Hilton Boston Back Bay Hotel

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 Boston Back Bay
40 Dalton Street
Boston, MA 02115

www.Hilton.com
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GENERAL INFORMATION
The Hilton Boston Back Bay has 385 deluxe guest rooms on 26 floors, this first class, Three Star/Three Diamond property has an intimate feel with a contemporary design.

Boston’s only downtown Hilton located in the heart of Boston’s historic Back Bay. The Hilton Boston Back Bay is steps away from all the city has to offer: Boston’s best shopping on fashionable Newbury Street and Copley Place, Boston Common, Museum of Fine Arts, Gardner Museum, Symphony Hall, Theatres, Historic sites and more. The Hilton Boston Back Bay is just four miles from Logan International Airport with all major colleges and universities within a two-mile radius.

Boodles Restaurant and Bar is open from 6:30am to 12:00am, serves breakfast, lunch, and dinner.

GUESTROOM INFORMATION
Hilton Boston Back Bay's ultra-modern rooms are decorated in dark-wood accents and Boston-inspired themes. Guests on the upper levels can enjoy spectacular views of downtown Boston and the Charles River. Ideal for business travelers, couples, and families our Standard Rooms offer your choice of one king or two double beds. Stocked with all your travel necessities, our rooms offer a relaxing sanctuary after an action-packed day. Step into your elegant bathroom and you'll find marble countertops and complimentary bathroom amenities. For easy snacking and refreshment, we provide an in-room coffeemaker and minibar in every Standard Room. And you'll never be bored with on-command movies, video games, and cable television - including HBO, CNN, and ESPN.

All our rooms offer high-speed Internet access and an ergonomic work desk with chair - a great convenience for those traveling on business. With all this, why would you stay anywhere else?

SUITE INFORMATION
Experience upgraded amenities and a luxurious setting in one of our Mini-Suites. Comprised of a parlor, a guest room with one king bed, and a connecting bathroom, each of our Mini-Suites are individually decorated in varying contemporary themes. Panoramic views of downtown and the Charles River are available in most suites. Perfect for small parties and informal business gatherings, Mini-Suite Parlors come complete with a love seat sofa and matching chair, as well as a wet bar area with bar stools. You'll enjoy a refrigerator and minibar conveniently provided for entertaining. Additionally, two 32-inch televisions with CNN, HBO, and ESPN, as well as on-command movies and games are included in your suite. And, a work desk with ergonomic chair provides the ideal space for business done while on the road.

Each Mini-Suite also boasts a stately, marble-accented bathroom. Plush bathrobes, a bathroom telephone, and deluxe toiletries create an indulgent and relaxing atmosphere for you to enjoy.
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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.
- 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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<tr>
<th>Airline</th>
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<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</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>
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<td>Frontier</td>
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<td>Japan Airlines</td>
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<td>Jet Blue</td>
<td>1-800-538-2583</td>
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<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
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<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
<tr>
<td>Midwest Airlines</td>
<td>1-800-452-2022</td>
</tr>
<tr>
<td>Northwest (Domestic)</td>
<td>1-800-225-2525</td>
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</table>
Airport Information
The nearest airport is the Logan International Airport located 4 miles, approximately 20-30 minutes from the Hilton Boston Back Bay Hotel.
http://www.massport.com/default.aspx

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

Standard Amenities

**THE NEW ENGLANDER**

**Description:** 8oz. Wheel of Gouda Cheese, 3 Apples, Bunch of Grapes, Small Box of Carr’s Crackers, Cheese Knife, Bottle of Mineral Water

**Beverage Options:** Acqua Panna Mineral Water, ½ Bottle of Red or White Wine

**Price:** $25.00
with ½ Bottle of Wine: $42
THE CHOCOLATE BOX

Description: 10-piece gift box of Harbor Sweets “Sweet Sloops”, 2 Chocolate covered Strawberries, Bottle of Mineral Water.

Beverage Options: Acqua Panna Mineral Water, or ½ Bottle of White or Red Wine.

Price: $21.00
with ½ Bottle of Wine: $38.00

THE BOSTON MARATHON

Description: Basket of Oranges, Banana, Bunch of Grapes, Granola Bars, Bottle of Nantucket Nectars Juice.

Price: $20.00

GOURMET COCOA

Description: Hilton Family Latte Mug with Gourmet Hot Chocolate Tin, Chocolate Dipped Teaspoon, Pitcher of Steamed Milk, and a Bag of Chocolate Coffee Caramels

Price: $20.00
THE NIGHT CAP

Description: Assortment of Four (4) Chocolate Truffles, two (2) Chocolate Covered Long Stem Strawberries, and a Cordial.

Beverage Options: 375mL of Bailey’s Irish Crème, Couvoisier VS, or Starbucks Coffee Liquor

Price: $30.00

THE CLASSIC WEDDING GIFT

Description: Box of four(4) assorted truffles, four(4) Chocolate Dipped Long Stem Strawberries, Bottle of Mineral Water

Beverage Options: Acqua Panna Mineral Water, Bottle of Freixinet Blanc de Blanc

Price: $18.00
with Bottle of Champagne: $40.00
**THE CHOCOLATE TRUFFLE**

Description: Box of four(4) assorted Chocolate Truffles, two(2) chocolate dipped Strawberries, Bottle of Water

Beverage Options: Acqua Panna Mineral Water, ½ Bottle of Wine.

Price: $19.00
with ½ Bottle of Wine: $36.00

**SPORTS TOWN**

Description: Individual Bags of Cape Cod Potato Chips, Smartfood Popcorn, Cracker Jacks, Rold Gold Pretzels with Harpoon Brewery Draft Root Beer.

Beverage Options: Harpoon Brewery Draft Root Beer, Two (2) Bottles of Sam Adams Beer.

Price: $20.00
with 2 Bottles of Sam Adams: $24.00
**The Boston Tea Party**

*Description:* Two (2) Tea Forte Pyramids, Tin of Tea Cookies, two(2) Chocolate Dipped Long Stem Strawberries, Sugar Stick, Honey

*Price:* $20.00

**Chocolate Cape Cod**

*Description:* Box of Chocolate Coated Cranberries, two (2) chocolate dipped long stem strawberries, Bottle of Mineral Water

*Beverage Options:* Acqua Panna Mineral Water, ½ Bottle of Wine.

*Price:* $20.00

*with ½ Bottle of Wine:* $37.00
**FRUIT AND CHEESE**

**Description:** Brie, Boursin, and Sharp Cheddar Cheese, Parmesan Crisp, Grapes, Dried Cranberries, Candied Pecans, Small Box of Carr’s Crackers, Bottle of Water.

**Beverage Option:** Acqua Panna Mineral Water, ½ Bottle of Red or White Wine.

**Price:** $26.00 with ½ Bottle of Wine: $43.00

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**THREE TIERED DISPLAY**

**Description:**

**Plate 1:** Three (3) Chocolate Dipped Long Stem Strawberries

**Plate 2:** Sliced Pineapple, Wedges of Kiwi Fruit, Sliced Strawberries, Orange Segments, Fresh Berries

**Plate 3:** Brie, Boursin, and Sharp Cheddar Cheese, Grapes, Dried Cranberries, Candied Pecans, Fresh Berries, Small Box of Carr’s Crackers

Accompanied by Two (2) Bottles of Water

**Beverage Options:** Acqua Panna Mineral Water, ½ Bottle of Red or White Wine.

**Price:** $55.00 with 375mL bottle of Wine: $85.00

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

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**AUDIO/VISUAL**
All of your audiovisual needs can be handled directly with your Catering/Event Manager.

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**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located in the lobby of the hotel.

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**BANKS**
Bank of America
133 Massachusetts Avenue
Boston, MA 02115
(800) 841-4000
Monday, Tuesday, Wednesday & Friday 9AM – 4PM
Thursday 9AM – 5PM
Saturday & Sunday Closed
0.18 Miles from hotel

Sovereign Bank
279 Massachusetts Avenue
Boston, MA 02115
(617) 536-9090
Monday – Friday 9AM – 5PM
Saturday 9AM – 1PM
Sunday Closed
0.19 miles from Hotel

Citizen’s Bank
607 Boylston Street
Boston, MA 02116
(617) 247-0782
Monday – Friday 9AM – 5PM
Saturday 9AM – 11AM
Sunday Closed
0.54 Miles from Hotel

**BANQUET BEVERAGE SELECTION**
The Hilton Boston Back Bay 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, Gordon’s Gin, Bacardi Light Rum, Castillo Rum, Sauza Tequila, Cutty Sark Scotch, Seagram’s 7, Jim Beam Bourbon

**Premium Brands:** Skyy Vodka, Tanqueray Gin, Bacardi Select Rum, Sauza Commemorativo Tequila, Johnny Walker Red Scotch, Canadian Club Select Whiskey, Gentleman Jack Bourbon

**Cordials:** Kahlua, Drambuie, Grand Marnier, Frangelico, Sambuca, Amaretto di Saronno, & Baileys Irish Cream

**Beer:** Sam Adams, Corona, Heineken, Budweiser, Miller Lite, & Bud Light

**Wine:** Beringer Cabernet Sauvignon, Merlot, Chardonnay, & Sauvignon Blanc

**Non-Alcoholic Beverages:** Coke, Diet Coke, Sprite, Ginger Ale and Mineral Waters

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 Massachusetts liquor laws, all alcoholic beverage sales will begin at 11:00 a.m. and conclude at 1:00 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.

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 28-35 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

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**STANDARD BANQUET TERMS AND CONDITIONS**

1. **ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the 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 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:** 14.5% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 6.5% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.
6. **PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.

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

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

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

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

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

12. **CONDUCT OF EVENT:** Group agrees to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations including compliance with the provisions of 29 CFR part 470, and our rules, copies of which are available from the hotel’s sales department. Group agrees to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. You assume full responsibility for the conduct of all persons in attendance at your event and for any damage done to any part of our premises during the time of your event.
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 $3.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our 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.

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

BUSINESS CENTER
Whatever your business needs are, they can all be accommodated through 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.

The Business center is available 24 hours a day.

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

Fed-Ex/Kinkos
575 Boylston St
Boston, MA 02116
CAR RENTAL AGENCIES
Following are the Hilton Boston Back Bay’s preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car: 800-654-3011
Local phone number: 800-654-3131
Locations: Boston Logan International Airport and 30 Park Plaza

Avis Rent-A-Car: 800-321-3712
Local phone number: 800-452-1494
Locations: Boston Logan International Airport and 41 Westland Ave.

Budget Rent-A-Car: 800-527-0700
Local phone number: 800-527-0700
Locations: Boston Logan International Airport and 100 Clarendon St.

CASH PAID OUTS
Cash paid outs can be made at the Front Desk, and charged to the master account for groups that are direct bill approved only, and requires the client signature. The daily limit for cash paid outs is $2,000.00.

CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Boston Back Bay will require full payment in advance for room and tax charges. In addition, there will be a $50 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.
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 day use rooms. 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 Hilton Boston Back Bay Identification may be required.

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CHECK-IN AND CHECKOUT
Hotel check-in is 3:00p.m., and checkout is 12:00p.m. (All guests arriving before 3:00 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 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 not available.

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.
**Kiosks**
The Hilton Boston Back Bay 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**
Coat Check service is available please contact your Catering/Event Manager to arrange coat check services.

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**COFFEE MAKER**
Each guestroom features a coffee maker.

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**COMMUNITY OUTREACH**
Please contact your Catering/Event Manager for details.

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**CONCIERGE**
Dial extension 6098 for the Concierge.

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**CONVENTION CENTER BOSTON**
Hynes Convention Center
900 Boylston Street
Boston, MA 02115
617-954-2800
info@AdvantageBOSTON.com
www.advantageboston.com/HCC/Default.asp
Located directly across street – travel time is 2 Minutes
Approximate Taxi Cost - N/A

Boston Convention and Exhibition Center
415 Summer Street
Boston, MA 02210
617-954-2800
info@AdvantageBOSTON.com
www.advantageboston.com/BCEC/Default.asp
2.55 Miles
Approximate Taxi Cost - $20.00
**CREDIT CARDS**
The Hilton Boston Back Bay accepts most major credit cards including Visa, MasterCard, American Express and JCB.

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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 currently exchanges the following currency at the prevailing rate from Bank of America: Japanese Yen, Canadian Dollars, and Euros.

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.

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**DANCE FLOOR**
The Banquet Department has a dance floor that is 21’x21’. Please contact your Catering/Event Manager for details.

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

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

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

The Best of Boston
391 Totten Pond Rd
Waltham, MA 02451
781-487-0500
www.bestboston.com

Corinthian Events
661 Boylston St, 2nd Floor
Boston, MA 02116
617-450-0600
info@corinthianevents.com
www.corinthianevents.com

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

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

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

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

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DIRECTIONS TO THE HOTEL
From Logan International Airport:

ENTER BOSTON VIA THE SUMNER TUNNEL TO STORROW DRIVE. FOLLOW STORROW DRIVE FOR 2.5 MILES TO THE FENWAY EXIT(1 S). TAKE THE FENWAY EXIT(STAYING IN THE LEFT LANE) TO YOUR FIRST TRAFFIC LIGHT. TAKE A LEFT ONTO BOYLSTON STREET. FOLLOW BOYLSTON STREET TO THE FORTH TRAFFIC LIGHT TAKE A RIGHT ONTO DALTON STREET. FOLLOW DALTON TO THE FIRST STOP SIGN AND THEN TAKE A RIGHT. THE HILTON MOTOR ENTERANCE WILL BE DIRECTLY ON YOUR RIGHT.

www.bostonbackbay.hilton.com

DOCTORS ON CALL
Please dial “0” for assistance.

DRESSING/GREEN ROOMS
Please contact your Catering/Event Manager for details and availability.

DRUG STORES
CVS
240 Newbury Street
Boston, MA 02116
617-236-4007
DRY-CLEANING – SEE LAUNDRY/VALET
Laundry services are available by dialing extension 6587. Garments picked up prior to 9:00a.m. are returned to guests by 7:00p.m. the same evening. Garments picked up after 9:00a.m. will be returned the following day by 7:00p.m.

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

 EVENTS
Hilton Family’s online booking channel for small groups and meetings at www.hilton.com.

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

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

 ELEVATORS
The Hilton Boston Back Bay hotel has 3 guest elevators located in the lobby. In addition, there is 1 parking garage elevator located off the lobby.

 EMERGENCY PROCEDURES
The Hilton Boston Back Bay is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 66.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 66 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 2 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
• Nearest emergency room: Beth Israel Deaconess Medical Center
• Nearest hospital: Beth Israel Deaconess Medical Center

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

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

EXECUTIVE MEETING PACKAGES
Please contact your Catering/Event Manager for details.

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

FAX MACHINES
Please contact your Event Services Manager for fax machine rentals.

FAX NUMBERS
For Guests: 617-867-6104
Catering/Convention Services office: 617-867-6158
Sales office: 617-583-1285
Reservations office: 617-568-6739

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 from the Boston Fire Department. 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**
With sophistication and modern design, the fitness center adds an element that few hotels provide to their guests. The redesign features state-of-the-art equipment for cardio workout and weight conditioning, a heated indoor swimming pool, luxurious treatment room as well as a new reception area and changing facility. What was a typical workout area and pool found in most full-service hotels was transformed into a first class 5,000 sq. ft. fitness center including the following: Sophisticated Life Fitness equipment with personal monitor on all cardiovascular equipment, weight training equipment and free weights, 25 foot heated indoor pool, a new Jacuzzi in the pool area, new restrooms with private shower and changing area with self-setting electronic lockers. Phillips Plasma TVs and Bose Stereo system, and beautiful outdoor sundeck with lounge chairs and patio tables. Complimentary access to the fitness center for hotel guests.

**Hours of Operation:**
24 Hours
Pool and Jacuzzi hours: 5:00am-10:00pm

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

**FLORAL/FLORIST**
Madison Floral, Inc. (800) 507-5677 is our preferred florist featuring floral arrangements and plants. They can provide beautiful table and buffet centerpieces for your special event. Please contact your Catering/Event Manager for assistance with a proposal for your special event.

**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**
Please refer to Service Elevator details.
GENERAL MANAGER
Greg Brown joined the Hilton Boston Back Bay in the month of November, 2005 as General Manager. He/She has been with Hilton Hotels Corporation for 12 years, previously holding positions in Miami, Virginia, and New Orleans.

Greg Brown is thrilled to welcome your group to the Hilton Boston Back Bay and is accessible as needed.

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

GIFT IDEAS
http://www.hilrontohome.com/ - The Hilton Serenity Collection

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

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

GOLF COURSE INFORMATION
The George Wright Golf Course offers you the very best, scenic fairways rolling greens and beautiful sweeping views. The course is open to the public seven days a week. Transportation for your group can be arranged through your Catering/Event Manager in advance.

Golf Course Information
Green Fees $28 on Weekdays; $40 on Weekends
Cart Rental $17

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

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

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

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
Hilton Boston Back Bay's ultra-modern rooms are decorated in dark-wood accents and Boston-inspired themes. Guests on the upper levels can enjoy spectacular views of downtown Boston and the Charles River. Ideal for business travelers, couples, and families our Standard Rooms offer your choice of one king or two double beds.

Stocked with all your travel necessities, our rooms offer a relaxing sanctuary after an action-packed day. Step into your elegant bathroom and you'll find marble countertops and complimentary bathroom amenities. For easy snacking and refreshment, we provide an in-room coffeemaker and minibar in every Standard Room. And you'll never be bored
with on-command movies, video games, and cable television - including HBO, CNN, and ESPN.

All our rooms offer high-speed Internet access and an ergonomic work desk with chair - a great convenience for those traveling on business.

The hotel’s current bedding breakdown is as follows:
204 King; 178 Queen/Doubles

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

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

GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - $1.75 per envelope ($1.75 if personalized) deliveries inside the room - $2.50 for the first item & $2.50 for each additional item.

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

HAIR SALON
Acqua Salon
51 Gloucester Street
Boston, MA 02116
617-262-0101
8:00AM to 6PM Mon through Friday

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

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

**HOTEL FACTS/HISTORY**
The following is a fact sheet for the Hilton Boston Back Bay:

Location: Boston Back Bay  
Address: 40 Dalton Street  
Telephone: 617-236-1100  
Telex: N/A  
Facsimile: 617-867-6104  
Reservations: 617-236-1100  
Website: www.bostonbackbay.hilton.com  
Developer: Sage Hotels  
Managed By: Hilton Hotels Corporation  
Grand Opening: Nov. 2, 1982  
Last Renovation: 2000  
Architects: N/A  
Employees (Full-Time, Part-Time): 224

**Brief Description:**

Enjoy New England-style charm and sophistication at the Hilton Boston Back Bay. Ideally located in the heart of Boston's most picturesque area and historic Back Bay neighborhood, we are only 4 miles from Logan International Airport and right across the street from the Hynes Convention Center.

Best of all, you can step outside our door and enjoy some of Boston's leading attractions and historical sites. Fenway Park, the Museum of Fine Arts, Symphony Hall, fashionable Newbury Street, Copley Place, and Boston Common are just some of sights easily accessible from the hotel.

Awards: AAA Diamond Rating - 3, Mobil Star Rating – 3, OHG Rating – First Class

**HOTEL MAP**
Attendees may receive a map of Boston from the Concierge at the hotel.
HOUSEKEEPING
Daily housekeeping services, which consists of general cleaning, take place between 8 a.m. and 4 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.

Special turndown service can be arranged, by request, at a minimal cost.

IN CONJUNCTION WITH (ICW’S)
Any group hosting an In-Conjunction With Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

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

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

INDEMNIFICATION
To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton, and the Owner, and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney’s fees), arising out of or connected with your function, except those claims arising out of the sole negligence or willful misconduct of the hotel.
IN-ROOM DINING
Our In-room Dining is open from 6:30AM to Midnight every day 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 51 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 16.5% and Room service Admin. Fee of 1.5% and is posted automatically on all checks. There is also a delivery fee of $3.25 per order.

INTERPRETATION/TRANSLATION SERVICES
TransPerfect Translations
420 Boylston Street
6th Floor
Boston, MA 02116
Tel: 617-523-6936
Fax: 617-523-0595
Email: boston@transperfect.com

INTERNET SERVICES
AT & T and Datanamics provide numerous Internet Services. AT& T is our 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.

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

KEY HOTEL CONTACTS
The Hilton Boston Back Bay Managing Committee consists of the following people:

General Manager    Greg Brown
Resident Manager    Mark Manganaro
Director of Food & Beverage    Scott Rothwell
Director of Finance    Bob Brown
Director of Front Office    Brian McFarlane
Executive Chef    Phil Flath
KIOSKS
The Hilton Boston Back Bay 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.

KOSHER
We offer a variety of Kosher Meals to our guests. These meals are prepared for us by Catering by Andrew and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions.

LABOR
The Hilton Boston Back Bay is a non-union hotel.

LAUNDRY/VALET – SEE DRY CLEANING
Complete laundry services are also available by dialing extension 54 in-house. Garments picked up prior to 9 AM are returned to guests by 7 PM the same evening. Garments picked up after 9 AM, will be returned the following day by 7 PM.

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

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Lifestyle Transportation International is our preferred service and can be reached at 800-228-6894. The concierge can also arrange limousine transfers and can be reached at 617-867-6098.
**LINEN SELECTION**
A variety of table linens are available for your various functions. If you desire specialty linen, or would like quotes on theme-coordinated linens and chair covers, please consult your Catering/Event Manager.

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

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

**LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**
Please contact your Catering/Event Manager for information

**LOADING DOCK**
The loading dock is located in the back of the hotel. The loading dock is in operation 24 hours a day. Please refer to The Exhibit Resource guide for details.

Hilton Boston Back Bay
40 Dalton Street
Boston, MA 02115

Dimensions:
- Loading Dock Bay: 14 ft. Tall, 13 ft. Wide
- Loading Dock Roll Top Doorway: 8 ft., 6 in. Tall, 5 ft., 4 in. Wide
- Clearance Doorway to Service Elevators Doorway: 3ft., 1 in. Wide, 6ft., 9 in. Tall

**LOCAL INFORMATION**
- Golf Course within 20 miles
- Beach within 15 miles
- Hiking Trail within 5 miles
- Bowling within 50 yards
- Pool Tables within 50 yards
- Jogging/Walking Track within 1 mile
- Playground/Park within 1 mile
LOST AND FOUND
It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

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

MANAGER ON DUTY (M.O.D.)
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.

MAIL SERVICES
Stamps are for sale, and our Concierge and Business Center offers UPS Store services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest UPS Store services. If you do not require shipping materials, our security department can mail the item(s) for you. They are located at 304 Newbury Street - #1 and offer complete mail services as well as materials.

They are open Monday through Friday from 9 a.m-7 p.m., and Saturday from 9 a.m-5 p.m. They can be reached at 617-437-9303. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

The United States Post Office located in the Prudential Building and can be reached at 800-ASK-USPS. Their hours are 8 a.m. – 7 p.m. weekdays, and 8 a.m. – 2 p.m. on Saturdays.
MASSAGE THERAPY
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. Although we do not have a massage therapist on site, there are many spas in the area, for booking massages as a group activity option, you may consult the concierge.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Urgent Care/Emergency Room
- Brigham and Women’s Hospital
  75 Francis Street
  Boston, MA 02115
  617-732-5500
  Open 24 Hours
  **Travel time from the hotel is about 10 minutes**

Hospital
- Brigham and Women’s Hospital
  75 Francis Street
  Boston, MA 02115
  617-732-5500
  Open 24 Hours
  **Travel time from the hotel is about 10 minutes**

Ambulance
- Boston EMS (911)
  767 Albany Street
  Boston, MA 02118
  617-343-2367
  Available 24 hours a day

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MEETING PACKAGE

Hiltons of Boston
Day Meeting Package
2007

Continental Breakfast
Assorted Bakery Fresh Muffins, Pastries, & Bagels
Served with Flavored Cream Cheeses, Fruit Preserves
Sliced Seasonal Fruit with Dannon Yoghurts
Fresh Brewed Coffees and Bigelow Teas
Orange, Cranberry and Grapefruit Juice
Poland Spring Water

Mid-Morning Refresh
Multi-grain Power Bars
Fresh Brewed Coffees and Bigelow Teas
Assorted Coca Cola soft drink products and Poland Spring Water

***

Luncheon Buffet
Designed to offer maximum variety throughout the length of your meeting
Mondays        North End Delicatessen
Tuesdays       Beantown Classics
Wednesdays    The Sizzl’n South
Thursdays     The Trattoria
Fridays     Fenway Favorites
* Menu details on following page *

***

Afternoon Break
Assorted Coca Cola soft drink products and Poland Spring Water

Choose one of the following:
Assorted Homemade Cookies, Blondie’s, and Brownies
Hot Jumbo Pretzels with Assorted Yellow and Grain Mustards
Sliced Seasonal Fruit and Berries with Vanilla Crème Fraiche
Ben & Jerry’s Ice Cream Bars

Meeting Room Rental is included in the package price.

$95.00 per person
(Minimum 20 Attendees)
Includes all applicable taxes and gratuities

Parking is available @ $20.00 per person, per day
Audio Visual needs handled separately and are not included in Day Meeting Package
North End Delicatessen
Italian Wedding Soup
Vine Ripened Tomatoes, Fresh Mozzarella and Basil
Grilled Vegetables
Display of Sliced Deli Meats to include:
Turkey, Baked Ham, Roast Beef and Salami
Assorted Cheeses, Pickle Spears, Lettuce, Tomato and Red Onion
Fresh Rolls and Breads
Platters of North End Cannolis

Beantown Classics
New England Clam Chowder
Seafood Salad with Cucumber and Dill Dressing
Boston Bibb Salad with Crumbled Gorgonzola and Walnuts
Baked New Atlantic Scrod with Citrus Butter
Penne Pasta with Smoked Chicken Breast in a Sun-dried Tomato Basil Cream Sauce
Rice Pilaf
Boston Cream Pie and Warm Chocolate Bread Pudding

The Sizzl’n South
Yucatan Chicken and Lime Soup
Fajita Bar with Grilled Marinated Flank Steak and Spicy Grilled Chicken
Sautéed Onions, and Peppers and Roasted Bell Pepper Relish
Warm Soft Flour Tortillas and Corn Tortillas
Guacamole, Sour Cream and Salsa Fresca
Spanish Rice
Key Lime Pie and Tres Leche Cake

The Trattoria
Tomato Basil Soup
Classic Caesar Salad with Garlic Croutons
Oven Roasted Chicken Puttanesca
Roasted Garlic & Spinach Ravioli with a Basil Cream Sauce
Seasonal Vegetable Ratatouille
Portobello Mushroom Risotto
Tiramisu and Italian Pastries

Fenway Favorites
Homemade Chili with Cheese and Sour Cream
Chicken Caesar Salad Wraps
Assorted Pizzas to include The Meat Lover, Grilled Veggie and 3-Cheese
Sweet and Hot Sausages with Peppers and Onions on Sub Rolls
Assorted Ice Cream Bars and Italian Ice

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## MEETING ROOM CAPACITIES

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Capacity</th>
<th>Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams A and B</td>
<td>1872</td>
<td>78' x 24'</td>
</tr>
<tr>
<td>Adams A and B-Adams A</td>
<td>912</td>
<td>38' x 24'</td>
</tr>
<tr>
<td>Adams A and B-Adams B</td>
<td>960</td>
<td>40' x 24'</td>
</tr>
<tr>
<td>Belvidere Ballroom</td>
<td>2800</td>
<td>70' x 40'</td>
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<tr>
<td>Belvidere and Westminster</td>
<td>3800</td>
<td>N/A</td>
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<td>Board Room</td>
<td>400</td>
<td>N/A</td>
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<tr>
<td>Copley</td>
<td>500</td>
<td>28' x 18'</td>
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<tr>
<td>Elevation</td>
<td>576</td>
<td>32' x 18'</td>
</tr>
<tr>
<td>Fenway Ballroom</td>
<td>2800</td>
<td>56.67' x 59'</td>
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<tr>
<td>Jefferson</td>
<td>453</td>
<td>24' x 18'</td>
</tr>
<tr>
<td>Lincoln</td>
<td>490</td>
<td>26' x 18'</td>
</tr>
<tr>
<td>Madison</td>
<td>377</td>
<td>26' x 14'</td>
</tr>
<tr>
<td>Main Level</td>
<td>2224</td>
<td>53' x 41'</td>
</tr>
<tr>
<td>Mariner</td>
<td>500</td>
<td>28' x 18'</td>
</tr>
<tr>
<td>Maverick A and B</td>
<td>1872</td>
<td>78' x 18'</td>
</tr>
<tr>
<td>Maverick A and B-Maverick A</td>
<td>912</td>
<td>38' x 18'</td>
</tr>
<tr>
<td>Maverick A and B-Maverick B</td>
<td>960</td>
<td>40' x 18'</td>
</tr>
<tr>
<td>Pre-Assembly</td>
<td>1080</td>
<td>34' x 32'</td>
</tr>
<tr>
<td>Pre-Function</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Prefunction</td>
<td>257</td>
<td>7' x 30.83'</td>
</tr>
<tr>
<td>Salon A</td>
<td>1720</td>
<td>43' x 40'</td>
</tr>
<tr>
<td>Salon B</td>
<td>1080</td>
<td>40' x 27'</td>
</tr>
<tr>
<td>Washington</td>
<td>1128</td>
<td>47' x 24'</td>
</tr>
<tr>
<td>Westminster</td>
<td>1000</td>
<td>36' x 28'</td>
</tr>
</tbody>
</table>

### MEETING ROOM DELIVERIES

There is no charge for meeting room deliveries.

### MEETING ROOM SET STANDARD

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
• Pads, Pens, and Mints
• Ice water

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

MUSIC/MUSICIANS
Boston requests that a permit is obtained before planning any outdoor entertainment.

NEWSPAPERS/PUBLICATIONS
Newspapers available in our gift shop are:

New York Post
Boston Herald
Boston Globe
New York Times

They are delivered to the gift shop at 6 AM daily.

USA Today is delivered to guest rooms Monday – Friday.

OFFICE EQUIPMENT/SUPPLIES
The in-house Business Center offers a complete range of services including photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.

Discuss your group’s needs with the Business Center or with your Catering/Event Manager.

Business Center hours are 24 hours a day, 7 days a week.

For large quick printing or copying jobs, we recommend:

FedEx Kinko’s
900 Boylston St
Boston, MA 02116
P- 617-954-2725

Copy Cop
601 Boylston St.
PARKING
The Hilton Boston Back Bay offers parking in our on-site garage. Self-parking is $35 per day. We also offer valet parking at the rate of $39 per day.

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

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

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

PETS (POLICY)
Service animals are the only pets allowed in the hotel.

PHOTOGRAPHY
CVS is a shop located on Massachusetts Ave. Services include: film developing, one hour developing and photo enlarging.

CVS
231 Massachusetts Ave.
Boston, MA 02115
617-266-6775

PIANOS
The Hilton Boston Back Bay has 1 piano for use in the Ballroom, Pre-Function, and Pre-Assembly rooms.
POOLS
The Hilton Boston Back Bay has a pool and a Jacuzzi that are located on the 7th floor. The hours are 5 AM-10 PM. The fitness center is located in the pool area as well but is open 24 hours a day.

Back to Resource Information

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

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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
Events are posted on the reader boards located in the lobby, the second floor, and the third floor.

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PRE-CONVENTION MEETING
For larger meetings we encourage our guests to have a pre-convention meeting. If this is something you want to do please advise your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour).

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PRINTING SERVICES
FedEx Kinko’s
900 Boylston St
Boston, MA 02116
P- 617-954-2725

Copy Cop
601 Boylston St.
Boston, MA 02116
P- 617-267-9269
F- 617-269-6805

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PUBLIC TRANSPORTATION
There are several private shuttle companies that operate between 5 a.m. and 12 p.m. The shuttle picks up and drops off near the front of the hotel. The fare is between $12-$15 per person one-way depending on the company.

There is bus service in Boston. Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport.

PYROTECHNICS
Pyrotechnics are not allowed at the Hilton Boston Back Bay.

RADIOS/PAGERS/NEXTELS
We do not provide Nextels, Radios, or Walkie-Talkies for your program; however, if you would like someone on our staff to carry one that can be arranged. All Managers carry Nextels and can be reached at any time during the day.

RECYCLING
The Hilton Boston Back Bay does not participate in a recycling program.

REGISTRATION ASSISTANCE
If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. This can be done but sufficient notice needs to be provided.

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

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

Handwritten signs and flip charts are not allowed in any hotel public areas.
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

RESORT FEE
The Hilton Boston Back Bay does not have a resort fee.

RESTAURANTS/LOUNGES
Boodles Bar and Restaurant is located in our upper lobby and is open for breakfast, lunch, and dinner. The hours of operation are 6:30- Midnight and the bar is open until 1:30 AM.

RESTAURANT RESERVATIONS
Reservations are strongly recommended for all restaurants in the hotel and in Boston whether it is for a table of four or a dine-around for 250. Please see our concierge for any assistance with reservations.

RESTROOMS
Public restrooms are located in the following areas:
- Lobby
- Lower Lobby
- Second Floor
- Third Floor
- Pool Area

ROBES
Robes are available on Hilton Honors Floors and upon request.

ROPE/STANCHIONS
Ropes and Stanchions are available for meetings upon request.

For more information on banquet equipment, please see your Catering/Event Manager.
ROOMING CODES/ROOMING LISTS
The following are the room category and special service codes that are utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Boston Back Bay.

K1- Standard King Room
D2- Standard Two Double Bedded Room
K1RRA- Upgraded King Bedded Room
K1D- Upgraded King Deluxe
D2RRA- Upgraded Two Double Bedded Room
K1RRC – Handicap Accessible King Bedded Room
D2RRC – Handicap Accessible Two Double Bedded Room

HOUS / RR - Run of House - Includes a variety of scenic views in the following categories: Golf/Mountain, Partial Ocean View, and Deluxe Ocean View, based upon availability.

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SAFES/SAFE DEPOSIT BOXES
Safe deposit boxes are available at the front desk. They are complimentary.

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

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

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

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

Conference Name
Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention: Catering Manager Name/On-Site Contact Name
40 Dalton St, Boston, MA 02115
Number of packages in that shipment

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

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

Shipping from the Hilton Boston Back Bay
The Hilton Boston Back Bay utilizes UPS and FedEx for our shipping needs. Please see the Banquet Manager for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

SHOE SHINE
The closest shoe shine facility is located a kiosk located in the hallway of the Sheraton on the second floor as you approach the mall.

SHOPPING
Prudential Mall
Copley Place Mall
2 Copley Place
Boston, MA
02116
617-369-5000
M-Sat 10 AM- 9PM
Sun 11 AM – 6PM
www.simon.com

SIGNAGE/BANNERS
The Hilton Boston Back Bay 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 $35 each.
In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

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SITE INSPECTION
Site inspections can be scheduled with a Sales Manager.

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SMOKING
All public space in the hotel, and most of the city, is smoke-free. 95% of our guest rooms are smoke-free as well.

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SOUND SYSTEM
Some hotel meeting rooms and ballrooms have a basic sound system.  Please contact your Catering/Event Manager with questions.  There may be fees assessed for certain hookups as well as hourly labor charges.  The A/V Director can be reached at extension 51.

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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 Hilton Boston Back Bay.  If you are anticipating shipping a large volume of materials, we suggest you consult your Catering/Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. Hotel cannot provide security.  If shipping valuables, please make arrangements to hire and pay for outside security.

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SUITS
The Hilton Boston Back Bay has two full two-bedroom suites. These suites are 1,154 square feet each. The Hilton Boston Back Bay also has three mini-suites. These suites are 756 square feet each.

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**TAXES**
The current MA State Tax is 5%. The current MA State Hotel Tax is 12.45% for guestrooms (includes state tax).

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities. Food and beverage services are subject to a 14.5% gratuity and 6.5% administration fee.

[Back to Resource Information]

**TAXICABS**
For the city of Boston, there are several taxi companies available to our guests. The Hilton Boston Back Bay has a taxi stand located across the street. The doorperson is happy to assist our guests who are looking for a taxi.

The standard rate for transfers from the Logan Airport to the Hilton Boston Back Bay is approximately $30 plus gratuity.

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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. Local calls are $1.25 (+ tax) for the first hour and $0.10 each additional minute.

**DID Lines**
The installation fee is $100 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 per day, hardware rental only, price does not include phone line.

**B1 Telephone Lines**
N/A

**Internet Access**
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)

**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></td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
</tbody>
</table>
$.10 per minute after 60 minutes
800/888/8xx toll free
minutes $1.00 per minute thereafter
Long Distance
assisted rate less 50%
International
assisted rate (by country)

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

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

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

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

To hear messages, if the red light is flashing on your guest room telephone:
1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

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

Integrated Services Digital Network (ISDN)/T1 Speeds
128kb lines for Internet access    $
Higher speed ISDN lines available (Inquire)
1.5 megabyte (options) (Inquire)

Video Teleconferencing
Can be arranged through your Catering/Event Manager with advance notice.

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THEME PARTIES
The Hilton Boston Back Bay 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
Please see our concierge for information on tours and sightseeing trips.

TRASH REMOVAL
Allied Waste Services (formally BFI)
617-254-1800
Picked up generally once weekly

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

The following companies offer tuxedo rentals:

Mr. Tux
8 Milk St
Boston, MA 02108
617-542-4600
www.mrtux.com
Monday–Friday 9:30am – 7:00pm
Saturday 9:00am – 5:00pm
Closed Sundays

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. Please discuss any specific requests with your Catering/Event Manager.

WEATHER
Depending on the season, the weather at the Hilton Boston Back Bay varies from a low of 20 degrees to a high of 95 degrees. Before visiting the Hilton Boston Back Bay we recommend that guests check the local listings to determine the weather conditions.
**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 Hilton Boston Back Bay:

Scootaround  
Boston, MA  
1-888-441-7575  (24 hour toll free)  
info@scootaround.com  
www.scootaround.com

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

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

- **Baptist**  
  Ruggles Baptist Church  
  874 Beacon Street  
  Boston, MA  02115  
  617) 266-3633  
  Service starts at 10am every Sunday. We recommend arriving about 15 minutes before the service to allow time for parking and seating.

- **Buddhist**  
  Dhammadhatu Buddhist Meditation Center/ The Shambhala Meditation Center of Boston  
  646 Brookline Ave, Brookline  
  Brookline, MA, 02445  
  (617) 734-1498  

- **Catholic**  
  Marist Fathers  
  698 Beacon Street  
  Boston, MA  02215  
  (617) 262-2271  
  Monday-Friday 8:00am and Noon  
  Saturday Noon & 4pm
• Christian
  St. Cecilia Parish
  18 Belvidere Street
  Boston, MA 02115
  (617) 536-4548
  (right next to hotel)
  Mass Schedule
  Saturday 5:00 p.m.
  Sunday 8:00, 9:30, 11:00 a.m. and
  (academic year only) 6:00 p.m.
  Weekday Mass
  7:30 a.m. (Mon, Wed, Thu, Fri)

• Church of God
  Church of God of Prophecy
  270 Warren Avenue
  Boston, MA 02116
  (617) 427-7766

• Episcopal
  St Stephen's Episcopal Church
  419 Shawmut Avenue
  Boston, MA 02118
  617-262-9070
  Sunday 10:30am
  During the school year, we also offer a family Eucharist on Wednesdays at 5:00 pm.

• Jehovah’s Witness
  Jehovah's Witnesses
  136 Saint Botolph Street
  Boston, MA 02115
  (617) 536-8383
  www.watchtower.org

• Jewish
  Temple Israel
  477 Longwood Avenue
  Boston, MA 02215
  (617) 566-3960
  http://www.tisrael.org
  Qabbalat Shabbat: Friday at 5:45pm
  Shabbat Late Service, (on designated Fridays): 8:00pm
  Shabbat Morning: 9:00am
  Mignon: Monday through Thursday, 6:15 - 6:45 pm

• Lutheran
  First Lutheran Church of Boston
  299 Berkeley St
  Boston, MA 02116
(617) 536-8851
http://www.flc-boston.org
Sundays
8:00 a.m. Holy Communion
9:30 a.m. - 10:30 a.m. Sunday School and Bible Classes for all ages
11:00 a.m. Holy Communion
Wednesdays (during Advent and Lent)
7:00 p.m. Evening Prayer

- Methodist
  Old West Church United Methodist Church
  131 Cambridge St
  Boston, MA 02114
  617-227-5088
  OldWestCh@aol.com

- Pentecostal
  Bethel Tabernacle Pentecostal Church
  10 Saint George Street
  Boston, MA 02118
  (617) 247-8735

- Protestant
  Old South Church
  645 Boylston Street
  Boston, MA 02116
  617-536-1970
  Sunday Worship Services: 9:00 am & 11:00 am
  9:00 am Early Worship in the Gordon Chapel
  11:00 a.m. Worship in the Main Sanctuary
  http://www.oldsouth.org/

**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.