-2022</td>
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<tr>
<td>Northwest (Domestic)</td>
<td>1-800-225-2525</td>
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<tr>
<td>Northwest (International)</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Qantas</td>
<td>1-800-227-4500</td>
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<tr>
<td>Singapore Airlines</td>
<td>1-800-742-3333</td>
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<tr>
<td>Southwest Airlines</td>
<td>1-800-435-9792</td>
</tr>
<tr>
<td>United Airlines</td>
<td>1-800-521-0810</td>
</tr>
<tr>
<td>US Air</td>
<td>1-800-428-4322</td>
</tr>
<tr>
<td>Varig</td>
<td>1-800-468-2744</td>
</tr>
<tr>
<td>Virgin Atlantic</td>
<td>1-800-862-8621</td>
</tr>
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### Airport Information

The nearest airport is Pearson International Airport located 1KM and approximately 5 minutes from the Hilton Toronto Airport Hotel & Suites Hotel. Click on this link [www.gtaa.com](http://www.gtaa.com) for a map.

The hotel shuttle is complimentary and runs 24 hours per day every twenty minutes. Pick up at the airport:

- Terminal 1 – Ground floor at P3 or S5
• Terminal 3 – on the outside drive at Post 22

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AMENITIES

The Room Service department is happy to service your group gift and amenity needs. Your Event Manager will be happy to offer options based on your specific preferences or budgeting guidelines.

All amenity pricing excludes provincial sales tax, goods & services tax, gratuity and delivery fee. Room service gratuity is currently 15%. For a standard delivery, the fee is $4.00.

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AMERICANS WITH DISABILITIES (ADA)

Not applicable in Canada. Hilton Toronto Airport Hotel & Suites adheres to the Ontario Human Rights Act.

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AUDIO/VISUAL

Presentation Services (PSAV), our on-site audiovisual company, brings over 60 years of experience in the field of audio visual to your meeting at the Hilton Toronto Airport & Suites. PSAV may be reached by dialing 905-672-9225.

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AUTOMATED TELLER MACHINES

There is an ATM conveniently located off the lobby next to the south tower guest room elevators. There are also ATM locations at all major bank locations.

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BALLOONS

The Balloon King Party Centre
There is a $100.00 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 of Montreal**
155 Rexdale Boulevard
Toronto, Ontario M9W 5Z8
416-743-5905
www.bmo.com

**Scotiabank**
6725 Airport Road, Suite 100
Mississauga, Ontario
L4V 1V2
905-678-2400
www.scotiabank.com

**CIBC**
6543 Airport Road
Mississauga, Ontario
905-677-2212
www.cibc.com

**Royal Bank**
6205 Airport Road
Mississauga, Ontario
L4V 1E1
905 671-6262
www.rbcroyalbank.com

**TD Canada Trust**
6575 Airport Road
Mississauga, Ontario
L4V 1E5
905-677-4145
www.tdcanadatrust.com
BANNERS
See Signage/Banners.

BANQUET BEVERAGE SELECTION
The Hilton Toronto Airport Hotel & Suites offers a choice of standard and premium beverages on banquet bars. Please contact your Event Manager for a list of beverages currently offered or visit our website @ www.toronto-apt.hilton.com. Specialty items are available upon request.

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

BANQUET CURFEWS
There is an outdoor function curfew of 11:00 p.m. In accordance with the Province of Ontario liquor laws, all alcoholic beverage sales will begin at 11:00 a.m. and conclude at 2:00 a.m.

BANQUET EQUIPMENT
Most items in our banquet inventory are for your use at no additional charge. Any equipment requested not in inventory, which have associated costs, will be passed on to your group. For more information on banquet equipment, please speak to your Event Manager.

BANQUET MENU SELECTION
Please refer to the contract with respect to the due date for the preliminary agenda. We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Event Manager 30 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 Event Manager in advance with any special dietary requirements.

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STANDARD BANQUET TERMS AND CONDITIONS

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

2. GUARANTEE OF ANTICIPATED REVENUE: At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.

3. LABOR CHARGE: If the guaranteed number for your event is less than outlined on our banquet menus persons, we will add a $200.00 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: 18% of the food and beverage total will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. This gratuity charge will be charged 5% Goods & Services Tax.

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

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

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

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

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

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

12. CONDUCT OF EVENT: Group agrees to comply with all applicable federal, provincial and municipal laws including health and safety codes and our rules, copies of which are available from the hotel’s Events 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 – GUEST SERVICE DEPARTMENT**

Our Guest Service 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 $2.50 per person, plus provincial tax, and is subject to change. Departure notices and bag pulls should be coordinated with your 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 Event Manager, in advance, any specific instructions on how you would like your bill organized.

**BOX LUNCHES**

If you wish to order box lunches for your group, your Event Manager will arrange the order for you and provide delivery to your specified location on the property.

**BUSINESS CENTER**

Whatever your business needs are; they can all be accommodated through our in-house Business Center located on the second floor in our North Tower.

Prices vary, depending on the scope of the job requested. In order to address your specific group’s needs, please discuss them with your Event Manager. Whether you require a fully operational office setup on property or various limited services, please discuss your needs with your Event Manager. The Business Center is designed with our guest’s needs in mind and can be arranged to meet your group needs with advance notice.

The Business Centre remains open 24 hours to all our hotel guests and is accessible using your Guest key card.
For large quick printing or copying jobs our Events department can recommend you companies that can service your needs.

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**BUS COMPANIES**

Go Transit: 416-869-3200  
Greyhound Canada: 416-367-8747  
Pacific Airport Express: 1-800-387-6787/ 905-564-3232

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**CAR RENTAL AGENCIES**

The hotel has Advantage Car Rental located on-site (905-672-2063)

The following are the three Hilton preferred companies, their locations, and contact numbers.

**Hertz Rent-A-Car**  800-263-0678  
*Local phone number: 416-364-2080*

**Avis Rent-A-Car**  800-879-2847  
*Local phone number: 416-777-2847*

**Budget Rent-A-Car**  800-527-0700  
*Local phone number: 416-364-7104*

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**CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Toronto Airport Hotel & Suites will require full payment in advance for room and tax charges. In addition, there will be a $125.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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**CELEBRITY/DIGNITARY VISITS**

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Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your 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 Event Manager regarding our 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-IN AND CHECKOUT

Hotel check-in 3 p.m., and checkout is 12noon. (All guests arriving before 3 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.

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 ‘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 Guest Service desk.

Kiosks

The Hilton Toronto Airport Hotel & Suites offers Kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout.

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COAT CHECK SERVICES

Two methods of coat check services can be provided for your guests, either on an individual cash basis, or a host coat check service. In both cases the charge is $1.50 per coat with an additional minimum Service Charge of $180.00 paid by the convenor. Additionally, coat racks are available for a rental fee of $25 (small rack, under 20 coats) and $50 (large rack, under 50 coats) each.

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COFFEE MAKER

Each guestroom has a coffee maker with all the amenities needed to make fresh coffee and tea. Amenities are replenished on a daily basis.

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CONCIERGE/GUEST SERVICES

The Concierge/Guest Services Desk is located in the lobby level at the Front Entrance. The team can assist with many services from making restaurant reservations to arranging taxi service, confirming flights or booking tours of Toronto or Niagara. The telephone extension is “266”.

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CONVENTION CENTERS

The Greater Toronto Area has several convention facilities to host groups of all sizes and the city has hosted groups as large as 40,000 delegates. There are three major convention centers listed below. To assist groups in arranging city-wide conferences (groups that require three or more hotels to host their overnight delegates, contact Tourism Toronto at www.tourismtoronto.com

Metro Toronto Convention Centre
255 Front Street West
Toronto, ON M5V 2W6
416-585-8000
www.mtcc.com
Located downtown Toronto and 25 minutes from our hotel

Toronto Congress Centre
650 Dixon Rd
Toronto, ON M9W 1J1
416-245-5000
www.torontocongresscentre.com
CORKAGE

For your safety and convenience, the Hilton Toronto Airport Hotel & Suites strictly adheres to the Ontario Liquor Laws. The hotel may allow you to provide your own wine under certain conditions, and only with approval from the management. A special occasion permit must be obtained through the LCBO and a copy must be provided to your Event Manager prior to the event. Corkage fees of $18 per 750 ml bottle will apply (plus applicable taxes and service charges).

CREDIT CARDS

The Hilton Toronto Airport Hotel & Suites accepts most major credit cards including American Express, Visa, Master Card, and Discover.

CREDIT POLICY

Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Event Manager.

CURRENCY EXCHANGE

The front desk currently exchanges the following currency at the prevailing rates: U.S Dollar, British Pound, Japanese Yen, French Franc, and Euro.

Each guest is limited to a currency exchange of $200 per day, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.
DANCE FLOOR

A dance floor can be set up in our Ballroom for your function. Sizes can vary to accommodate your requirements and should be discussed with your Event Manager.

DECORATIONS

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

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

DESTINATION MANAGEMENT COMPANIES (DMC)

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

Toronto Tours
60 Harbour St
Toronto ON M5J 1B7
416-869-1372
www.torontotours.com
ttours@torontotours.com

JPdL Toronto Inc
2 Berkley St, Suite 500
Toronto ON M5A 4J5
416-221-5679
www.jpdl.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 and meeting room specifications are available on our website or contact your Event Manager.

DIETARY REQUIREMENTS

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

DINE AROUND

Dine-arounds for your group are scheduled through one of our recommended DMC services.

DIRECTIONS TO THE HOTEL

From Lester B. Pearson International Airport
Distance from hotel: 1km
Drive time: less than 5 minutes

Directions: Follow exit signs to Airport Road. Turn right on Airport Road (east bound). The Hilton Toronto Airport Hotel & Suites is located on your left (north side). Shuttle pick up at Terminal 1 is group level at post S5 or P3 and Terminal 3 is post C22.
Driving Directions to our Hotel

Arriving from East:
Take Highway 401 Westbound to Highway 409 Westbound, exit on Airport Rd. and turn Left. The Hilton Toronto Airport Hotel & Suites is on your Left through the second set of lights.

Arriving from West:
Take Highway 401 Eastbound to Highway 427 north, exit on Dixon Rd. and turn Left. The Hilton Toronto Airport Hotel is on your Right after the Esso gas station.

DOCTORS ON CALL

Dr. Hem Boyan
905-580-3627

DRUG STORES
Shoppers Drug Mart
1735 Kipling Ave, Toronto (Dixon and Kipling)
416-2407-6606
I.D.A
460 Renforth Drive, Etobicoke
416-622-0300

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DRY-CLEANING

Laundry services are available by dialing extension 275. Garments picked up prior to 9:30 a.m. are returned to guests by 6p.m. the same evening. Garments picked up after 9:30 a.m. will be returned the following day by 6p.m.

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

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EVENTS

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

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ELECTRICAL

The Engineering Department provides assistance with all your mechanical and electrical needs. Please contact your Event Manager if you require any electrical services above & beyond regular function needs and we will provide that contact information. These services are provided at an additional cost.

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ELEVATORS

The hotel has 5 guest elevators – 3 located immediately off the lobby and 2 are located at the back of the hotel

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EMERGENCY PROCEDURES

The Hilton Toronto Airport Hotel & Suites 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 to 10 minutes from the hotel.

• Our Security Department, as well as a small number of other employees, is trained in CPR and First Aid.

• Emergency evacuation routes and procedures are located on the inside of all guest room doors.

• Nearest emergency room: Etobicoke General Hospital on Humber College Blvd located five minutes from the hotel.

ENTERTAINMENT

The Events Team can direct you with key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 9am and end no later than 10 p.m. Please contact your Event Manager for assistance in booking entertainment.

The following websites are popular for researching entertainment options in Great Toronto Area:
www.toronto.ca/visitors/index.htm
www.torontolife.com

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

Available on our website or upon request through your Sales or Event Manager.
EXHIBITS

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

Back to Resource Information

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 Marshal. All associated fees for permits, floor plan approval and stand-by fire watch are your responsibility and final approved copies must be received at least three days prior to the event.

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

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

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

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

Any furnishings, decorations, and stage settings shall be fire retardant treated and must display certificate of proof. Local fire authorities in advance of event set-up shall approve all extensive production plans.
Distance between tables must be equal to or greater than the required aisle width plus 19” for chairs on one or 38” for chairs on both sides.

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

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**FITNESS CENTER**

The hotel offers a comprehensive fitness facility available 24 hours a day for guests and is accessible with the guest room key card. The spacious room features ECOmax Rubber Tiles and includes State-of-the-art Precor Equipment such as 4 tread mills, 3 elliptical machines, 2 cycles and 1 climber – all with their own personal viewing screens.

The center also has a wide range of free weights and accoutrements to ensure our guests can maintain their fitness routine while away from home.

Other recreational facilities include two saunas, a squash court and an outdoor seasonal pool.

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**FLAGS**

Our Banquet Department currently has one U.S. flag and two Canadian flags in different sizes. If you require additional flags, please discuss rental costs with your Event Manager.

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**FLORAL/FLORIST**

The Flower Cellar is our hotel recommended florist featuring floral arrangements and plants. They can provide beautiful table and buffet centerpieces for your special event. Please contact your Event Manager for assistance with a proposal for your special event.

**The Flower Cellar**  
2800 Skymark Avenue  
Mississauga, ON L4W 5A6  
(905) 602-0737

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FOOD DONATIONS

Hilton is committed to assist our communities in the effort to alleviate hunger in this country. Our hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. Different Health and Safety Guidelines vary per region and can be discussed with the hotel’s Chef as to which foods can be safely donated.

FREIGHT & SERVICE ELEVATORS

The freight elevator services the lower lobby level and main floor only. It is located on the receiving dock at the rear of the hotel.

The service elevator services the main floor, lower level as well as our Conference Level. It is a single elevator, door dimensions of 42” wide x 84” high. The elevator is 62” deep with a maximum capacity of 1400 kg or 19 persons. For conference level events, the service elevator must be accessed through our receiving dock, goods then must be transported through the service kitchen in order to reach the elevator. The hotel has a manual dolly that can be used for transporting event boxes and parcels. We do not have a pump truck or motorized tow motor.

GENERAL MANAGER

Gordon Chow joined the Hilton Toronto Airport Hotel & Suites in June, 2008 as General Manager. He has been in the hotel industry for 30 years previously holding positions as Vice President of Operations for Canadian Niagara Hotel Group for nine years, and before that was General Manager for hotels within the Starwood, IHG and Hilton brands in various locations across Canada.

GIFT IDEAS

http://www.hiltontohome.com/ - The Hilton Serenity Collection

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

GOLF COURSE INFORMATION
The Humber Valley Golf Course offers you the very best with scenic fairways, rolling greens, the beautiful sweeping views of flowing water. The courses are open to the public seven days a week. Transportation for your group can be arranged through your Event Manager in advance.

**Golf Course Information**

| Green Fees | $16-42 |

**Facilities**

1 Washroom/Change Room, licensed restaurant, Pro Shop with rental equipment.

**GRATUITIES/SERVICE CHARGE**

Informally known as tipping, in Canada 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 - $2.00 per bag and discretionary for above and beyond services provided for you. Gratuities are referred as Service Charge in our sales and events contracts. Disclosure, all gratuities not outlined in the contract are discretionary.

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

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

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

**GROUP CHECK-IN, ARRIVALS AND DEPARTURES**

The Hilton Toronto Airport Hotel & Suites has a specially designed group entrance to accommodate the needs of your group located at the back of the hotel. 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:

2 Guest Towers:
- 117 Double Queen Rooms
- 198 King Standard Rooms
- 1 Wheelchair Accessible Room
- 64 King Executive Suites
- 14 King Bed Corner Rooms
- 80 Junior King Suites
- 5 Whirlpool Suites

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

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

Bell Services delivers non-food or packaged deliveries to the guest rooms at the charge of $2.50 each.

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GUEST SERVICE HOTLINE

Guests with specific needs or requests may pick up a house phone and dial extension 0. A hotel operator will direct your needs to the appropriate hotel contact.

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HEAT

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

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HHONORS EXECUTIVE FLOOR

Hilton HHonors Gold members, Diamond members and all guests paying to stay on our Executive Floors have access to the Executive Lounge located on our 9th floor of the North Tower. This exclusive lounge offers a deluxe Continental Breakfast, hors D’oeuvres and cash bar available from 4:00 p.m. to 9:00 p.m.

If you have access to this lounge and wish to entertain a guest you may do so for an additional fee providing all day access. Faxing, printing and the use of the wireless internet services in the Executive Lounge are complimentary.

The lounge is open daily from 6:30 a.m. to 9:00 a.m. and 4pm to 9 pm Monday to Thursday, is closed Saturdays, and on Sundays from 4:00 pm to 9:00 pm. For more details please call the lounge at ‘5428’.

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HOSPITALITY DESKS

Your Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located outside the meeting room assigned. 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 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 SUITE FUNCTIONS**
These can be booked through our Sales and Events Department.

**HOTEL FACTS/HISTORY**
The following is a fact sheet for the **Hilton Toronto Airport Hotel & Suites**

- Location: Toronto Airport
- Address: 5875 Airport Road, Mississauga, ON L4V 1N1
- Telephone: 905-677-9900
- Fax: 905-677-5073
- Reservations: 1-866-565-4555
- Website: www.toronto-apt.hilton.com
- Managed By: Hilton Hotels
- Ownership: Westmont Hospitality
- Legal Name: Northstar Hospitality Group
- Grand Opening: 1972
- Last Renovation: 2010
- Brief Description: Two towers – the original opened in 1972 with 226 guest rooms and 5,000 square feet of meeting space, the second in 1986 with 193 rooms, an 18,000 square foot conference centre, an outdoor seasonal pool and restaurant and lounge.

**HOUSEKEEPING**
Daily housekeeping services, which consist of general cleaning, take place between 7 a.m. and 11 p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Events Manager.

The suggested housekeeping gratuity is $2.00 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. Cribs available. Please note there is a maximum of four persons (including children) allowed per room.
Turndown service is complimentary on all Executive Floor rooms and is available for all other room types upon request. Additional charges may apply.

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

**IN-ROOM DINING**
Our In-room Dining is open 24 hours a day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. A variety of amenities are also available through room service.

Room service gratuity is 15% and is posted automatically on all checks. There is also a delivery fee of $2.50 per order.

**INTERPRETATION/TRANSLATION SERVICES**

**Language Marketplace**  
365 Watline Avenue  
Mississauga ON L4Z 1P3  
1-888-294-3032  
www.languagemarketplace.com  
info@languagemarketplace.com

**INTERNET SERVICES**
The hotel provides numerous Internet Services. Guest Tek is our Internet Service Provider for all guests’ networks and will answer any questions concerning your system.
KEY CARDS
Please contact your 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 $300 charge per door/per room and you may be required to sign a hold harmless agreement.

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

KEY HOTEL CONTACTS
The Hilton Toronto Airport Hotel & Suites Management Team consists of the following people:

- **General Manager**
  Gordon Chow x 5401
- **Manager of Food & Beverage**
  John Labrakos x 5408
- **Director of Finance**
  Witek Allina x 5404
- **Manager of Front Office**
  Nathan Stoner x 5411
- **Executive Chef**
  Jerry Nanda x 5426
- **Director of Housekeeping**
  Mary-Jane Buenafe x 5413
- **Director of Engineering**
  Nirmal De x 5406
- **Director of Sales and Marketing**
  Lynda Gilroy ext 5421
- **Director of Group Services**
  Colleen Hutchinson ext 5417

KOSHER
We offer a variety of Kosher Meals to our guests. Please ask your Event Manager for kosher suggestions.

LABOR
The Hilton Toronto Airport Hotel & Suites is unionized under HERE Union Local 75.

LAUNDRY/VALET – SEE DRY CLEANING

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by our hotel recommended limousine or town car. Our Concierge/Guest Service Desk can arrange limousine transfers and can be reached at extension 266.
LINEN SELECTION
We provide white linens and white napkins for your various functions. If you desire specialty linen, or would like quotes on theme-coordinated linens and chair covers, please consult your Event Manager.

LIQUOR LAWS
The Province of Ontario has strict liquor laws that must be followed by the Hilton Toronto Airport Hotel & Suites. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Toronto Airport Hotel & Suites, no group may bring in their own alcohol to be served. The legal drinking age in Ontario is 19.

Your Event Manager may provide a copy of some of the applicable Province of Ontario liquor laws upon request.

LOAD-IN/LOAD-OUT (PRODUCTION, DÉCOR AND STAGING)
Please contact your Event Manager to make arrangements for load in and load out.

LOADING DOCK / RECEIVING
The loading dock/receiving is located at the back of the hotel. The hours of operation are from 8am–4pm Monday to Friday. Please contact your Event Manager to make arrangements for load in/out.

LOCAL INFORMATION
Centennial Park offers a variety of services all year round for all ages. They host such events as Ribfest and community charity events. They have many sports facilities, including a running track, swimming pool, gymnasium, and hills for skiing and snowboarding in the winter. They also have banquet and meeting facilities, as well as picnic space.

For shopping and entertainment needs, the Hilton Toronto Airport Hotel & Suites is close to major highways leading to Sherway Gardens Shopping Mall, and Downtown Toronto, location of the Toronto Eaton Centre, and Broadway theatres. This is also very easily accessible by public transit (TTC)
**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, the found property will be disposed of. 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. Charges may apply.

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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 0.

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**MAIL SERVICES**

Stamps are for sale in our Gift Shop located near the Hotel Lobby. If you have a large number of items that need to be mailed, or require shipping materials, please go to the Front Desk.

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**MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The hotel offers in-room services through Spa Direct. Please contact Front Desk for more information. For booking massages as a group activity option, you may consult your Event Manager.

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**MASTER ACCOUNTS**

See Sales Agreement.
MEDICAL FACILITIES/SERVICES

Medical Services facilities nearby:

**Urgent Care/Emergency Room**

- **William Osler Health Centre**
  101 Humber College Blvd.
  Etobicoke ON M9V 1R8
  416-494-2120
  **Travel time from the hotel is about 8-11 minutes**

- **Trillium Health Centre-West Toronto**
  150 Sherway Drive
  Toronto ON
  416-259-6671
  **Travel time from the hotel is about 10 minutes**

**Hospital**

- **Etobicoke General Hospital**
  101 Humber College Blvd
  Etobicoke ON M9V 1R8
  416-494-2120
  **Travel time from the hotel is about 8-11 minutes**

**Ambulance**

- Emergency: 9-1-1
  Available 24 hours a day
# MEETING ROOM CAPACITIES

<table>
<thead>
<tr>
<th>Main Level</th>
<th>Maximum number of people per seating style</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Erin Mills</strong></td>
<td>1,100</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom A</strong></td>
<td>2,709</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom A and D</strong></td>
<td>5,350</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom A, B, C and D</strong></td>
<td>10,000</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom B</strong></td>
<td>1,998</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom B and C</strong></td>
<td>4,590</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom C</strong></td>
<td>2,322</td>
</tr>
<tr>
<td><strong>Mississauga Ballroom D</strong></td>
<td>2,709</td>
</tr>
<tr>
<td><strong>Vista Boardroom</strong></td>
<td>435</td>
</tr>
<tr>
<td><strong>Vista Salon</strong></td>
<td>2,400</td>
</tr>
<tr>
<td><strong>Vista Salon-Vista Salon A</strong></td>
<td>1,200</td>
</tr>
<tr>
<td><strong>Vista Salon-Vista Salon B</strong></td>
<td>1,200</td>
</tr>
</tbody>
</table>

### Conference Level

- Cawthra
- Dundas
- Lakeshore

### Hilton Meetings

- Britannia
- Dixie
- Ontario A
MEETING ROOM DELIVERIES

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the hotel bell staff for a charge of $2.50 per item/per move.

MEETING ROOM RENTAL

Please refer to the Sales Contract.

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

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

Newspapers are available in our lobby and hotel gift shop

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OFFICE EQUIPMENT/SUPPLIES

The in-house fully automated Business Center offers a complete range of services including rental of computer systems, facsimile machines, photocopying, just to name a few.

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PARKING

The Hilton Toronto Airport Hotel & Suites offers self-parking in the back parking lot. Self-parking is $2/hour, maximum up to $15.00.

We also offer valet parking at the rate of $25.00 per day.

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

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PERSONALIZED ON-LINE GROUP PAGE (POG)

POG is a personalized web page for your attendees to book reservations directly online.

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

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PETS (POLICY)

The Hilton Toronto Airport Hotel & Suites is a pet friendly hotel however there is a fee of $100 per pet cleaning fee for all guests traveling with pets. Service animals are always welcome and must be accommodated.

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PIANOS

The Hilton Toronto Airport Hotel & Suites has a grand piano for use. Pianos are provided at no charge; however it is recommended that it be tuned prior to each use. The tuning fee is approximately $125.00 + GST and requires advance notice.

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POOLS

The Hilton Toronto Airport Hotel & Suites has an outdoor seasonal pool and patio.

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POST-CONVENTION MEETING

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

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POST EVENT REPORT

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

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POSTING OF EVENTS

Please discuss with your Event manager how you prefer your functions to be posted on our electronic signage which is located in the lobby, conference level, and Suite tower elevators.

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PRE-CONVENTION MEETING

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

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PRINTING SERVICES

Copyright Copy Centre
215 Carlingview Drive
Etobicoke ON M9W 5X8
416-798-1177

Print Three
557 Dixon Road
Etobicoke ON M9W 6K1
416-246-9803

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PUBLIC TRANSPORTATION

The Toronto Transit Commission (TTC) is the city of Toronto’s municipal public transportation system that operates between 6 a.m. and 2 a.m. The bus picks up and drops off on the street in front of the hotel. The fare is $3(adult), $2(senior/student), $.75(child) per person one-way.

The Mississauga Transit is the city of Mississauga’s municipal public transportation system that operates between 6 a.m. and 2 a.m. The bus picks up and drops off on the street in front of the hotel. The fare is $3(all passengers, preschool children FREE) per person one-way.

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RADIOS/PAGERS/NEXTELS

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

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RECYCLING

The Hilton family of hotels is committed to promoting sustainability programs throughout the company. The Hilton Toronto Airport Hotel & Suites in particular has implemented a green team designed to effectively and proactively enforce recycling
procedures throughout the hotel. Please contact your Sales or Event Manager for more details.

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

RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM

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

RESTAURANTS/LOUNGES

Bliss Restaurant & Lounge is located in the centre of it all, directly off the main lobby and offers a vibrant, contemporary atmosphere. The restaurant is inspired by local and regional ingredients and is open for breakfast, lunch an dinner with seating up to 100.

The Lounge offers multiple wall mounted LCD screen TV’s and comfortable seating warmed by an eco-Fireplace. Meet your colleagues at the bar for drinks and light meal – or settle into one of our cozy chairs and get connected in our wireless environment while enjoying the friendly, urban ambiance, seats 41 people.

Hours of Operation:
- Breakfast – 6am to 11:30 am
• Lunch – 11:30 am to 2 pm
• Dinner 5pm – 10:30 pm
• Bliss Lounge is open from 11:30 am to 1 am

RESTAURANT RESERVATIONS

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

RESTROOMS

Public restrooms are located in the following areas:
Main floor Across from the gift shop
Lower lobby level
Conference level
Executive Lounge (only accessible by executive floor guests)

RESUMES

Group Resumes are prepared by your Event Manager to provide hotel team members and management a complete overview of your group’s stay and events on-site and off-site. Any event specific information the event organizer can supply to the hotel will assist in making your group’s experience and stay a most pleasant one.

RIGGING

Please discuss your rigging requirements with your Event Manager.

ROBES

Available upon request.

ROPES/STANCHIONS

A limited number of stanchions with connecting rope are available in the hotel. For more information on banquet equipment, please speak to your Event Manager.
**ROOMING CODES/ROOMING LISTS**
The following are the Room Type Codes utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Toronto Airport Hotel & Suites:

- **K1JRQ** – King Classic Junior Suite – Standard room – North Tower
- **D2D** – Two Double Beds – Standard room – South Tower
- **K1DRC** – 1 King Accessible – Standard Room – South Tower
- **K1D** – King Bed Deluxe – Standard Room – South Tower
- **K1ERQ** – King Executive Junior – Premium Room – North Tower
- **K1JRO** – King Bed Corner Room – Premium Room – South Tower
- **K1W** – King Bed with Whirlpool – Premium Room – North Tower

NS - no smoking
SM - smoking room request

For the services below, simply insert the request in the rooming list and our agents will input a TRACE on the room reservation.

- [ ] Requested high floor
- [ ] Requested low floor
- [ ] Early arrival request
- [ ] Near elevator request
- [ ] Crib
- [ ] Room nearby/same floor
- [ ] Connecting room

**SAFES/SAFE DEPOSIT BOXES**
There are in-room safes in all our guest rooms in the South Tower. However, for those guests staying in our suites, safety Deposit boxes are available at the Front Desk. The guest will sign to reserve a box and will get a key and they can access this safe at any time by visiting the Front Desk. The key assigned is the only key, so if lost, there is a $150 charge to drill open the safe.

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

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

Please do not ship valuables. We cannot be responsible for contents. When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:

- Conference Name
- Event Dates
- Client / Guest Name
- Hold for Arrival (arrival date)
- Attention (your Event Manager’s name)
- Hotel Name / Address / City State ZIP
- Phone
- Fax
- Number of packages in that shipment

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

Handling charges may apply based on the size, weight and storage of conference materials. No COD packages will be accepted.

Deliveries from outside Canada must have a Customs Broker in order to ensure proper clearance over the border. The Hotel is not responsible for clearing shipments held at the border.

Shipping from the Hilton Toronto Airport Hotel & Suites

The Hilton Toronto Airport Hotel & Suites utilizes Reliant Courier and FedEx for our shipping needs. Please see your Event Manager for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from the Banquet Manager and completely filled out for shipping.

SHOPPING

Hotel Shopping

Swansea Gift Shop
Ext 5463
7am – 12 midnight Monday -Sunday
### Local Shopping

<table>
<thead>
<tr>
<th>Local Shopping</th>
<th>Telephone Number</th>
<th>Distance from Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woodbine Shopping Centre</td>
<td>416-674-5200</td>
<td>6km</td>
</tr>
<tr>
<td>Sherway Gardens Mall</td>
<td>416-621-1070</td>
<td>12km</td>
</tr>
<tr>
<td>Square One Mall</td>
<td>905-279-7467</td>
<td>16km</td>
</tr>
</tbody>
</table>

### SIGNAGE/BANNERS

The Hilton Toronto Airport Hotel & Suites 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 $100.00 each.

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

### SMOKING

According to City bi-law, the hotel is a smoke-free environment in all public areas, meeting rooms, restaurants and lounges and comes with a minimum $500 fine.

The hotel has 22 smoking guest rooms available on a first come, first served basis and can not be guaranteed at time of reservation.

### SOUND SYSTEM

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges charged. These services can be arranged with your Event Manager through our in-house audio visual supplier, Presentation Services.
SPECIAL MEAL REQUESTS

Please consult with your Event Manager for any special meal requests. Our Executive Chef is pleased to accommodate your requests to the best of his abilities.

SPORT

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

STORAGE

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

SUITES
The Hotel boast 163 newly renovated suites throughout the hotel. The break down is as follows:

<table>
<thead>
<tr>
<th>Type of Suite</th>
<th>Number of Rooms</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>King Bed Junior Suites</td>
<td>80</td>
<td>420 square feet. Features separate living area and includes a work desk and pull out queen sofa bed. Two flat screen TV’s and Ottoman.</td>
</tr>
<tr>
<td>King Executive Junior</td>
<td>64</td>
<td>420 square feet with living room, working area and private bedroom. Queen sofa beds and ottoman. Include upgraded amenities such as bathrobe and slippers. Private access to Executive Lounge and it’s services. Two flat screen TV’s.</td>
</tr>
</tbody>
</table>
King Bed Corner Room 14 475 square feet. Uniquely designed by Cecconi Simone Inc, all rooms feature swivel flat screen TV between guest room and living area, sofa and chairs plus upgraded amenities. Bathrooms feature walk in showers and bidets.

King Bed with Whirlpool 5 720 square feet. Includes hot tub in living area, flat screen TV, sitting area, large work desk, pool view and upgraded amenities. Oversize closet with 2 plush robes.

SUSTAINABILITY

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

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

TAXES

The current Federal Goods & Services Tax is 5%. The current Ontario Provincial Sales Tax is 8% on food, 10% on alcohol & 5% on guestroom accommodation. The current Toronto Destination Marketing Fee (DMF) is 3%

All goods and services are subject to tax including but not limited to food, beverage, labour, and gratuities. All guest rooms are subject to the Destination Marketing Fee.

TAXICABS

For the city of Toronto, there are various taxi companies available to our guests. The most popular taxi companies are outlined below.

- Beck 416-751-5555
The standard rate for transfers from Lester B Pearson International Airport to Hilton Toronto Airport & Suites is approximately $20 flat one-way.

**TEAM MEMBER RECOGNITION**

The “Catch me at my Best” program is a Hilton Hotels Corporation program that recognizes and rewards outstanding individuals who provide exceptional service to every guest. “Catch Me” cards serve as nomination forms and can be obtained from all guestrooms, the front desk and in all hotel restaurants. If our staff has wowed you please don’t hesitate to acknowledge them with a “catch me” card.

**TELEPHONES/TELECOMMUNICATIONS**

**House phones**
Used for in-house phone calls only and is free of charge. For room to room, dial 7 plus the room number.

**DID Lines**
The installation fee is $100 plus usage of local and long distance. DID lines are $225 plus usage of local and long distance. Speakerphones are available for rental through Presentation Services (PSAV), our in-house audio visual company. (Pricing Subject to change)

**Internet Access**
Internet is on a T1 line. All guestrooms and meeting rooms are equipped with Internet connections via an RJ45 jack. In guestrooms, guests simply plug in and sign on accepting the charges, which are $12.95 per 24 hours.

In meeting rooms there is the option of wired or wireless internet service. Charges for wired is $99.95 for an initial user and $12.95 per additional user thereafter, per day. Charges for wireless in public areas and meeting rooms is $12.95 per user, per 24 hours.

**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>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+1+Number</td>
<td>$1.20*</td>
</tr>
<tr>
<td>Room to Room</td>
<td>7+0+Room number</td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+1+Number</td>
<td>Bell Canada Operator**</td>
</tr>
<tr>
<td>800/888/8xx toll free</td>
<td>9+1+Number</td>
<td>$1.20*</td>
</tr>
<tr>
<td>Long Distance</td>
<td>9+1+Number</td>
<td></td>
</tr>
</tbody>
</table>
International  9+011+CC+CC+Number  Bell Canada Operator ***

* $0.10 per minute after first 20 minutes
** Assisted rate less 50%
*** Assisted rate (by country)

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

Applicable taxes will be added and rates subject to change. You may obtain free rate information at any time by dialing 9+00 and ask the Bell Canada Operator for the rate of an Operator Assisted Call. Hilton subscribes to Bell Canada Long Distance and Operator Services.

**Voice Mail**
Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out. When checking voicemail from outside the hotel please call 905-677-9900 and ask for assistance.

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.

**Internet Services**
T5 burstable to T10 broadband internet access $14.95 (wireless)
$225.00 (wired)
(Prices subject to change)

**Video Teleconferencing**
Presentation Services (PSAV) which is our on site audio visual company can provide video conferencing equipment. If this is a service you wish to utilize please contact PSAV at 905-672-9225.

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**TENTS**

Please contact your Event Manager regarding rental of small tents.

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**TOURS/SIGHTSEEING**
Toronto is a city of great adventure and exciting scenery. To ensure that you get the most out of our city, guests may contact the Concierge/Guest Service Desk to book individual tours.

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**TRASH REMOVAL**

The hotel is responsible to ensure you have a clean function room before your event. Please ensure all meeting materials, trade show materials, empty boxes and packaging material be removed when you vacate the premises. We reserve the right to charge a disposal fee at the client’s expense.

*Insert hotel specific text.*

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**VOICE MAIL**

All guest rooms have a voice mail message service. Please refer to Telephones for more information.

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**WEATHER**

Depending on the season, the weather at the Hilton Toronto Airport Hotel & Suites varies from a low of -30 degrees Celsius to a high of +30 degrees Celsius. Before visiting the Hilton Toronto Airport Hotel & Suites, 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.

**WIRED PAYMENT**

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

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**WORSHIP SERVICES**

The following is a list of nearby locations.
• **Baptist**  
  Dixie Baptist Church  
  337-1550 South Gateway Road  
  Mississauga ON  
  905-629-4473

• **Buddhist**  
  Nichiren Buddhist Church  
  20 Caithness Ave  
  Toronto ON  
  416-463-9783

• **Catholic**  
  Syriac Catholic Church  
  999 Lakeshore Rd E  
  Oakville ON  
  905-278-0511

• **Christian**  
  Westway Christian Church  
  6 Kilburn Place  
  Toronto ON  
  416-247-1922

• **Church of God**  
  Malton Church of God  
  7050 Bramalea Rd  
  Mississauga ON  
  905-672-3542

• **Jewish**  
  Solel Congregation Synagogues  
  2399 Folkway Drive  
  Mississauga ON  
  905-820-5915

• **Lutheran**  
  Christ Our King Lutheran Church  
  2150 Dundas St W  
  Mississauga ON  
  905-822-8931

• **Methodist**  
  Grace Methodist Church
1 World Drive
Mississauga ON
647-234-2324

- **Pentecostal**
  Church of Pentecost
  267 Matheson Blvd E
  Mississauga ON
  905-890-6894

- **Protestant**
  Malton Bible Chapel
  Churchill Ave
  Malton ON
  905-677-5527

- **Orthodox**
  Greek Orthodox of Prophet Elias
  1785 Matheson Blvd
  Mississauga ON
  905-238-9491

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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**

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