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.
GENERAL INFORMATION

Located 19 miles from Wayne County/Detroit Metropolitan Airport and just 3 blocks off the M10/Lodge Freeway the Doubletree Guest Suites is easily accessible from all area expressways. Our location is very easy for travelers unfamiliar with downtown Detroit. The hotel is just 3 blocks from Cobo Hall, Detroit’s convention center. It is also located just one block from the Detroit People Mover Fort/Cass Station. Complimentary shuttle service is available to other area attractions including Greek Town, Comerica Park, Ford Field, the Fox Theater, Fisher Theater and Detroit’s 3 world-class casinos.
FUNCTION SPACE AND BANQUETS

- Catering Menus available separately.
- Staffed, state-of-the-art business center
- IACC Conference Center featuring ergonomic chairs and hard writing surfaces (certification pending)
- 21,000 square feet of flexible meeting and banquet space for up to 300 guests
- ADA and FEMA approved facility
RESOURCE INFORMATION

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Audio/Visual
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Housekeeping
In Conjunction With (ICW’s)
Indemnification
In-Room Dining
Internet Services
Key Cards
Key Hotel Contacts
Kiosks
Kosher
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
Load-In/Load Outs (Production, Decor, & Staging)
Loading Dock
Lost and Found
Luggage Storage
Manager on Duty (MOD)
Mail Services
Master Accounts
Medical Facilities/Services
Meeting Packages
Meeting Room Capacities
Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
Music/Musicians
Newspapers/Publications
Office Equipment/Supplies
Off Premise Catering
Parking
Personalized Group Web Page
Pets (policies)
Pianos
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Printing Services
Production Guidelines
Production Crew Meals
Public Transportation
Radios/Pagers/Nextels
Recycling
Registration Assistance
Registration Desks
Reservations (RAPID!)
Restaurants/Lounges
Restaurant Reservations
Restrooms
Robes
Ropes/Stanchions
Safes/Safety Deposit Boxes
Security
Shipping and Receiving
Shoe Shine
Signage/Banners
Site Inspection/Pre-planning
Smoking
Sound System
Special Meal Requests
Storage
Suites
Taxes
Taxicabs
Telephones/Telecommunications
Tents
Theme Parties
Tours/Sightseeing
Weather
Wheelchairs
Wired Payment
Worship Services

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.

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AIRLINE INFORMATION
<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
</tr>
</thead>
<tbody>
<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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<tr>
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<td>1-800-523-5585</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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<tr>
<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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<td>American Airlines</td>
<td>1-800-433-7300</td>
</tr>
<tr>
<td>America West Airlines</td>
<td>1-800-235-9292</td>
</tr>
<tr>
<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
</tr>
</tbody>
</table>
Airport Information
The nearest airport is the Detroit Metropolitan Wayne County Airport located 20 miles, approximately 22 minutes from the Doubletree Guest Suites Fort Shelby/Detroit Downtown Hotel. Click here for a map. http://www.metroairport.com/
Transportation to and from the airport:
Limousine – about $45
Rental Car – about $55
Taxi – about $35

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

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 20.00%. For a standard delivery, the fee is $2.50.

Standard Amenities
- Warm chocolate chip cookies await you at check-in
- Wired and wireless high-speed internet access and remote guestroom printing
- Sweet Dreams by Doubletree sleep experience with plush-top mattress, luxurious linens, down comforter and jumbo pillows
- Two-line telephone with voicemail and data port
• Sweet Dreams alarm clock radio with MP3 connectivity
• Enjoy complimentary coffee or tea in the privacy of your room by celebrity chef Wolfgang Puck

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

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**AUDIO/VISUAL**
Presentation Services, our audiovisual company, brings over 25 years of experience in the field of audio visual to your meeting at the Hilton Doubletree Guest Suites Fort Shelby/Detroit Downtown. Presentation Services may be reached onsite by calling the operator at 0.

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**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located on the west end of the lobby, to the right of the grand staircase. There are also ATM locations in Detroit at all major bank locations.

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**BALLOONS**
There is a $150 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

Comerica Bank
201 W. Fort Street
Detroit, MI 48226
(313) 222-3591
www.Comerica.com
M-W 9am- 4:30pm Th-F 9am-5:30pm

National City Bank
535 Griswold St #104
Detroit, MI 48226
(313) 596-8129
www.nationalcity.com
M-F 9am-4:30pm

BANQUET BEVERAGE SELECTION

The Doubletree Guest Suites Fort Shelby/Detroit Downtown 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 Call Brands: Jim Bean, Jack Daniels Bourbon, Skyy Vodka, Beafeater Gin, Bacardi Rum, Canadian Club, Jose Cuervo Especial, Korbel Brandy, Hiram Walker Triple Sec
- Premium Brands: Johnnie Walker Red, Makers Mark Bourbon, Stoli Vodka, Tanqueray Gin, Bacardi Rum Superior, Crown Royale, Christian Brothers Brandy
- Cordials: Amaretto Di Saronno, Baileys, Kahlua
- Beer: Miller Light, Bud, Heineken, Corona
- Wine: Canyon Road
- Non-Alcoholic Beverages: Coke products

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

BANQUET CURFEWS

In accordance with Michigan liquor laws, all alcoholic beverage sales will begin at 12:00 p.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.

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

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

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**STANDARD BANQUET TERMS AND CONDITIONS**

1. **ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the 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 5% more than this guaranteed minimum.

3. **LABOR CHARGE:** If the guaranteed number for your event is less than 15 persons, we will add a $50 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:** We do not charge a gratuity to the food and beverage total including applicable state or local tax. 20% 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. 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 $4.50 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our (Guest Services Manager and/or Bell Captain or Catering/Event Manager).

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

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

**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 24 hours with key access.

For large quick printing or copying jobs, we recommend calling:
  Fed Ex Kinko’s Office & Print
  1020 Woodward Ave.
  Detroit, MI 48226
  (313) 963-2446
  www.Kinkos.com
  M-F 8am – 8pm

BUS/BUS COMPANIES
Greyhound Bus Lines
1001 Howard Street
Detroit, MI 48226
(313) 961-8011
www.greyhound.com
M-Su 6am-11:30pm

CAR RENTAL AGENCIES
Following are the three Hilton Doubletree Guest Suites Fort Shelby/Detroit Downtown preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011
Local phone number: 313-259-1543
Locations: 1949 East Jefferson

Avis Rent-A-Car 800-321-3712

Budget Rent-A-Car 800-527-0700
**CASH PAYING GUESTS**
In the event a hotel guest does not have a major credit card to secure his/her room, the Doubletree Guest Suites Fort Shelby/Detroit Downtown will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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

**CHANGING FACILITIES/DAY USE**
Please contact your Catering/Event Manager regarding our changing facility.

**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 Doubletree Guest Suites Fort Shelby/Detroit Downtown. Identification may be required.

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

**Early Departure**
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be an early departure fee in the amount of one nights room and tax 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 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 Doubletree Guest Suites Fort Shelby/Detroit Downtown 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.

**COFFEE MAKER**
Enjoy a complimentary coffee or tea in the privacy of your room by the celebrity chef Wolfgang Puck.

**COMMUNITY OUTREACH**
The CARE Committee will take part in various charities focusing on the surrounding community of the Doubletree Guest Suites Fort Shelby/Detroit Downtown.

**CONCIERGE**
The Concierge will be located on the Lounge Level.

**CONVENTION CENTER DETROIT**
Cobo Center
One Washington Blvd.
Detroit, MI 48226
313-877-8111
[www.cobocenter.com](http://www.cobocenter.com)
Travel time about 5 minutes

**CORKAGE**
A $75.00 per bottle fee will apply for any outside beverage brought into the hotel. No outside beverage will be allowed in any banquet space or public space without written consent of the General Manager of the Doubletree Guest Suites Fort Shelby/Detroit Downtown Hotel. No outside beverages are allowed.
**CREDIT CARDS**
The Doubletree Guest Suites Fort Shelby/Detroit Downtown accepts most major credit cards including American Express, Visa, Mastercard, Discover, Diners Club and JCB.

**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.

**DANCE FLOOR**
Dance floors are available for your event through the sales and catering department.

**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.

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

**DIAGRAMS**
Diagrams are available on our website or contact your Catering/Event Manager.
**DIETARY REQUIREMENTS**
Our Chef will provide meals for your attendees with special dietary requirements. Please advise your Catering/Event Manager if a special meal is required.

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

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**DIRECTIONS TO THE HOTEL**
From: Detroit Metropolitan Wayne County Airport
[http://www.mapquest.com/mq/3-6C4Z](http://www.mapquest.com/mq/3-6C4Z)
West on Fort five blocks, turn right on 2nd Street. Follow 2nd Street one block to Lafayette and turn right. Hotel Entrance is on right.

From: Doubletree Guest Suites Fort Shelby/Detroit Downtown to Airport
[http://www.mapquest.com/mq/2-kSp0](http://www.mapquest.com/mq/2-kSp0)

Hotel website:
[www.detroitsuites.doubletree.com](http://www.detroitsuites.doubletree.com)

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**DRUG STORES**
CVS Pharmacy (0.4 miles away)
1037 Woodward Avenue
Detroit, MI 48226
(313) 963-1007
(313) 963-1197 - Fax
[www.cvs.com](http://www.cvs.com)

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**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry services are available by dialing extension 0. Garments picked up prior to 8:00 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 8:00 a.m. will be returned the following day by 6:00 p.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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eEVENTS
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 Catering/Event Manager if you require an electrical services request form to secure additional power and/or labor services. All requests for power requirements are to be communicated to your Catering/Event Manager.

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

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ELEVATORS
The Doubletree Guest Suites Fort Shelby/Detroit Downtown hotel has 3 guest elevators located in the lobby on the main floor.

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EMERGENCY PROCEDURES
The Doubletree Guest Suites Fort Shelby/Detroit Downtown is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 0.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 0 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
- Our 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 and hospital: Harper Hospital – ER (1.5 miles north) 3990 John R St # 5, Detroit, MI 48201 (313) 745-9131

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ENTERTAINMENT
The Doubletree Guest Suites Fort Shelby/Detroit Downtown 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

- Day Meeting Package (DMP) - $99.00 plus tax
  - Dedicated Conference Planner
  - Complimentary General Session Meeting Room, including:
    - Audio Visual Package* with LCD
    - Complimentary High Speed Internet Access
  - Upgraded Continental Breakfast
  - All-Day Continuous Breaks
  - Luncheon Buffets on your schedule
  - Includes Service Charge and Gratuities
  - Business Center Services
  - Complimentary Parking

- Complete Meeting Package (CMP) - $149.00 plus tax
  - All-Suite Guest Room Accommodations
  - Complimentary Wired and Wireless Internet Access in Guest Rooms
  - Dedicated Conference Planner
  - Complimentary General Session Meeting Room, including:
    - Audio Visual Package* with LCD
    - Complimentary High Speed Internet Access
    - Complimentary 24-hour hold
  - Breakfast Buffet on your schedule
  - All-Day Continuous Breaks
  - Luncheon Buffets on your schedule
  - Includes Service Charge and Gratuities
  - Business Center Services
  - Complimentary Parking
  - Dinner Buffet
• Modified Meeting Package (MMP) - $109.00 plus tax
  o All-Suite Guest Room Accommodations
  o Complimentary Wired and Wireless Internet Access in Guest Rooms
  o Dedicated Conference Planner
  o Complimentary General Session Meeting Room, including:
    ▪ Audio Visual Package* with LCD
    ▪ Complimentary High Speed Internet Access
    ▪ Complimentary 24-hour hold
  o Breakfast Buffet on your schedule
  o All-Day Continuous Breaks
  o Luncheon Buffets on your schedule
  o Includes Service Charge and Gratuities
  o Business Center Services
  o Complimentary Parking

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

FAX MACHINES
Fax machines are available for use at the front desk as well as the Conference Management Center on the second floor.

FAX NUMBERS
For Guests: (313) 963-5604
Catering/Convention Services office: (313) 963-8901
Sales office: (313) 963-8901
Reservations office: (313) 963-5604

FIRE CODES
The following are a few general regulations that typically fall under local fire authorities’ specifications. They should be considered when planning and coordinating space, decorations, etc., in the ballrooms and meeting rooms, as well as all other applicable laws, codes, and regulations.
Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles or corridors shall be maintained leading directly to every exit and shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel. The aisle needs to be as wide as or wider than the exit to which they are leading.

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

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

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

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

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

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

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

It is ultimately the group’s responsibility to ensure that your event complies with all applicable laws, including, but not limited to fire and safety codes, rules and regulations.
FITNESS CENTER
Doubletree Fitness by Precor- cardio equipment with personal TV screens, free weights and room to stretch.

Hours of Operation:
The fitness center will be open 24 hours a day with guestroom key access.

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

FLORAL/FLORIST
Please contact your Catering/Event Manager for local vendor assistance 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
The Freight Elevator services the hotel from the basement to the 10th floor.

GENERAL MANAGER
Shannon Dunavent joined the Hilton Doubletree Guest Suites Fort Shelby/Detroit Downtown in the month of May 2008, as General Manager. She has been in the hotel industry since 1987, previously holding positions as General Manager at the Hilton Troy

Shannon Dunavent is thrilled to welcome your group to the Doubletree Guest Suites Fort Shelby/Detroit Downtown 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 front desk and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

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

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

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

GOLF COURSE INFORMATION
The following are a list of golf courses in the area: Chandler Park, Detroit Golf Club, New Rogell, Glenhurst Golf Club, Palmer Park Golf Course, and Rouge Park Golf Course.

For additional courses or information regarding any other the following please contact the hotel concierge.

Facilities
See concierge department for specific areas of interest.

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

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

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

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

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

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

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GUEST ROOMS

Spacious guest suite contains either one king or two queen Doubletree Sweet Dreams beds and separate living room with pullout sofa bed. Bedroom and living room each feature a 32-inch Flat screen, LCD HDTV with premium movie channel, games and pay-per-view movies.

The hotel’s current bedding breakdown is as follows:
114 King; 89 Queen/Doubles.

Michigan 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 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.

HHONORS FLOOR
The 10th floor is where the executive lounge will be located and is also the Hilton Honors floor.

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. 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 Doubletree Guest Suites Fort Shelby/Detroit Downtown

Location: 1st and Lafayette  
Address: 525 W. Lafayette, Detroit, MI 48226  
Telephone: 313-963-5600  
Telex:  
Facsimile: 313-963-5604  
Reservations: 1-800-222-TREE  
Website: www.DetroitSuites.Doubletree.com  
Developer:  
Managed By:  
Grand Opening: December, 15th 2008  
Last Renovation:  
Architects:  
Employees (Full-Time, Part-Time):

Brief Description:  
Awards:

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**HOTEL MAP**
Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions at $1.50 each.

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**HOUSEKEEPING**
Daily housekeeping services, which consist of general cleaning, take place between 8:00 a.m. and 4:30 p.m. 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.

Turndown service available upon request, please contact Housekeeping or the hotel operator.
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 24 hours a day for breakfast, lunch, and dinner with a limited late night menu from 11pm to 6am. 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 18 % and is posted automatically on all checks. A delivery fee may also apply.

INTERNET SERVICES
The Doubletree Guest Suites Fort Shelby/Detroit Downtown provides 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. If you wish to have a lock changed there will be a $150 charge per door/per room and you may be required to sign a hold harmless agreement.

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

KEY HOTEL CONTACTS
The Doubletree Guest Suites Fort Shelby/Detroit Downtown Managing Committee consists of the following people:
General Manager    Shannon Dunavent
Director of Food & Beverage   Kelli Petrena
Director of Finance    Bill Millard
Director of Front Office   Matt Pascoe
Executive Chef    Brad Durr
Director of Housekeeping   Charyl Martin
Director of Engineering   Jerry Michalak
Director of Sales and Marketing  Bill Aprill
Director of Catering    Dee Cody
Director of Events    Al Davillier

KIOSKS (IF APPLICABLE)
The Doubletree Guest Suites Fort Shelby/Detroit Downtown 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. Please ask your Catering/Event Manager for kosher suggestions.

LAUNDRY/VALET – SEE DRY CLEANING
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. Please contact the front desk for area limo services.

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

Linen colors (Napkins & Tablecloths): Cream or White  
Additional colors can be ordered for an additional fee provided by an outside vendor.

**LIQUOR LAWS**
The State of Michigan has strict liquor laws that must be followed by the Doubletree Guest Suites Fort Shelby/Detroit Downtown. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Doubletree Guest Suites Fort Shelby/Detroit Downtown, no group may bring in their own alcohol to be served. The legal drinking age in Michigan is 21.

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

**LOAD-IN/LOAD-OUT (PRODUCTION, DÉCOR AND STAGING)**
Please refer to the Production Resource Guide.

**LOADING DOCK**
The loading dock is located on the Northwest corner of the building. All deliveries should be scheduled through our Director of Purchasing. More information available upon request.
LOST AND FOUND
It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

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

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MANAGER ON DUTY (M.O.D.)
For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 0.

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MAIL SERVICES
Stamps are for sale at the front desk.

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 1401 W Fort St # M106, Detroit, MI and can be reached at (313) 226-8075.

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MASTER ACCOUNTS
See Sales Agreement.

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MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Hospital
• Harper Hospital  
  3990 John R St # 5  
  Detroit, MI 48201  
  (313) 745-9131  
  **Travel time from the hotel is about 3 minutes**

**Ambulance**

• Same as above – Emergency Room about 1.5 miles north  
  Available 24 hours a day

**MEETING PACKAGES**
See executive meeting packages.

**MEETING ROOM CAPACITIES**
Meeting space diagrams available upon request; Contact the Sales and Catering Department for details.

**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 $3.00 per item/per move.

**MEETING ROOM RENTAL**
Contact Sales and Catering department.

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

• Banquet or classroom tables and chairs  
• Linens  
• Pads and pens or pencils  
• Ice water  
• Lectern
Basic meeting room set up is complimentary. Depending upon the extent of the setup requirements, additional charges may be incurred. Please contact your Catering/Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are set non-smoking.

MUSIC/MUSICIANS
The Doubletree Guest Suites Fort Shelby/Detroit Downtown has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

NEWSPAPERS/PUBLICATIONS
Newspapers are available at our hostess stand as well as at our Bearclaw Coffee shop.

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

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

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

Business Center is open 24 hours with key access.

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

Fed Ex Kinko’s Office & Print
1020 Woodward Ave.
Detroit, MI 48226
(313) 963-2446
www.Kinkos.com
M-F 8am – 8pm
PARKING
The Doubletree Guest Suites Fort Shelby/Detroit Downtown offers self-parking in neighboring parking lots.

We also offer valet parking at the rate of $20.00 per day for overnight guests.

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

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

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

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

PIANOS
If your group requires a piano your Catering/Event Manager can rent them from an outside source.

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.

POST EVENT REPORT
For meetings and conventions with more than 100 rooms on peak night, your Event Manager will complete a Post Event Report. This report details room pick-up and food and beverage revenues.
POSTING OF EVENTS
Event posting is located in the lobby of the hotel.

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

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

PRINTING SERVICES
Fed Ex Kinko’s Office & Print
1020 Woodward Ave.
Detroit, MI 48226
(313) 963-2446
www.Kinkos.com
M-F 8am – 8pm

PRODUCTION GUIDELINES
Your Event Manager will provide you with the hotel’s Production Resource Guide.

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

PUBLIC TRANSPORTATION
The hotel shuttle operates upon availability and picks up and drops off near the front of the hotel. This complimentary shuttle operates within a 5 mile radius.

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

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**RECYCLING**  
The Doubletree Guest Suites Fort Shelby/Detroit Downtown operates its facilities in an environmentally friendly manor.

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

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

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

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

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

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**RESTAURANTS/LOUNGES**
- Bearclaw Coffee Shop – open from 6:00am – 10:00pm
• The Round bar – open from 11:30am – 11:00pm Monday-Thursday
  11:30am – 12:00am Friday & Saturday
  12:00pm – 11:00pm Sunday
• Sushi bar – open from 11:30am – 11:00pm
• Finn & Porter Restaurant – open Monday-Sunday
  o Breakfast – 6:30am – 11:00am
  o Lunch – 11:30am – 2:00pm
  o Dinner – 5:00pm – 10:00pm
• Room Service – open Monday-Sunday
  o Breakfast – 6:00am – 11:00am
  o All Day Dining – 11:00am – 11:00pm
  o Late Night – 11:00pm – 5:00am

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

RESTROOMS
Public restrooms are located in the basement level, main floor off of the restaurant, and on the 2nd floor.

ROBES
Robes are available in the guest room suites located on the Executive Floor (10th floor).

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

SAFES/SAFE DEPOSIT BOXES
Safes are available in each guest suite. Safe deposit boxes are available at the front desk.

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

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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 (your catering/event contact)
Hotel Name / Address / City State ZIP
Phone
Fax
Number of packages in that shipment

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

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

**Shipping from the Doubletree Guest Suites Fort Shelby/Detroit Downtown**
The Doubletree Guest Suites Fort Shelby/Detroit Downtown utilizes FedEx, UPS, and DHL for our shipping needs. Please see the front desk for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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**SHOE SHINE**
Shoe shine will be available in the lobby.

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SIGNAGE/BANNERS
The Doubletree Guest Suites Fort Shelby/Detroit Downtown 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 $10.00-$30.00 each.

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

SITE INSPECTION/PRE-PLANNING
Menu tastings will be set up through the Sales and Catering Department after contract has been signed.
Comp rates are argued upon based on group needs and hotels consent all comp rates must be argued upon in the group hotel contract.

SMOKING
A limited number of smoking rooms are available within the hotel.

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 Audio Visual Director can be reached by dialing the Operator.

Anchor systems or supplemental systems will be required for all outdoor locations.

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

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SUITES
All suite property: Spacious guest suite contains either one king or two queen Doubletree Sweet Dreams beds and separate living room with pullout sofa bed. Bedroom and living room each feature a 32-inch Flat screen, LCD HDTV with premium movie channel, games and pay-per-view movies.

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TAXES
The current Michigan State General Excise Tax is 6%. The current Michigan State Hotel Tax is 11%. So the total taxed is 15%.

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

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TAXICABS
For the city of Detroit there are numerous taxi companies available to our guests. The Doubletree Guest Suites Fort Shelby/Detroit Downtown recommends Checker Cab at (313) 963-5005.

The standard rate for transfers from the Detroit Metropolitan Wayne County Airport to the Doubletree Guest Suites Fort Shelby/Detroit Downtown is approximately $60 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. Price is $30.00 + tax per day.
**DID Lines**
Installation fees will apply and are based on availability. DID lines can be used for Long Distance, minimal PC and fax can work as well. For more information please contact your Sales or Catering representative.

**B1 Telephone Lines**
Outside line, not connected to the hotel switchboard. (Dedicated Number)
This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.
The hotel operators need (2) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines.
Weekly fees will apply and are based on availability.

**Internet Access**
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices - The set-up fee is $175.00 for the first personal computer and $75 each for each additional personal computer.

**Guest Room Calls**

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

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

Applicable Taxes will be added ● Rates subject to change.
You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. 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.
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
We have video conferencing equipment - can be installed in all public space rooms except the Boardroom and Board Dining room (Inquire).

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

THEME PARTIES
The Doubletree Guest Suites Fort Shelby/Detroit Downtown 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 the concierge.

WEATHER
Depending on the season, the weather at the Doubletree Guest Suites Fort Shelby/Detroit Downtown varies from a low of 5 degrees to a high of 95 degrees. Before visiting the
Doubletree Guest Suites Fort Shelby/Detroit Downtown, 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.

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

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**WORSHIP SERVICES**
Please see the front desk for a list of places of worship in the area.

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