Welcome to meetings, conventions and special events at the Hilton Omaha. 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.

Our goal is to be Best to Do Business With. To assist you in the planning process, we have compiled the following hotel information. Please note that all pricing is subject to change. We look forward to assisting you in planning a successful event.

Hilton Omaha
1001 Cass Street
Omaha, NE 68102

www.hilton.com
www.omaha.hilton.com
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GENERAL INFORMATION

Location:
- 2.5 miles from Omaha’s Eppley Airfield offering complimentary airport shuttle
- Connected to the Qwest Center Omaha by a glass enclosed skywalk
- The Old Market Area is within walking distance from the hotel in the downtown area featuring a historic and charming atmosphere with relaxing places to stroll, shop, dine, listen to live music, enjoy galleries and more. Transportation is available as needed.
- Riverfront area next to the hotel offering an oasis along the river with paved walkways, park benches, Heartland of America public park, Lewis & Clark Landing open spaces, historic monuments, and riverside dining.

Guest Room Accommodations:
- 450 guest rooms with 16 suites in an 8-story hotel
- 14 ADA compliant rooms
- Smoking & Non-smoking rooms available
- Executive Level rooms available
- Concierge Service

Meeting & Banquet Facilities:
- Over 30,000 sq. ft. of meeting space including a 7,000 sq. ft. pre-function area with a sweeping glass wall overlooking the city.
- 10,000 sq. ft. ballroom and 15 individual breakout rooms on one dedicated level of the hotel
- Registration desk, coat check, and office area available for meeting planner
- High speed internet access in all rooms
- Dedicated Event Services Manager to oversee your event
- Electronic reader boards throughout the hotel
- A business center equipped with computers, printers, fax, and copier

Standard Amenities:
- Full size hairdryer
- Coffee maker
- Full size iron and ironing board
- 27” television with remote control, in-room movies and games, and cable programming
- Crabtree & Evelyn brand bathroom amenities
- Personal refreshment center
- Fine wood desk work area
- High speed internet access on two 2-line phones
- Individual thermostat controls
- Alarm clock radio & nightlight
- Suite Dreams bed
- Natural fill down blanket and comforter
- Choice of feather or foam pillows
- Room Service
- Business Center access
- Valet dry cleaning
- 3-level attached parking garage and surface parking lots

Executive Level Amenities:
Executive Level rooms include all Standard Amenities plus these upgraded amenities:
- Private access
- Plush personal robes
- Retractable vanity mirror, bathroom scale, and upgraded bathroom amenities
- Turn down service
- 32” television with remote control, in-room movies and games, and cable programming
- Private Executive Lounge serving complimentary continental breakfast and hors d’oeuvres
- Executive Level Concierge Service
- Coffee Butler service
- In-room air purifiers

On-Site Dining:
- Liberty Tavern – Full-service restaurant offering a celebration of comfort food with a wide variety of regional specialties and all-American favorites in the casual, comfortable atmosphere of this intimate tavern. Modeled after the great American grills of the 1920s with their straightforward food and home-cooked techniques. It’s soul satisfying. Restaurant is open for breakfast, lunch, and dinner. Tavern Lounge open from afternoon to late evening
- Java Coast Coffee Emporium – Experience the ultimate gourmet coffee experience in café seating indoors, outdoors, or to go. Open from morning through evening.

Health Facilities
- Fitness Center & Spa offering a variety of popular spa treatments
- Indoor pool and whirlpool with outdoor sunbathing deck
- Men’s and women’s locker rooms with sauna, steam rooms, and spa treatment rooms
- State-of-the-art workout room featuring cardiovascular machines and weights
Dining Information

At Liberty Tavern, it is our commitment to bring you the best and freshest artisan products from around the United States and only the United States. Chef Wheeler and his exceptional culinary team have, through an extensive search, found Artisan growers and specialty purveyors. These partners share our passion and desire for providing unique products of the finest quality at your table in a feast for eyes and palate.

Liberty Tavern is the only restaurant in Nebraska that is partnered with Chefs Collaborative. This nationwide network is made up of Chefs, Artisan Growers, Ranchers, and Educators dedicated to the goal of sustainable resources and organic farming. This collaboration allows us to shorten the distance from field to fork and helps us bring to you the best in seasonal goods. We believe in diversity and traditional farming techniques, responsible fisheries and humane meat production.

LIBERTY TAVERN MENU

Breakfast Menu

THE TWENTY DOLLAR OMELET Three Egg Omelet Packed with Maine Lobster, Asparagus Tips and Sautéed Seasonal Mushrooms Folded Over Strips of Grilled Beef Tenderloin Smothered in Hollandaise Sauce
SALMON LOX with Bagel, Cream Cheese, Capers, Onions, Tomatoes and Egg Brunoise
BREAKFAST BURRITO Tomato Tortilla Stuffed with Scrambled Eggs, Onion, Peppers, Sausage, Potato and Cheese, Served with Salsa & Sour Cream
FRIED EGG SANDWICH Crisp Pancetta Bacon, Cheddar Cheese, Smoked Tomato Mayo on Grilled Sourdough
CINNAMON FRENCH TOAST Dusted with Powdered Sugar, Served with Whipped Butter and Warm Maple Syrup
THREE EGG OMELET Build Your Own, From a Choice of Ham, Bacon, Green Peppers, Mushrooms, Spinach, Onion, Cheddar Jack or Swiss Cheese Served with Toast and Home Fried Potatoes
LIBERTY STEAK AND EGGS 6oz New York Strip Steak and Two Eggs Any Style, Served with Home Fried Potatoes and Toast
TAVERN WAFFLE Malted Waffle Served with Warm Maple Syrup and Fresh Berries
BUTTERMILK PANCAKES Served with Warm Maple Syrup and Fresh Berries
EGGS BENEDICT Toasted English Muffin and Canadian Bacon with Poached Eggs and Hollandaise Sauce Served with Home Fried Potatoes
BISCUITS AND GRAVY  Freshly Baked Biscuits with Rich Sausage Gravy
HASH AND EGGS  Grilled Corn Beef Hash with Two Poached Eggs, Served with Toast
HOT OATMEAL  Brown Sugar, Raisins and Fresh Fruit
FRESH SEASONAL FRUIT PLATE  with Cottage Cheese or Yogurt
LOW CARBOHYDRATE BREAKFAST Three Eggs with Your Choice of Cheddar, Jack or Swiss Cheese, Served with Bacon
*Substitute a 6 oz New York Steak for an Additional Cost.
LOW CHOLESTEROL MARGARINE, NONFAT MILK AND SUGAR FREE SYRUP AVAILABLE UPON REQUEST
SIDES  Bacon, Sausage: Links or Patty, Ham Steak; Home Fried Potatoes, Toast, English Muffin, Fresh Muffin, Danish, or Bagel, Fresh Fruit Cup
BEVERAGES  Juice: Orange, Grapefruit, Apple, Tomato, V8 or Cranberry, Vienna Roast Coffee: Decaf or Regular, Regular or Herbal Teas, Hot Chocolate, Milk (2%, Skim or Chocolate), Coke Product Soft Drinks

Lunch Menu
SOUP
STEAKHOUSE CHILI  Slow Braised Beef Simmered in a Rich Tomato Sauce, Topped with Red Onions and Cheddar Jack Cheese
HOUSE MADE TOMATO SOUP  Creamy Tomato and Fresh Herb Soup, Topped with Feta Cheese Crumbles

SALADS
FLAT IRON STEAK SALAD  Mixed Field Greens, Golden Ridge Bleu Cheese Crumbles, Carrots, Cucumbers, Port Wine-Raisin Vinaigrette and Crowned with Crispy Onions
SOUTHWEST SMOKED CHICKEN SALAD  Spinach, Mushrooms, Apple Wood Smoked Bacon, Avocado, Jalapeno Jack Cheese, Corn Salsa and Fried Tortilla Chips, with a French Garlic Dressing
SESAME TUNA SALAD  Fresh Yellow Fin Tuna Seared Rare, Napa Cabbage and Romaine Lettuce Tossed with Peanuts, Bean Sprouts and Scallions in Ginger Carrot Vinaigrette
CAESAR SALAD  Crisp Romaine Lettuce, Creamy Garlic Dressing, Parmesan Cheese with Herbed Croutons
CALIFORNIA COBB SALAD  Mixed Baby Greens Tossed with Golden Ridge Bleu Cheese Dressing and Crowned with Chopped Egg, Niman Ranch Apple Wood Smoked Bacon, Avocado, Tomato, Black Olives and Roasted Applegate Farms Turkey Breast
CRAB AND AVOCADO SALAD  Citrus Tinged Crème Fraîche Dressing, Mango, Baby Spring Lettuce, and Yellow Tomatoes

SANDWICHES
ALL SANDWICHES SERVED WITH A CHOICE OF SWEET POTATO FRIES, FRENCH FRIES, FRESH FRUIT OR POPPY SEED STYLE SLAW
TAVERN BURGER  Fresh Half Pound Kobe Beef America Patty, House Steak Sauce, Caramelized, Seasonal Sweet Onions, Sautéed Mushrooms and Grafton Village White Cheddar on a Brioche Bun
PATTY MELT  Fresh Half Pound Kobe Beef America Patty, Caramelized Seasonal Sweet Onions, Fanny Mason Baby Swiss and Vermont White Cheddar on a Marble Rye
LIBERTY BLT  Apple Wood Smoked Bacon, Crisp Romaine Hearts and Yellow Garden Tomatoes Served on a Toasted Brioche Bun with Smoked Tomato Mayo and Shaved Red Onion
FRIED EGG SANDWICH  Crisp Pancetta Bacon, Cheddar Cheese, Smoked Tomato Mayo on Grilled Sourdough
BLACKSTONE REUBEN  Thinly Sliced Corned Beef and Sauerkraut, 1000 Island Dressing, Fanny Mason Farms Baby Swiss on Grilled Marble Rye
LITTLE HAVANA  Slow Roasted Pork Shoulder, Sliced Ham, Swiss Cheese, Lemon-Thyme Mustard on Grilled Sourdough
KANSAS CITY BBQ PORK WRAP  Slow Braised Pure American Pork Pulled Shoulder, Apple Bourbon BBQ Sauce and Coleslaw
GRILLED VEGETABLE WRAP  Chili Marinated Squash, Mushrooms, Eggplant, Roasted Red Peppers and Cheddar Jack Cheese in a Grilled Spinach Wrap
OMAHA STRIP STEAK SANDWICH Grilled Angus 6oz NY Strip, Onion Marmalade, Golden Ridge Bleu Cheese and Horseradish Aioli on Grilled Tribeca Bakery Baguette
TURKEY & BRIE Applegate Farms Naturally Raised Turkey, Wisconsin Brie, Bibb Lettuce, and Cranberry Cream Cheese on Tribeca Bakery Oven Honey Multi-Grain Loaf

ENTRÉES
TV DINNER Thick Sliced Grilled Meatloaf, Asiago Mashed Potatoes, Seasonal Vegetables and Kentucky Bourbon Shallot Gravy. Finished with a Homemade Apple Crisp
FRESH FISH OF THE DAY French Green Beans, Apple Wood Smoked Bacon, Fingerling Potato Hash, and Smoked Tomato Compound Butter
PASTA SALTIMBOCCA Chicken Breast, Proscuitto Ham, Sweet Peas, Fettuccini, Tossed with a Marsala-Sage Sauce, and Finished with Parmesan Cheese
VEGETABLE MAC & CHEESE Cavatappi Pasta, Roasted Red Peppers, Spring Asparagus Tips, and Seasonal Mushrooms Bathed in a Belle Farms Goat Cheese and Vermont White Cheddar Cheese Sauce
PASTA AGNOLOTTI Stuffed with Broccoli Rabe and Ricotta Cheese, Sun Dried Tomatoes and Local Basil Pesto, Crowned with Grilled Smoke House Farms Pheasant Sausage
CHICKEN CLUB TOSTADA Fried Blue Corn Tortilla, Lettuce, Grilled Chicken Breast, Bacon, Melted Cheddar and Jack Cheese, Finished with a Jalapeno Cream and Pico de Gallo Crown

Dinner Menu
SOUPS & SALADS
BEET AND ARGULA SALAD Roasted Baby Beets, Warm Goat Cheese Beignets with a Port Wine and Raisin Vinaigrette
WEISER FAMILY FARMS ARUGULA SALAD Extra Virgin Olive Oil, Belle Farms Goat Cheese and Candied Ginger
CAESAR SALAD Traditional Caesar with Garlic Croutons and Parmesan Cheese
LIBERTY HOUSE SALAD Mixed Greens Tossed in Our Parmesan, Black Peppercorn Dressing
HOUSE MADE TOMATO SOUP Creamy Tomato and Fresh Herb Soup, Topped with Feta Cheese Crumbles
TAVERN CHILI Slow Braised Beef Simmered in a Rich Tomato Sauce, Topped with Red Onions and Cheddar Jack Cheese

STEAKS
We proudly serve USDA Certified Angus Beef. This beef represents the top 8% of all beef produced, and is renowned for its delicate marbling. It is aged for a minimum of 21 days.
All steaks are rubbed with our house seasoning and basted with a special Herb Garlic Butter accompanied by our Feta Au Gratin Potatoes and Tomato Florentine.
12oz OMAHA STRIP STEAK
8oz FILET MIGNON
16oz T-BONE
8oz FLATIRON
All of our steaks are fired in our 1700º Broiler. The broiler sears the exterior of the steak from every angle ensuring that none of the precious juices escape, this allows all of the marbling to marinade the meat and create the perfect steak. Below, you will see how we prepare our steaks to temperature.
RARE – Cold Red with a Slight Purple Center
RARE – Cool to Warm Red Center
MEDIUM – Warm Red Center
MEDIUM WELL – Hot Pink Center with Very Little Red
WELL DONE – No Pink
SIDES Asiago Whipped Potatoes, Fresh Steamed Asparagus, Creamed Spinach, Loaded Baked Potato, Seasonal Steamed Vegetables, Seasonal Sautéed Mushrooms

SIGNATURE SELECTIONS
CHEF WHEELER’S TASTING MENU Let your taste buds run wild! Let your server tempt you with Chef’s Weekly Gastronomic Delights from his Tasting Menu
**18oz BONE IN RIB EYE** Grilled Asparagus, Roasted Shallots, Fingerling Potato, and Oven Cured Tomato Hash, Finished with Red Wine Sauce

**NEW ENGLAND SEAFOOD POT PIE** Maine Lobster, *New Bedford* Sea Scallops, and Gulf Shrimp Tossed with Sweet Peas, Carrots, and Red Bliss Potatoes in a Sherry Laced Cream Sauce, Crowned with an Herbed Pastry

**APPETIZERS**

**WARM GOAT CHEESE GALETTE** Sun Dried Tomato, Artichokes, Arugula, and Basil Pesto Compote

**MAINE LOBSTER CAKES** Smoked Tomato-Tarragon Sauce, and Midwest Corn Relish

**MODERN BEEF TARTAR** Rare Beef Tenderloin, Dijon Mustard, Capers, Red Onions, Crisp Potato Chips, and a “One Eye Susan”

**HAWAIIAN AHI TUNA** Poached in Ginger Butter, Arugula Salad with Soy-Wasabi Caramel

**CLASSIC SHRIMP COCKTAIL** Steamed Juno Shrimp, Lemon, Horseradish, and Chili Sauce

**GRILLED ASPARAGUS** Poached Farm Egg, Braised Pork Belly Vinaigrette, and Shaved *Pleasant Ridge Reserve* Cheese

**ARTISAN CHEESE PLATE** Chef’s Selection of American Farmstead Handcraft Cheese, House Made Crackers, Fresh and Dried Fruit

**FLAT IRON STEAK PIZZETTE** Caramelized Onions, Portabella Mushrooms, BBQ Sauce and *Golden Ridge* Bleu Cheese on Our House Made Rosemary Flatbread

**ENTRÉES**

**FISH AND CHIPS** Panko Crusted Hawaiian Walu, Mashed Spring Sweet Peas, Thick Cut “Chips”, with Preserved Lemon and Caper Remoulade Sauce

**DUO OF WHITE MARBLE FARMS PORK** Center Cut Chop and Braised Pork Belly, French Green Beans, Hominy Two Ways, and Bourbon Demi-Glace

**NORTHWEST WILD KING SALMON** Dijon-Rye Crust, Sautéed Napa Cabbage, *Niman Ranch* Apple Wood Smoked Bacon, Fingerling Potatoes, Finished with a Horseradish Citrus Aioli

**GRILLED HAWAIIAN AHI** Stir-Fry of Spring Vegetables and Jasmine Rice, Tossed with Red Curry Coconut Sauce

**MIDWEST MEATLOAF** Asiago Mashed Potatoes, *Jim Beam Kentucky Bourbon- Shallot* Demi-Glace, Topped with a Vidalia Onion Haystack

**VEGETABLE MAC & CHEESE** Cavatappi Pasta, Roasted Red Sweet Pepper, Spring Asparagus and Seasonal Mushrooms, Bathed in *Belle Farms* Goat Cheese and *Grafton Village* White Cheddar Cheese Sauce

**PASTA AGNOLOTTI** Stuffed with Broccoli Rabe and Ricotta Cheese, Sun Dried Tomatoes and Local Basil Pesto, Crowned with Grilled *Smoke House Farms* Pheasant Sausage

**HERB ROASTED CHICKEN** Asiago-Chive Mashed Potatoes, Wilted Baby *Welser Family Farms* Spinach, and a Smoked Tomato-Tarragon Sauce

**SEA SCALLOP “BUBBLE TEA”** Sweet Crab and Pearl Couscous, Served with Saffron-Tomato “Tea”

**OLIVE OIL POACHED DUCK BREAST** Spinach Fondue, Wild Mushroom Ragout, with Star Anise Vinaigrette

**WILD MUSHROOM RISOTTO** Seasonal Mushrooms, Creamy Arborio Rice, Finished with a Touch of Truffle Oil and Shaved *Uplands Pleasant Ridge* Reserve Cheese, Accompanied with Seasonal Vegetables and Mom’s Garden Vegetable Gratin

**DESSERTS**

**LIBERTY FONDUE POT** Filled with Rich Cointreau Laced Chocolate Sauce, Served with Strawberries, Pound Cake, and Bananas for Dipping

**CRÈME BRULÉE** Rich Vanilla Custard Crowned with a Caramelized Sugar Crust, Accompanied by a Pirouette Cookie

**CITRUS 3 WAYS** Blood Orange Mousse, Meyer Lemon Pudding, and Key Lime Crème Brule

**BANANA’S FOSTER BREAD PUDDING** Caramel Rum Sauce and Banana Chip Brittle

**APPLE PATTY SHELL** a Warm Puff Pastry Shell, Stuffed with Cinnamon Ice Cream, Fresh Apples Tossed with Mint and Citrus Juices, Accompanied with Calvados Soaked Golden Raisins and Candied Cashews
STRAWBERRY RHUBARB COMPOTE Served Over French Vanilla Ice Cream with a Balsamic Drizzle
CHEESECAKE Chef’s Weekly Inspiration
CHOCOLATE ESPRESSO BAVARIAN TORTE Hazelnut Cream Anglaise and Fresh Whipped Cream
CHEESE PLATE Selection of Imported and Domestic Cheese, Fresh Fruit, and House Made Crackers

Hotel Shop Information

Java Coast Coffee Emporium

**Espresso**
Rich dark blend of finely ground coffee, brewed in a concentrated form, which yields a sweet smooth shot of espresso

**Americano**
Two shots of espresso with hot water added

**Breve**
Espresso with half and half

**Latte**
Espresso with steamed milk and topped with a dollop of foamed milk.

**Cappuccino**
Espresso with steamed and foamed milk

**Mocha**
Espresso with chocolate, steamed milk and topped with whipped cream

Also available in White Chocolate

**Coffee of the Day**
Fresh brewed Java Coast specialty coffee of the day

**Hot Tea**
Variety of distinctive black, green and blended teas by the bag

**Chai Tea Latte**
Select tea brewed with spices and blended with steamed milk

**Steamers**
Hot steamed milk with flavor of your choice

**Hot Chocolate**
Hot steamed milk with chocolate and topped with whipped cream

**Italian Sodas**
Club soda with your favorite flavor topped with whipped cream

**Hot Spiced Apple Cider**

**Smoothies (various flavors)**

**Bottled soft drinks**

Mineral Waters, Assorted Juices

Our chef prepares a wide variety of bakery items daily.

**Java Coast also supplies an assortment of:**

- Medicine
- Books
- Magazines
- Candy
- Postcards
- Toiletry Items


### Room Capacities

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</tr>
<tr>
<td>Castle</td>
<td>27’-4” x 41’-4” x 11’</td>
<td>1,134</td>
<td>63</td>
<td>117</td>
<td>34</td>
<td>34</td>
<td>30</td>
<td>60</td>
<td>N/A</td>
</tr>
<tr>
<td>Hill</td>
<td>27’-4” x 41’-4” x 11’</td>
<td>1,134</td>
<td>63</td>
<td>117</td>
<td>34</td>
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<td>30</td>
<td>60</td>
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<td>Fontenelle</td>
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<td>517</td>
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<td>N/A</td>
<td>12</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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</tr>
</tbody>
</table>

For any setup or capacity information not specified, please consult your sales professional.
SPA

Hilton Omaha Spa

Spa Service Menu

Hilton Omaha Signature Massage
50 minutes/$75

Aromatherapy Massage
50 minutes/$80

Deep Tissue Massage
50 minutes/$85

Cheyenne Hot Stone Massage
50 minutes/$90

Hilton Omaha Signature Facial
50 minutes/ $65

Gentleman’s Facial
50 minutes/$65

Anti-Aging Aqua Facial $70

Nebraska Rub & Scrub $65

Soothing Eye Facial $20

Lip Facial $20

For a full menu of spa and fitness services,
please call ext 4343

Hilton
Omaha
1001 Cass Street • Omaha, NE 68102
402-998-4343
RESOURCE INFORMATION

Advertising Opportunities
Affiliates
Airline Information
Amenities
Americans with Disabilities Act (ADA)
Audio/Visual
Automated Teller Machines
Baby-Sitting Services
Balloons
Banks
Banquet Beverage Selection
Banquet Curfews
Banquet Equipment
Banquet Menu Selection
Banquet Terms and Conditions
Bell Services
Billing
Box Lunches
Business Center
Bus/Bus Companies
Car Rental Agencies
Cash Paid Outs
Cash Paying Guests
Celebrity/ Dignitary Visits
Changing Facilities/Day Use
Check Cashing Privileges
Check-In and Checkout
Coat Check Services
Community Outreach
Concierge
Conduct of Event
Convention Center
Credit Cards
Credit Policy
Currency Exchange
Dance Floor
Decorations
Destination Management Companies (DMC)
Deposits
Diagrams
Dietary Requirements
Directions to the Hotel
Dry Cleaning
eEvents
Electrical
Elevators
Emergency Procedures
Entertainment
Exhibits
Fax Machines
Fax Numbers
Fire Codes
Flags
Floral/Florist
Food Donations
Freight Elevator
General Manager
Gift Certificates
Gift Ideas
Golf Courses
Gratuities
Group Reservations Identification Program (GRIP)
Group Check-In, Arrival and Departures
Guest List Manager
Guest Rooms
Guest Room Deliveries
Guest Service Hotline
Hair Salon
Health Club
Hold Harmless
Hospitality Desks
Hotel Facts/History
Housekeeping
In Conjunction With (ICW’s)
In-Room Dining
Interpretation/Translation Services
Internet Services
Key Cards
Key Hotel Contacts
Kiosks
Kosher
Labor
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
Load-In/Load Outs (Production, Decor, & Staging)
Loading Dock
Local Information
Lost and Found
Luggage Storage
Manager on Duty (MOD)
Mail Services
Massage Therapy
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
Parking
Personalized Group Web Page
Pets (policies)
Photography
Pianos
Pools
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Production Guidelines
Production Crew Meals
Public Transportation
Pyrotechnics
Radios/Pagers/Nextels
Recycling
Registration Assistance
Registration Desks
Reservations (RAPID!)
Restaurants/Lounges
Restaurant Reservations
Restrooms
Resumes
Rigging
Ropes/Stanchions
Rooming Codes/Rooming Lists
Safes/Safety Deposit Boxes
Security
Shipping and Receiving
Shopping
Signage/Banners
Smoking
Sound System
Spa
Special Meal Requests
Storage
Suites
Sunrise/Sunset
Taxes
Taxicabs
Team Member Recognition
Telephones/Telecommunications
Tours/Sightseeing
Trash Removal
Tuxedo/Formalwear
Voice Mail
Weather
Wheelchairs
Wired Payment
Worship Services
Zip-Out Checkout
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

Back to Resource Information

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 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>American Airlines</td>
<td>1-800-433-7300</td>
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<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
</tr>
<tr>
<td>Delta</td>
<td>1-800-221-1212</td>
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<td>Southwest</td>
<td>1-800-435-9792</td>
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<tr>
<td>United Airlines</td>
<td>1-800-241-6522</td>
</tr>
<tr>
<td>US Air</td>
<td>1-800-247-5692</td>
</tr>
</tbody>
</table>

Airport Information
The nearest airport is the Eppley Airfield located about 2.5 miles, approximately 5 minutes from the Hilton Hotel. Visit www.eppleyairfield.com for a map.

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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 provided by your Catering/Event Manager or advise us of your specific preferences or budgeting guidelines.
All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 15%. For a standard delivery, there is no charge for in house deliveries; however out of house charge is $2.00.

VIP Amenities are also available to order (listed below). Advanced notice of 24 hours is requested. A 15% service charge and Nebraska state sales tax will be added to the price.

Fruit & Cheese Basket $35.00
*Whole fruit w/cheese & crackers*

V.I.P. Fruit & Cheese Display $40.00
*Assorted domestic & imported cheeses accompanied with sliced fresh fruit and berries*

Visit to the Wine Country $50.00
*A bottle of our featured red wine, fruit, cheese & crackers*

True Romance $40.00
*Chocolate dipped strawberries, whip cream and a bottle of sparkling wine*

Chocolate Chip Cookies & Milk $15.00

Wake Up Omaha $20.00
*Hilton coffee mugs, Java Coast coffee packs & Biscotti for two*

The Ball Park $20.00
*Assorted candies, chips, pretzels, cracker jacks & two sodas*

Bottle of Wine
*Niebaum-Coppola Chardonnay or Hess Select Cabernet Sauvignon*

Truffle Assortment $18.00
*Gourmet Chocolates*

Bottle of Evian or Perrier $6.00

Special Requests are available with advanced notice.

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**AMERICANS WITH DISABILITIES (ADA)**
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.

**Back to Resource Information**
**AUDIO/VISUAL**

PSAV our audiovisual company brings over 14 years of experience in the field of audiovisual to your meeting at the Hilton Omaha. Hobbes J. Logan may be reached by dialing Main Line- 402-346-6434 or House Line- 402-998-4257.

Popular AV Packages

**Computer Display Package: Call for Details**

We offer a variety of LCD projectors at various price points. Please contact us directly with your specific requirements so we may recommend the appropriate projector for your event at competitive pricing.

**Presentation Support Package:**

6’, 7’, or 8’ Tripod Screen, Skirted Projection Cart, Power Cable and Power Strip

*Projector not included
*Add a Wireless Mouse
*Add a Flipchart

**Video Display Package I:**

VHS Video Cassette Recorder, 27” Color Monitor, 54” Skirted Display Cart, All Cabling, Extension Cords, Etc.

**Video Display Package II:**

DVD Player, 27” Color Monitor, 54” Skirted Display Cart, All Cabling, Extension Cords, Etc.

**Overhead Projection Package:**

Overhead Projector, Skirted Projection Cart, 6’, 7’, or 8’ Tripod Screen

*Package pricing does not include a 20% service charge

Audio Components

**Mixer/Amplifiers:**

4 Channel Mono Mixer
8 Channel Stereo Mixer

**Microphones:**

Wired Microphone
Wired Lavaliere
PZM Microphone
Wireless Microphone (Lavaliere)
Wireless Microphone (Handheld)

**Speakers:**

Powered Speakers
Contact PSAV to discuss other audio options such as, recording your event and large venue/concert sound systems

**Players/Recorders**

Mono Cassette Deck
Stereo Cassette Deck
CD Player

Projection Components

**35mm Projection/accessories:**
Kodak 35mm Slide Projector
Wireless Remote
Brite-Lite Lamp Module

**Overhead Projectors:**
Standard Overhead

**Screens and Drapes**

**Standard Screens:**
6’ Tripod Screen
8’ Tripod Screen
10’ Cradle Screen

**Professionally Dressed Fast Fold Screens & Drapes:**
9’ x 12’ Black Drape (Other drape sizes and colors available upon request)

**Video Components**

**Video/Data Projection:**
We offer a variety of LCD projectors at prices to fit every budget. Please call us with your specific requirements so we may recommend the appropriate projector for your event at competitive pricing.

**Video/Data Monitors:**
27” Video Monitor
50” Plasma Monitor
Various sizes of data, video and plasma monitors available. Please call us directly with your specific requirements.

**Players/Recorders:**
VHS Player/Recorder
DVD Player

**Cameras:**
Camcorder

**Switchers/Distribution:**
Video Distribution Amp
Video Switcher
VGA Distribution Amp
VGA Switcher

**Lighting Components**
Podium Lighting Package
Follow Spot Light (PSAV Operator Required)

**Computers**
Laptop Computer (Pentium IV)
Desktop Computer (Pentium IV)

**Event Support Equipment**
Flipchart w/ Markers (Standard Pad)
Laser Pointer
26”/42” Projector Cart
Press Box
Wireless Mouse
25’ Extension Cord
Power Strip
Flipchart Sticky Pad
4 x 6 Whiteboard

Labor Rates
Technicians are available on a 4-hour minimum:
Monday—Friday 7 a.m. – 5 p.m.
Monday—Friday 5 p.m. – 12:00 midnight
Monday—Friday midnight – 7 a.m.
Saturday and Sunday 7 a.m. – 5 p.m.
Saturday and Sunday 5 p.m. – 7 a.m.
All Holidays
Labor will be charged for set-up and tear-down of video projection, multi image, audio reinforcement systems, stage lighting, fast fold screens, and drape at the rates listed above. All prices listed are per room per day. Any equipment or technician canceled within 24 hours of a function’s start time will be billed at full price. There will be a 20% service charge on all equipment rentals.

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AUTOMATED TELLER MACHINES
There is an ATM conveniently located at the entrance of the Liberty Tavern Restaurant. There are also several ATMs located in Downtown Omaha representing many nationally recognized banks.

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BABY-SITTING SERVICES
The following childcare companies are licensed, bonded, insured and CPR trained. Parents should arrange directly with the company selected. None of the babysitting agencies are affiliated with the hotel, and as such, the hotel is not responsible for the services rendered by these agencies.

The fees for babysitting services vary by vendor and holiday rates may also apply. Direct payment is required to the vendor. No room charges or master billing for babysitting services is permitted.

Nannysource
15236 West Maple Road
Omaha, Nebraska 68116
402-493-0120
www.nannysource.net
Monday – Friday 9 a.m. – 5 p.m.
Weekend and Evening appointments available

**La Petite Academy**  
10707 Birch Street  
Omaha, Nebraska 68134  
402-496-3926  
[www.lapetite.com](http://www.lapetite.com)  
Hours of operation 6 a.m. – 6 p.m.

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**BALLOONS**  
There is a $200.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

**Bellevue Rental Center**  
204 Galvin Road North  
Bellevue, Nebraska 68005  
402-733-1300  
Monday-Saturday 7 a.m. – 5 p.m.  
Sunday 8 a.m. – 12 p.m.

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**BANKS**  
**First National Bank of Omaha**  
2920 South 24th Street  
Omaha, Nebraska 68108  
402-341-0500  
[www.firstnational.com](http://www.firstnational.com)

**Commercial Federal Bank**  
20th and Harney  
Omaha, NE 68102  
402-554-9250  
[www.comfedbank.com](http://www.comfedbank.com)

**Wells Fargo Bank**  
1919 Douglas Street  
Omaha, NE 68102  
1-800-869-3557  
[www.wellsfargo.com](http://www.wellsfargo.com)

Back to Resource Information
**BANQUET BEVERAGE SELECTION**

The *Hilton Omaha* 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:** Jack Daniel’s, Korbel, Canadian Club, Beefeater, Bacardi Silver, Dewar’s, Cuervo Gold, Hiram Walker Cordial, Skyy

**Premium Brands:** Makers Mark, Crown Royal, Tanqueray, Bacardi Select, Johnnie Walker Red, 1800 Resposado, Ketel One, Belvedere, Chopin, Grey Goose, Bombay Sapphire, Dewar’s 12yr, Johnnie Walker Black, Captain Morgan, Myer’s Dark, Jack Daniel’s Single Barrel, Patron Silver, Glenlivet 12yr, Glenfiddich 12yr.

**Cordials:** B&B, Baileys, Drambuie, Grand Mariner, Hennessy VS, Kahlua, Remy Martin VSOP.

**Beer:** Budweiser, Bud Light, Miller Light, Coors Light, Samuel Adams, Heineken, Michelob Ultra, Fat Tire.

**Champagnes & Sparkling White Wines**

**Champagne**
- Bouvet, “Signature Brut,” Taittinger, France
- Segura Viudas Aria, Brut, Spain
- Freixenet, Blancs de Blancs, Spain
- Veuve Clicquot Ponsardin, Yellow Label, France
- Corbel, Natural, USA
- Dom Perignon, France, 1996
- Chardonnay

Beringer, California
- Frei Brothers, California
- Kendall Jackson, Vintners Reserve, California
- Louis Jadot, Pouilly Fuissé, France
- Mirassou, California
- Robert Mondavi, Reserve, California
- Sonoma Cutrer, Russian River, California
- Cakebread Cellars, California
- White Wine Varietals

Beringer, White Zinfandel, California
- Woodbridge, Pinot Grigio, California
- Montevina, Pinot Grigio, California
- Trimbach, Reserve Pinot Gris, France
- Lindemans, Bin 95, Sauvignon Blanc, Australia
- Brancott, Reserve Sauvignon Blanc, New Zealand
- Covey Run, Riesling, Washington
Pine Ridge, Chenin Blanc, Viognier, California
Conundrum, California

Red Wines

Cabernet Sauvignon
Francis Coppola, Diamond, Claret, California
Fischer Vineyards, Coach Insignia, California
Franciscan, Oakville Estate, California
Merryvale, Reserve, California
Simi, California
Wente Vineyards, San Francisco Bay, California

Merlot
Blackstone, California
Burgess, “Napa,” California
Cypress, California
Frei Brothers, California
Kenwood, Reserve, California

Pinot Noir
Echelon Vineyards, California
Foley Estates, California
Robert Mondavi, Reserve, California

Red Wine Varietals
Penfolds, Thomas Hyland, Shiraz, Australia
Rosemount, Hill of Gold, Shiraz, Australia
Ravenswood, Vintners Reserve, Zinfandel, California
Rancho Zabacho, Dancing Bull, Zinfandel, California
St. Francis, Old Vines Zinfandel, California
Estancia, Red Meritage, California
Franciscan, Magnificat, California
Chateau Larose Trintaudon, Haut Medoc, France

Non-Alcoholic Beverages include:
Coca-Cola, Diet Coke, Sprite, Lemonade, Ice Tea

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

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BANQUET CURFEWS
In accordance with Nebraska liquor laws, all alcoholic beverage sales will conclude at 12:30 a.m. with beverages picked up and disposed of by 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.

Please note the hotel does not carry the following items:

* 60" Rounds
* 72" Rounds

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

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

BANQUET TERMS AND CONDITIONS
1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE: You agree to confirm with us the assigned function space before printing any materials listing specific meeting or function locations. The schedule of events in your sales agreement indicates the space is tentatively being held. Upon review of your event requirements, Event Orders (“EO”) will be sent to you to confirm all final arrangements and prices. These EO’s must be signed and returned prior to the event and will serve as a part of this agreement.

2. GUARANTEE OF ANTICIPATED REVENUE: At least 48 hours (2 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. You will be charged based on the event guarantee, or contracted revenue minimum, 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:** 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, contractors, or agents.  

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.  

**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 outlined in your contract. The current rate is $2.00 per person each way based on two bags per person with additional bags at $1.00 each, 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.

Free golf bag storage available upon request.

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 the Catering Department we can help you create your own customized lunch. If you wish to order box lunches for your group, your Catering/Event Manager will arrange the order for you and provide delivery to your specified location on the property.

Choice of Sandwich:
- Sliced Ham and Swiss on Rye Bread
- Chicken Salad on Buttery Croissant
- Smoked Turkey and Provolone on Kaiser Roll
- Herb Roasted Beef and Cheddar on Whole Wheat Bread

Choice of Salad:
- Potato Salad, Pasta Salad, Cole Slaw

Includes:
- Individual Chips
- Freshly Baked Cookie
- Whole Fruit
- Appropriate Condiments
- Soft Drink or Bottled Water

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

Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group’s needs, please refer to the Business Center or discuss them with your Catering/Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone’s needs in mind. Business hours are available 24 hours a day.
For large quick printing or copying jobs, we recommend calling:

**Kinko’s**
7110 Dodge Street
Omaha, Nebraska 68132
Phone-402-561-0039
Fax-402-561-6481
[www.kinkos.com](http://www.kinkos.com)
Open 24 Hours

**Copycat Instant Print**
1501 Howard Street
Omaha, Nebraska 68102
402-341-0720
[www.copycat.cc](http://www.copycat.cc)
Monday – Friday 7:30 a.m. – 5 p.m.

**BUS/BUS COMPANIES**

**Arrow Stage Lines**
4220 S. 52nd Street
Omaha, Nebraska 68117
402-731-1900
[www.arrowstagelines.com](http://www.arrowstagelines.com)
Monday – Friday 8 a.m. – 5 p.m.

**VIP Limousine**
4501 Abbott Drive
Omaha, Nebraska 68110
402-342-4328
[www.viplimo.com](http://www.viplimo.com)
Monday – Friday 8 a.m. – 9 p.m.
Saturday 9 a.m. – 9 p.m.

**Chief School Bus Service**
3111 S.67th Street
Omaha, Nebraska 68106
402-392-2144
Monday – Friday 7a.m – 4:30 p.m.

**Ollie the Trolley**
3417 S. 66th Avenue Circle
Omaha, Nebraska 68106
402-597-3596
Monday – Friday 9 a.m. – 4 p.m.
CAR RENTAL AGENCIES
Following are the three Hilton Omaha preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011
Local phone number: 402-422-6870
Locations: Eppley Airfield
5404 Abbott Drive
Omaha, NE 68110

Avis Rent-A-Car 800-321-3712
Local phone number: 402-422-6481
Locations: Eppley Airfield
4501 Abbott Drive
Omaha, NE 68110

Budget Rent-A-Car 800-527-0700
Local phone number: 402-348-0455
Locations: Eppley Airfield
4501 Abbott Drive
Omaha, NE 68110

CASH PAID OUTS
The Hilton Omaha will give cash to groups if our bank has received the money in advance. Groups should make allowances for their check to clear as some checks may take up to three to four weeks. Prior arrangements must be made through the Catering/Event Manager should the group want to pick up cash on the weekend or holiday.

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

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CHANGING FACILITIES/DAY USE
Please contact your Catering/Event Manager regarding our changing facility located in the health club. 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, up to $50/day, at the Front Office. The check must be imprinted with the guest’s name and address and made out to Hilton Omaha.

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CHECK-IN AND CHECKOUT
Hotel check-in is 3 p.m., and checkout is 12 p.m. (All guests arriving before 3p.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 available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 5 days in advance of major arrival. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

Zip Checkout
With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension
24 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.

**Kiosks**
The *Hilton Omaha* offers Kiosk check-in and check-out 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.

**COAT CHECK SERVICES**
Coat check services can be arranged through your Catering/Event Manager. A $5.00 fee will be charged for each attendant.

**COMMUNITY OUTREACH**
The *Hilton Omaha* contributes to a number of local and national charities including but not limited to:

- American Cancer Society
- American Lung Association
- United Way of the Midlands
- Open Door Mission/Lydia House
- Nebraska Humane Society
- Meals on Wheels
- National Kidney Foundation
- National AIDS Project
- Juvenile Diabetes Foundation

**CONCIERGE**
The concierge is located on the Executive level, floor eight of the hotel, and can be reached by dialing extension 4392. Specific questions can be directed to the bell stand or concierge located on the first floor in the lobby.

**CONDUCT OF EVENT**
You agree to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations. You agree to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. For the safety of persons and property, no fireworks or incendiary devices may be used indoors at the Hotel. You assume full responsibility for the conduct of all persons in attendance at your event and for any damage done to any part of our premises during the time of your event. Should you require any rigging services for this event, all such
services must be arranged through the in-house AV provider or the Hotel and you will be responsible for all costs associated therewith.

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CONVENTION CENTER
Qwest Center
455 N. 10th Street
Omaha, NE 68102
402-341-1500
www.qwestcenteromaha.com
General Information - info@qwestcenter.com
Convention Center Sales and Information - ConventionCenterSales@qwestcenter.com
Arena Booking and Sales Information - arenabooking@qwestcenter.com
Located via Sky Bridge on the second floor of the Hilton Omaha

Omaha Civic Auditorium
1804 Capitol Ave.
Omaha, NE 68102
402-444-3353
www.omahacivic.com
General Information- www.omahacivicom/contactus.htm
Event seating- www.omahacivic.com/evenseating.htm

Mid- America Center
1 Arena Way
Council Bluffs, IA 51501
712-323-0536
www.midamericacenter.com
General Information - www.midamericacenter.com/b_events.asp.
Convention Center and Sales Information -www.midamericacenter.com/c_event.asp.

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CREDIT CARDS
The Hilton Omaha accepts most major credit cards including Visa, MasterCard, American Express, Diners Club, Card Blanche, JCB, and Discover.

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CREDIT POLICY
Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you have established credit, payment in full will be due within thirty (30) days of your function. If you prefer, all charges can be paid by credit card. Hilton Omaha accepts American Express, Diners Club, Discover Card, JCB International, MasterCard or Visa. If credit has not been
approved for your function, you will provide us with the credit card to which all estimated master account charges will be charged no later than 3 days. If credit has been approved, you will provide us with your credit card information at the time of your function.

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**CURRENCY EXCHANGE**
First National Bank  
2920 S 24th Street  
Omaha, Nebraska 68108  
402-341-0500  
[www.firstnational.com](http://www.firstnational.com)  
Main Lobby 9 a.m. – 6 p.m.  
Drive-Thru 8 a.m. – 6:30 p.m.

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**DANCE FLOOR**
Portable dance floors are available in 3x3’ sections.

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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.

Planit Omaha  
10832 Old Mill Road Ste 8  
Omaha, Nebraska 68154  
402-333-3062  
[www.planitomaha.com](http://www.planitomaha.com)

Meeting and Event Design Incorporated
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.

DIRECTIONS TO THE HOTEL

From Eppley Airfield:
1. Go south on Abbott Drive.
2. Turn Left onto N 10th Street.
3. The Hilton Omaha (1001 Cass St.) will be on your left.

DRY-CLEANING
Laundry services are available by dialing extension 4390. Garments picked up prior to 8 a.m. are returned to guests by 6 p.m. the same evening. Garments picked up after 8 a.m. will be returned the following day by 6 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.
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 minimum of two weeks prior to your event.

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

ELEVATORS
The Hilton Omaha hotel has four guest elevators located in the lobby. In addition, there are two parking garage elevators located one the east side of the parking garage and one ADA elevator located in the Liberty Tavern Restaurant servicing the second floor banquet level and fourth floor sky bridge.

EMERGENCY PROCEDURES
The Hilton Omaha 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 one mile from the hotel.
- Our Security Department, as well as approximately 25 of our employees is trained in CPR and First Aid.
- Please see Doctors On-Call for more information.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.

ENTERTAINMENT
The Hilton Omaha has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents.
EXHIBITS
Please request the hotel’s Exhibit Resource Guide from your Event Services Manager.

FAX MACHINES
Fax machines are located for your convenience on the second floor in the business center.

FAX NUMBERS
For Guests: 402-998-4242
Catering/Convention Services office: 402-342-3169
Sales office: 402-342-3169
Reservations office: 402-998-4248

FIRE CODES
The following are some general regulations that fall under local fire authorities’ specifications. They should be considered when planning and coordinating space, decorations, etc., in the ballrooms and meeting rooms.

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

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

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

No furnishings, decorations, or other objects shall be placed so as to obstruct exits, access thereto, egress there from, or visibility thereof.
Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.

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

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

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

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

FLORAL/FLORIST
Beyond the Vine is our in-house florist featuring beautiful flowers for every occasion. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 8 a.m. – 6 p.m. Monday, Friday, and Saturday, 8 a.m. – 7 p.m. Tuesday, Wednesday, and Thursday, and 11:30 a.m. – 4 p.m. on Sunday. Please contact Angela Kerby at extension 4212 for further information, or consult 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. All owned and managed hotels are to support this effort by donating surplus food to suitable organizations in their area and to establish and implement a program and procedures in accordance with our Standard Practice Instructions.
FREIGHT ELEVATOR
The Freight Elevator services the Banquet Level areas. Single Freight Elevator with interior dimensions of
17’8” Deep
8’5” Across
Door measurement of
7’11” Door
9’6” Inside Height

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GENERAL MANAGER
Robert Watson has a 25-year background in hotel management at major properties in Tulsa, OK and Dallas, TX. Prior to his tenure with Doubletree, he served ten years as General Manager for the Embassy Suites Hotel, Tulsa. Previously he was in management at the Doubletree Lincoln Centre, Dallas and the Camelot Hotel, Tulsa.

Robert is thrilled to welcome your group to the Hilton Omaha and is accessible as needed.

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GIFT CERTIFICATES
A gift certificate is a wonderful way to reward your attendees, staff, client, or colleague. The certificates come in $25.00 increments and can be used for any hotel service, Spa, Liberty Tavern Restaurant, Java Coast Coffee Emporium, or room charge. Gift certificates are available for purchase, through Angela Kerby at 402-998-4212, Monday through Friday 8 a.m. – 4:30 p.m.

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

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

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

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GOLF COURSES
Shoreline
210 Locust Street
Carter Lake, IA 51503
712-347-5173

Indian Creek
20100 W Maple Road
402-289-0900

**Tiburon**
10302 S 168th Street
402-895-2688

**Stone Creek**
6220 N 160th Ave
402-965-9000

**The Players Club at Deer Creek**
1201 Deer Creek Drive
402-963-9950

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**GRATUITIES**
Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - $1.00-2.00 per day, Bell stand- $1.00 per bag and discretionary for above and beyond services provided for you, as well as doorman and shuttle drive for $1-2.00 per use. Disclosure: all gratuities not outlined in the contract are discretionary.

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**GROUP RESERVATIONS IDENTIFICATION PROGRAM**
Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

- Available at select Hilton properties
- 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 *Hilton Omaha* has a specially designed group entrance to accommodate the needs of your group. It has a Porte cochère and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.
All coach arrivals will be directed to the group entrance, as the front entrance becomes easily congested and large movements can be more efficiently accommodated at the group entrance.

Your guests will be asked to remit credit or a cash deposit upon arrival for their incidental charges, unless we have a letter of guarantee from your organization on file.

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 allow them to manage their group’s reservations on-line and provides on-line guest lists information.

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**GUEST ROOMS**
The hotel’s current bedding breakdown is as follows:
116 King; 236 Queen/Doubles.

Nebraska 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”, today’s premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night’s sleep? Visit [www.pacificcoast.com](http://www.pacificcoast.com) to order your own Serenity bed.

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**GUEST ROOM DELIVERIES**
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door $1.00 per envelope, deliveries inside the room $1.50 for the first item & $1.00 for each additional item.

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**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up a house phone and dial extension 22. A hotel operator will direct your needs to the appropriate hotel contact.

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**HAIR SALONS**

**Prouty Place**
112 N. 9th Street
Omaha, Nebraska 68102
402-342-1714
Hours dependent upon appointment

**Hair Market**
413 S. 11th Street
Omaha, Nebraska 68102
402-345-3692
Monday 10 a.m. – 6 p.m., Tuesday - Friday 10 a.m. – 8 p.m., Saturday 8 a.m. – 5 p.m.

**Urbane Salon and Day Spa**
1007 Farnam Street
HEALTH CLUB
The Hilton Omaha is dedicated to bringing you the latest health and fitness equipment, education and spa services. Features include Cardiovascular Training (Treadmills, Stair Climbers, Elliptical Trainers, Stationary Bikes, Recumbent Bikes), Strength Training Center (Circuit Equipment, Free Weights, Resist – A- Balls, Medicine Balls, Resistance Bands), Additional Amenities include (Indoor Pool, Spa Services, Massage, Personal Training, Exceed Exercise Program Powered by ActivTrax, Towel Service, Locker Rooms with Private Showers, Whirlpool and Sauna, and Free Parking).

Hours of Operation:
Monday – Friday 5:30 a.m. – 10 p.m.
Saturday and Sunday 8 a.m. – 10 p.m.

HOLD HARMLESS AGREEMENT
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. You represent and warrant that your activities conducted at the Hotel and in connection with the function shall not infringe the patent, copyright or trademark rights or violate rights of privacy or publicity of any third party.

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located on the second floor. 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 Omaha:
- Location: Conveniently located downtown, 2.5 miles from Eppley Airfield, and attached via skywalk to Qwest Center Omaha.
- Address: 1001 Cass Street, Omaha, Nebraska 68102
- Telephone: 402-998-3400
- Facsimile: 402-998-4242
- Reservations: 1-800-HILTONS
- Website: www.omaha.hilton.com
- Managed By: Hilton Hotel Corporation
- Grand Opening: April 2004
- Last Renovation: N/A
- Architects: RTKL
- Employees: 306
- Full-time: 262
- Part-time, casual: 33
- & temporary: 11

Brief Description: The Hilton Omaha hotel, Nebraska’s only four diamond property, is connected to the Qwest Center Omaha, just blocks from the historic Old Market. The Hilton Omaha hotel is located minutes from Henry Doorly Zoo, Rosenblatt Stadium, Omaha Children’s Museum, the Durham Western Heritage Museum, Joslyn Art Museum, SAC Space and Air Museum. We are only moments from Nebraska corporate headquarters of companies such as ConAgra, Gallup, Mutual of Omaha, Peter Kiewit, First National Bank, and Union Pacific, making Hilton Omaha hotel an ideal choice for both leisure and business travel to Nebraska. Less than miles from Eppley Airfield, the Hilton Omaha hotel offers complimentary 24 hour shuttle service.


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HOUSEKEEPING

Daily housekeeping services, which consists of general cleaning, takes place Monday-Friday 8 a.m. – 5:30 p.m. and Saturday and Sunday 9 a.m. – 5:30 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 - $2.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

Each guest room is provided with several special service amenities either at no charge or for a nominal fee. These items include: an iron and ironing board, coffee makers, hairdryers, 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.
**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 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.

**IN-ROOM DINING**
Our In-Room Dining is open from 6 a.m. – 2 a.m. for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 4271 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 17% and is posted automatically on all checks. There is also a delivery fee of $2.00 per order.

**INTERPRETATION/TRANSLATION SERVICES**
Admitting/Interpretive Services
The Nebraska Medical Center
987530 Nebraska Medical Center
Omaha NE 68198-7530
402-559-8697
www.nebraskamed.com

**INTERNET SERVICES**
The Hilton Omaha provides numerous Internet Services. In-room internet comes in two packages: Regular Access for $10.95/24-Hour access, and VPN Access for $13.95/24-Hour access. *Prices subject to change. Conference Rates available for your meeting on the 2nd Floor. Contact your Events/Catering Manager for details. Bert Gonzalez is our Internet Technology Manager and will answer all guests’ questions in regard to internet setup and phone lines needed. Bert Gonzalez can be reached by dialing extension 4207.
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 $100 charge per door and you will be required to sign a hold harmless agreement.

(Customized) KEY CARDS
Customized Key Cards are available to use to market your organization or event. Loc International is the company the Hilton Omaha uses where the key cards are compatible with our lock system. To find more information you may access their website at http://www.loc-international.com/. Please contact your Catering/Event Manager if you would like to custom keys for your group.

KEY HOTEL CONTACTS
The Hilton Omaha Managing Committee consists of the following people:
General Manager    Robert Watson Ext. 4201
Director of Rooms    Kurt Sare Ext. 4203
Director of Food & Beverage    Juan Cisneros Ext. 4220
Director of Finance    David Johnson Ext. 4227
Executive Chef    Darren Cobb Ext. 4270
Director of Engineering    Bob Pavelka Ext. 4260
Director of Sales and Marketing    Brian Thomas Ext. 4290
Director of Events and Catering    Jennifer Soroka Ext. 4222
Director of Loss Prevention    Dave McEwen Ext. 4340

KIOSKS
The Hilton Omaha offers kiosk check-in and check-out 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 check-out.

KOSHER
We offer a variety of Kosher Meals to our guests. These meals are prepared here at the Hilton Omaha and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions.

LABOR
The Hilton Omaha is a non-union hotel.
**LAUNDRY/VALET**
Complete laundry services are also available by dialing extension 4390 in-house. Garments picked up prior to 8 a.m. are returned to guests by 6 p.m. the same evening. Garments picked up after 8 a.m., will be returned the following day by 6 p.m.

Service is an outside contractor. 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. VIP Limousine is our preferred service and can be reached at 402-342-4328. Ray Shanklin can also arrange limousine transfers and can be reached at 402-998-4241.

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

Linen colors:
- **Napkins**: White, Beige, Yellow, Black
- **Tablecloths**: White, Beige, Yellow, Black

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

Your Catering/Event Manager may provide a full description of the State of Nebraska liquor laws upon request.
LOAD-IN/LOAD/OUT (Production, Décor and Staging)
Please refer to the Production Resource Guide.

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LOADING DOCK
The loading dock is located in the back of the hotels west side. The hours of operation are from 6 a.m. – 4 p.m.

Hilton Hotel Omaha
1001 Cass Street
Omaha, Nebraska 68102

Dimensions:
2 Bays 9’9” wide
12’5” Tall

Doorway 8’ Wide
7’ Tall

Clearance to Service Elevators
Blast Header 7’x 5’11”

Doorway 7’10” Wide
6’11” Tall

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LOCAL INFORMATION
The Historic Old Market Area provides a charming, historic and relaxing place to stroll, shop, dine, and enjoy galleries, antique shops, artist studios, and more, all within a short walk from the Hilton Omaha! If you're hungry for a jazzy nightlife, you'll fall in love with Omaha after dark. When the sun goes down, Omaha shines with a variety of pubs and bistros, found in our historic Old Market District.

Bring America’s past to life with a trip to one of Omaha’s many wonderful historical museums. From the struggle of the early pioneers to the growth of Midwest life, The Durham Western Heritage Museum captures America's expansion across the prairie. Step back in time with a visit to the old-fashioned soda fountain, complete with nostalgic magazines, milk shakes and phosphates. The Hilton Omaha is located just blocks from this restored Art Deco train station.

Just blocks from the Hilton Omaha, stroll, dine, and visit historical monuments, view spectacular sculptures and more on the Missouri Riverfront. Visit the Heartland of America Park to ride a gondola, witness the breathtaking 300 foot water fountain, or take a riverboat cruise passed the downtown Omaha skyline. The Missouri Riverfront is also
home to Gallup University and Lewis and Clark Landing and a future home to a pedestrian bridge, connecting Iowa and Nebraska, and new Riverfront condos.

Nebraska’s premier center for the visual arts, Joslyn Art Museum, features works from antiquity to the present. Just a short 5-minute drive from the Hilton Omaha, the museum hosts a number of art works with an emphasis is on art from 19th and 20th-century Europe and America as well as art of the American West. Showing artists such as Claude Monet, Pierre Auguste Renoir, Edgar Degas, Grant Wood, Mary Cassatt, Bodmer and Alexander Calder, the Joslyn Art Museum offers a variety of visual stimuli.

Things in Omaha can definitely get wild, especially on a visit to the world-famous Henry Doorly Zoo. Just a ten minute drive from the Hilton Omaha, the Henry Doorly Zoo features the world's largest indoor rainforest and indoor desert dome, North America's largest big cat complex, the giant walk-through salt water aquarium and IMAX Theater. Omaha's Zoo was called the nation's #1 family attraction by Disney's Family Fun magazine for good reason.

You don't have to be a Cornhusker fan to have fun around here. Home to the NCAA College World Series for over 50 years, Omaha takes baseball fans from all over the country out to the ball game every year. And there's always a crowd at Rosenblatt Stadium when the Omaha Royals are at home. With CWS shuttles running constantly between the Old Market and the stadium, guests at the Hilton Omaha will have no problem making it to the game to support their team. Our sky bridge will also lead you right to the Qwest center for concerts, college basketball, and UNO Hockey.

LOST AND FOUND
The Hilton Omaha’s policy on “lost and found” is as follows:

All items except cash, checkbooks, and credit cards are turned into Housekeeping. Purses are turned in to Security, and then are turned in to Housekeeping. Items that are unclaimed after sixty days will be given to charity. If an owner is not able to be identified, items will remain in security for 90 days.

Cash, checkbooks, and credit cards are dropped in our safe. Hours of retrieval are Monday – Friday from 8 am – 4:30 pm.

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 4390.

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**MAIL SERVICES**
Postage stamps are available for sale at the front desk. Assistance with shipping services and supplies are available at the bell-stand or concierge.

US Postal Service is picked up at 8 a.m. Monday – Saturday at the front desk.

Small/ Individual Federal Express shipments are picked up Monday – Friday at 4 p.m. Please see the concierge or bell-stand to drop off shipment.

For large, multiple or UPS shipments please see your meeting or event planner for shipping arrangements.

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**MASSAGE THERAPY**
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Spa offers several massage therapy treatments including Hilton Omaha Signature Massage, Aromatherapy Massage, Deep Tissue Massage, Cheyenne Hot Stone Massage, Hilton Omaha Signature Facial, Gentleman’s Facial, Anti- Aging Aqua Facial, Nebraska Rub and Scrub, Soothing Eye Facial, and Lip Facial. Reservations are suggested. Massage Therapists are On-Call, and require at least two hours notice. For booking massages as a group activity option, you may consult your Catering/Event Services Manager.

- Hilton Omaha Signature Massage (50 min) $75.00
- Aromatherapy Massage (50 min) $80.00
- Facials $20.00 - $70.00
- Deep Tissue Massage (50 min) $85.00
- Cheyenne Hot Stone Massage (50 min) $90.00
- Nebraska Rub and Scrub $65.00

All prices are subject to Nebraska state sales tax. Pricing is subject to change without notice.

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**MASTER ACCOUNTS**
See Sales Agreement.

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MEDICAL FACILITIES/SERVICES
Medical services/facilities available nearby:

- **Creighton University Medical Center**
  3528 Dodge Street
  Omaha, Nebraska 68131
  402-345-8828
  **Travel time from the hotel is about 6 minutes**

- **University of Nebraska Medical Center**
  515 S.26th Street
  Omaha, Nebraska 68105
  402-354-6370
  **Travel time from the hotel is about <6 minutes**

- **Omaha Fire and Rescue**
  1516 Jackson Street
  Omaha, Nebraska 68102
  911/ 402-444-5700
  Available 24 hours a day

Please note that our transportation services are unable to bring guests to medical facilities in emergency situations. You must provide your own transportation, call a taxi, or the medical facility’s ambulance directly.

MEETING PACKAGES
Prevailing charges of $1.50 per box will apply for the movement of conference boxes for the group. Official convention movement of packages will be posted to the Master Account. Participants and exhibitors requesting package delivery will be responsible for their own charges.

MEETING ROOM CAPACITIES
The Hilton Omaha has 30,000 square feet of versatile function space including a 10,000 square foot ballroom, 15 additional meeting rooms and 6,800 square feet of elegant foyer space, ideal for breaks and social functions. Please contact your Catering/Event Manager for more information about our meeting room capacities.

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 $1.59 per item/per move.
MEETING ROOM RENTAL
Please contact your Catering/Event Manager for more information about our meeting room rentals.

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 Hilton Omaha 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.

NEWSPAPERS/PUBLICATIONS
Newspapers are available in Java Coast Coffee Emporium.

- Wall Street Journal
- City Weekly
- USA Today
- Omaha World Herald

They are delivered to Java Coast Coffee Emporium store at 7 a.m. daily.

The USA Today is delivered to all guest rooms 7 days a week excluding airline crew.
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.

Our Business Center is available 24 hours a day.

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

Kinko’s
7110 Dodge Street
Omaha, Nebraska 68132
Phone-402-561-0039
Fax-402-561-6481
www.kinkos.com
Open 24 Hours

Copycat Instant Print
1501 Howard Street
Omaha, Nebraska 68102
402-341-0720
www.copycat.cc
Monday- Friday 7:30 a.m. – 5 p.m.

PARKING
The Hilton Omaha offers self-parking in the parking garage. Self-parking is $1.00 for the first hour and $0.75 per additional hour. All day parking is $9.00 a day.

We also offer valet parking at the rate of $15.00 per day.

If you are planning a large movement or delivery of rental cars for a specific group event or activity, please advise your 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.
www.hilton.com/pog
Available at all Hilton Family properties
Customize with your program
Customize with your logo
No charge – it’s FREE

PETS (POLICY)
We welcome you and your pet to the Hilton Omaha. Below is our pet policy. Please note that some of these items may also apply to service animals and are so noted with an asterisk (*).

All pets must be less than 30 pounds in weight.
We will charge a non-refundable pet fee of $100.00 per stay.
Pets are not allowed in any outlets (bar or restaurant) or in the pool and exercise areas.
All pets must be kept on a leash or in a pet carrier when out of the room.
Pets may not be left unattended when outside of the guestroom.
Your guestroom will not be cleaned unless the pet is placed in the pet carrier. Please leave your do not disturb sign on the door if you do not wish for your room to be serviced.

Guests are allowed up to two noise complaints due to the pet/service animal. The third such complaint will result in eviction from the hotel.*
Any damage to the hotel or guestroom from the pet/service animal is the responsibility of the registered guest.

After departure, your room will be inspected and any damage will be documented. Charges for damages will be placed on the guest’s account, minus the pet fee, if any.

Any pet/service animal that poses a direct threat to the health or safety of others will be prohibited at the hotel.* If the pet/service animal attacks anyone on hotel property, all requests by health department personnel and hotel management must be adhered to.
Guest agrees to hold the hotel harmless for any claims arising out of the actions of their pet/service animal while on hotel property.*

PHOTOGRAPHY
Hamilton Color Lab is a shop located about 15 minutes west of the hotel. Services include: film developing, one hour developing and photo enlarging.

Hamilton Color Lab Incorporated
4305 S. 120th Street
Omaha, Nebraska 68137
402-330-1600
www.hamiltoncolorlab.com
The following companies can also provide photography services for all occasions, special events, weddings, and groups.

Blaser Photography
701 S. 15th Street
Omaha, NE 68102
402-346-1300
http://www.blaserphotography.iowacom.net/omaha/index.asp

Colleen Dustin Photography
427 S. 161st St.
Omaha, NE 68118
402-933-7711
www.dustinphoto.com

PIANOS
The Hilton Omaha has one upright piano for use in the ballrooms. Pianos are provided at $250.00; however it is recommended that they be tuned prior to each use. The tuning fee is $100.00 and requires advance notice. Please note that there is an additional labor fee of $50.00 if you request a piano to be placed on top of portable staging.

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

POOLS
The Hilton Omaha offers one indoor pool located in our Health Club. The pool is open for use: Monday – Friday 5:30 a.m. – 10 p.m. Saturday and Sunday 8 a.m. – 10 p.m.

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
Two Reader Boards are located in the lobby. They can be found at the entrance of Java Coast Coffee Emporium and in front of the front desk. Electronic Reader Boards are located on the second level. They can be found at the top of the escalator, in the St. Nicolas foyer, and on each individual meeting room.

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.

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 airport shuttle operates between 4:30 a.m. and approx. 11:30 p.m.. The shuttle picks up and drops off near the front of the hotel. Please consult your Catering/Event Manager for a shuttle schedule.

There is no shuttle service to Council Bluffs. Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport. The Metro Area Transit Authority operates bus service to and from downtown.

PYROTECHNICS
The storage, use or display of pyrotechnic material or devices, fireworks (Class “C” explosives) and similar incendiary devices intended for theatrical or entertainment
purposes, in interior locations of hotels or other facilities owned or managed by Hilton
Hotels Corporation is prohibited. The use or display of such devices on the property of,
but exterior to such hotels or other facilities owned or managed by Hilton Hotels
Corporation shall be governed by the following requirements.

All requirements in local and/or state regulations with respect to the display of
pyrotechnics shall be adhered to. The local fire department shall be notified on the day of
the scheduled display to confirm the exact time the event will commence. When fire
department attendance at such displays is required, such displays shall not commence
until the fire department representative confirms the adequacy of the preparations and
authorizes the event to begin.

Only licensed operators shall be permitted to use or display outdoor pyrotechnics. Proof
of current licensure shall be provided by the operator to the hotel or facility representative
at least five business days in advance of such activities. All required state and/or local
permits associated with the storage, use or display of pyrotechnics shall be obtained from
the appropriate authorities having jurisdiction at least five business days prior to such
events and copies thereof provided to the hotel or facility representative in advance of the
scheduled event.

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

**RECYCLING**
Recycling is available upon group request. The *Hilton Omaha* provides both cardboard
and paper recycling.

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

**REGISTRATION DESKS**
Your Catering/Event Manager is happy to arrange a hospitality desk for your group.
Hospitality desks are located on the second floor near the top of the escalators. Phones
may be arranged in advance with either in-house extensions or direct dial numbers.
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.

**RESERVATIONS RAPID! Reservations Automated Processing Input and Delivery System**
Flawless and expedited reservation processing straight from your rooming list into our system

- Available at Select Hilton Properties
- Eliminates dual entry process
- Accurate and efficient reservations
- No charge – it’s FREE

**RESTAURANTS/LOUNGES**

Liberty Tavern
1001 Cass Street
Omaha, Nebraska 68102
402-998-4321
[www.omaha.hilton.com](http://www.omaha.hilton.com)

At Liberty Tavern, it is our commitment to bring you the best and freshest artisan products from around the United States and only the United States. Chef Wheeler and his exceptional culinary team have, through an extensive search, found Artisan growers and specialty purveyors. These partners share our passion and desire for providing unique products of the finest quality at your table in a feast for eyes and palate. Liberty Tavern is the only restaurant in Nebraska that is partnered with Chefs Collaborative. This nationwide network is made up of Chefs, Artisan Growers, Ranchers and Educators dedicated to the goal of sustainable resources and organic farming. This collaboration allows us to shorten the distance from field to fork and helps us bring to you the best in seasonal goods. We believe in diversity and traditional farming techniques, responsible fisheries and humane meat production.
Breakfast: 6 a.m. – 11 a.m.
Lunch: 11 a.m. – 2 p.m.
Dinner: 5 p.m. – 10 p.m. Sunday – Thursday
5 p.m. – 11 p.m. Friday and Saturday

**Blue Sushi Sake and Grill**
14450 Eagle Run Dr
Omaha, NE 68116
402-445-2583
http://www.bluesushisakegrill.com/

Awesome drinks and sushi, plus a great atmosphere. Blue is rated Omaha's best sushi bar. Featuring the Red Lounge for sports entertainment, featuring 32 flat screen TVs and plasma screens. Enjoy the weekend with Late Night Sushi Happy Hour.

11 a.m. – 10 p.m. – Monday – Thursday
11 a.m. – 11 p.m. - Friday and Saturday
5 p.m. – 9 p.m. – Sunday

**Fleming’s Prime Steakhouse**
140 Regency Pkwy
Omaha, NE 68114
402-493-0811
www.flemingssteakhouse.com

Fleming's is one of the best steakhouses in Omaha, and one of the most famous restaurant chains in America. Steak options you can expect to find on the menu include Filet Mignon, New York Strip, Beef Flemington, Veal Chops, Pork Rib Chop, and Prime Ribs. Ask your waiter to help you choose from among the 100 different wines available to go with your meal. If you're not a meat fan, then sample the fresh seafood and scrumptious side dishes. The Salmon, with its signature Mashed Potatoes, is highly recommended.

5 p.m. – 10 p.m. Monday – Thursday
5 p.m. – 11 p.m. Friday and Saturday
4 p.m. – 9 p.m. Sunday

**Lo Sole Mio Ristorante**
3001 S 32nd Ave
Omaha, NE 68105
402-345-5656
http://www.losolemio.com/index.htm

The aroma of authentic Italian food greets you at the door. Guests choose from a variety of freshly made pastas and sauces, thin crust pizzas and other tasty options. Two can dine
for $30-$40. The decor is casual, so informal dress is recommended. Although this is a perfect place for dinner with someone special, space is at a premium. The parking lot is small, and, since no reservations are accepted, the wait for a table can average at least an hour on the weekends. Lo Sole Mio's Villa, located across the street, offers several comfortable party rooms and private parking.

11 a.m. – 4 p.m. – Monday – Saturday (Lunch)
4 p.m. – 9 p.m. – Monday – Thursday (Dinner)
4 p.m. – 10 p.m. – Saturday and Sunday (Dinner)

M’s Pub
422 S. 11th Street
Omaha, Nebraska 68102
402-342-2550
www.mspubomaha.com

Located in Omaha's historic Old Market, this ultra-popular downtown spot is where the action is. The sleek, black-and-white interior is dominated by an island-style bar stocked with an extensive selection of wines, a slew of domestic and imported beers, and a seemingly endless array of exotic cocktails. The regular menu is far from ho-hum, with big salads, tasty sandwiches and light entrees in the USD5 to USD8 range. The specialty menu, with entrees priced from USD13-USD20, changes nightly. Reservations are highly recommended.

11 a.m. – 12 a.m. Monday – Saturday
5 p.m. – 11 p.m. Sunday
Bar Hours 11 a.m. – 1 a.m. Monday – Saturday
5 p.m. – 12 a.m. Sunday

Mahogany Prime Steakhouse
13665 California St
Omaha, NE 68154
402-445-4380
www.mahoganyprime.com

Mahogany Prime is an excellent choice for a steakhouse. It features the finest custom-aged U.S. Prime Midwestern Beef, as well as ocean selections based on availability. Mahogany is one of the few steakhouses in the area open 7 days a week. The restaurant is fine-dining at its best with a casual atmosphere and excellent service. The restaurant requires reservations, and provides private dining rooms for special events on request.

5:30 p.m. – 10 p.m. Monday – Thursday
5:30 p.m. – 11 p.m. Friday and Saturday
5:30 p.m. – 9 p.m. Sunday

Passport Restaurant
This upscale Old Market restaurant offers prime graded beef, veal, lobster tails, crab legs, salmon, sole and other fresh seafood. The steak cuts include porterhouse, New York strip and filets. All of the menu items are served with fine attention to presentation. The white tablecloth adorned dining room is very elegant. You can also choose to sit in the cigar room, where you can purchase and enjoy a cigar. There is live piano music on Friday and Saturday evenings. Most menu items are within the $20-$30 price range.

5 p.m. – 10 p.m. – 7 days a week

**Stokes Grill and Bar**
646 N 114th St
Omaha, NE 68154
402-498-0804

This popular hangout offers excellent food and personable service in a jazzy southwestern atmosphere. An open bar occupies the center of the joint, offering wine, beer, cocktails and one of the smoothest Margaritas in town. The eclectic menu includes Wood Fire Grilled Chicken, Dos Equis Filet and Twisted Garlic Shrimp Pasta. Be sure to try a cup of the black bean soup; no, make that a bowl. The lunch menu offers petite portions of most dinner entrees at smaller prices.

11 a.m. – 10 p.m. Monday – Thursday
11 a.m. – 11 p.m. Friday and Saturday
11 a.m. – 9 p.m. Sunday

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

**RESTROOMS**
Public restrooms are located in the following areas:
- First Floor between front desk and the Health Club
- Second Floor on the east foyer south of the escalators and west foyer on the south end
RESUMES
Your Events manager will coordinate the development of your specific groups convention resume for distribution to the hotel to prepare for your groups arrival. All information should be gathered for hotel distribution 10 days prior to group arrival.

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

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ROPES/STANCHIONS
Ropes and Stanchions
• Approximately 8 Pairs of stanchions with connecting rope

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

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ROOMING CODES/ROOMING LISTS
The following are the room category and special service codes that are utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Omaha:

K1D= King bed (total in hotel 123)
D2D=Two Double Beds (total in hotel 229)
K1DRC=King bed accessible (total in hotel 9)
D2DRC= Two beds accessible (total in hotel 5)
K1E=King bed executive level (total in hotel 46)
D2E=Two beds executive level (total in hotel 20)
K1ERC=King bed accessible executive level (total in hotel 2)
RRD=Run of the House (could be any room type)
RRE=Run of the House executive level (could be any room on the executive level)
RRRP= Junior Parlor (total in hotel 2)
RRERP=Junior Parlor executive level (total in hotel 2)
RRKRP=Corner Parlor (total in hotel 3)
RRDRP= Hospitality Parlor (total in hotel 6)
K1RUI= Executive Suite (total in hotel 1)
K1ERUI= Executive Suite executive level (total in hotel 1)
K1ZRUI= Presidential Suite (total in hotel 1)

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SAFES/SAFE DEPOSIT BOXES
Safe deposit boxes are located at the front desk and are free of charge. State law limits hotel liability for valuables placed in the safe deposit box.

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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. $1.50 Per box or $50.00 per pallet will be charged for items shipped to the hotel.

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

Hilton Omaha
Attn.: Client / Guest Name (Hold for <Arrival Date>)
Conference Name / Event Dates
Address / City / State / ZIP
Phone
Fax
Number of packages in that shipment
c/o: your catering/event contact

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 Omaha
The *Hilton Omaha* uses the Purchase Department to handle your shipping needs. Please see Guest Services for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

FedEx Daily Pickup 5 p.m.
UPS- as needed
FedEx Daily Deliveries between 9 a.m. – 12 p.m.
UPS Daily Deliveries between 10 a.m. – 1 p.m.

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SHOPPING
Hotel Shops:

**Java Coast Coffee Emporium**
1001 Cass Street
Omaha, Nebraska 68102
402-998-4358
6 a.m. – 8 p.m. 7 days a week

Local Shopping:

**Oak View Mall**
3001 S 144th Street
Omaha, NE 68144
402-330-3332
10 a.m. – 9 p.m. Monday – Friday
12 p.m. – 6 p.m. Saturday and Sunday

**The Old Market**
Howard Street
Omaha, Nebraska 68102
Old Market Information 402-341-7151

**Crossroads Mall**
7400 Dodge Street Ste 10
Omaha, Nebraska 68114
402-397-2343
[www.simon.com](http://www.simon.com)
10 a.m. – 9 p.m. Monday – Saturday
12 p.m. – 6 p.m. Sunday

**Westroads Mall**
10000 California St Ste 1221
Omaha, NE 68114
SIGNAGE/BANNERS
The Hilton Omaha 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 up to 4’ x 9’ two complimentary hangings, 2’ x 3’ - 4’ x 9’ $30.00, 4’ x 10’ – 8’ x 15’ $75.00, and over 8’ x 15’ $100.00.

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

SMOKING
The Hilton Omaha offers smoking rooms. However, smoking is available on all outside patios.

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 at 402-510-3281.
SPA
The Spa and Fitness Center is a perfect complement for your convention and meeting needs. Located on the first floor, you will find everything you need to relax and indulge during your stay with us. The Spa offers a wide variety of services from massages to body treatments, and invigorating facials. The fitness center offers a full range of cardio, strength, and conditioning equipment with a large selection of free weights. Both men’s and women’s locker rooms are equipped with saunas, showers, lockers and all amenities. Contact the Spa and Fitness Center’s General Manager about information on Group Service rates or Spa Breaks for your meetings.

Hours of Operation:
Monday – Friday 5:30 a.m. – 10 p.m.
Saturday and Sunday 8 a.m. – 10 p.m.
For further information please call 402-998-4346

SPECIAL MEAL REQUESTS
Please consult with your Catering/Event Manager for any special meal requests. The Hilton Omaha 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 Hilton Omaha. 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. Box handling fees are as follows: $1.50 per box or $50.00 per pallet.

SUITES
Please contact your Catering/Event Manager regarding floor plans for suites.

CORNER PARLOR
Parlor 560 sq. ft.
Suite (Parlor and adjoining King Room) 911 sq. ft.
Suite (Parlor, adjoining King and Double Double) 1262 sq. ft.
Sitting area with queen sized sofa sleeper
Large Board Room style table
Optional connecting standard room
EXECUTIVE PARLOR
Parlor 702 sq. ft.
Suite (Parlor and adjoining King) 1053 sq. ft.
Suite (Parlor, adjoining King and Double Double) 1404 sq. ft.
*Sitting area with queen sized sofa sleeper
Wet bar area with microwave, refrigerator and sink
Large Board Room style table
Two full bathrooms, bathroom in bedroom has stand up shower
Dedicated Executive King Room (Optional Executive Double Room)

HOSPITALITY PARLOR
Parlor 702 sq. ft.
Suite (Parlor and adjoining King room) 1053 sq. ft.
Suite (Parlor, adjoining King and Double Double room) 1404 sq. ft.
*Sitting area with queen sized sofa sleeper
Wet bar area with microwave, refrigerator and sink
Large Board Room style table
Two full bathrooms, bathroom in bedroom has stand up shower
Optional connecting standard room

JUNIOR PARLOR
Parlor 351 sq. ft.
Suite (Parlor and adjoining Double Double) 702 sq. ft.
Suite (Parlor, adjoining Double Double and King) 1053 sq. ft.
*Sitting area with queen sized sofa sleeper
Optional connecting standard room

PRESIDENTIAL SUITE
1320 sq. ft.
Plus adjoining Double Double room 1671 sq. ft.
*Sitting area with big screen television
Dining area
Wet bar area with microwave, refrigerator and sink
Large Board Room style table
Bedroom with sitting area
Bathroom with double vanity, Jacuzzi bathtub, stand up shower and bidet
Optional Executive Double Room

SUNRISE/SUNSET
Winter (January) Sunrise 7:50 a.m.
-Sunset 5:06 p.m.
Spring (March) Sunrise 6:59 a.m.
-Sunset 6:14 p.m.
Summer (June) Sunrise 5:53 a.m.
-Sunset 9:01 p.m.
Fall (October) Sunrise 7:20 a.m.
-Sunset 7:06 p.m.

TAXES
The current Nebraska State General Excise Tax is 7%. The current Nebraska State Hotel Tax is 5.2% (includes state tax).

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

TAXICABS
For the city of Omaha, there are a total of five taxi companies available to our guests. The Hilton Omaha recommends Happy Cab, Yellow, and Checker all at which can be reached at 402-339-TAXI.

The standard rate for transfers from the Eppley Airfield to the Hilton Omaha is approximately $11.60 plus gratuity.

TEAM MEMBER RECOGNITION
The Hilton Omaha employees nominate a team member of the month every month. Each member of the month is then up for team member of the year. We also nominate a manager of the quarter every four months. The honorees are given an awards ceremony and prizes to honor their achievements.

TELEPHONES/TELECOMMUNICATIONS
The following types of telephones are available for your hospitality desks and staff offices. Please advise your Catering/Event Manager if you need the use of a phone for your program.

High Speed Internet Connections for Meeting Spaces:
T1 Line (1.5 MB/sec)—$375/day
Wireless Connectivity (3 MB/sec)—$100 per day, per device
High Speed Internet using static IP’s—No charge
High Speed Internet using VPN—No charge

Phone Lines Available for Meeting Space (DID=Direct Inward Dial)
DID Speakerphone—$175/day
Non-DID Speakerphone—$150/day
DID Phone Line Voice—$75/day
Non-DID Phone Line Voice—$75/day
Non-DID Phone Line Voice for Credit Card—$75/day
DID Fax Line—$100/day

**Additional Services for Meeting Space**
Fax Machine—$85/day
Color Dell Printer—$100/day
Registration Area Computer with Internet—$150 per day, per computer
Registration Area Black and White Printer—$50 per day, per printer
High Speed Copy Machine—$275/day
Registration Package—$500/day

**House phones**
These are for in-house, local and toll-free calls only.

**Guest Room Phones**
Charges for calls from a guest room:
- Local calls = $1.70 for the first 60 minutes, than an additional $.10/minute access fee per call.
- Long distance = cost of call plus sub charge and an AT & T per minute access fee.
- 800 calls = access fee per call. (Only when accessing a long distance carrier; all other 800 calls are free). These calls are free for the first 60 minutes, than an additional $.10/minute additional charge applies.
- Credit card calls = cost of call billed to individual’s credit card.
- Tax is added to all phone charges.

**Guestrooms** all have two-line phones, equipped with a PC modem/fax jack. Additional telephones can be installed in guestrooms as well.

Local, Long Distance and International Calls will be billed to your account only when the call is answered.
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. Qwest Communication is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier. Direct Complaints to:

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

*Complaints for Paretic may be directed to 877-340-2600*
*Complaints for AT&T may be directed to 800-225-5288*
**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.

**Voice Communications** availability of 300 Direct in Dial (DID) Lines installed to your specifications for local, national, or international dialing, either in public spaces or rooms and suites. Choices include the following:

**Digital Phone**
Programmable Functions: (on Digital Phone)
Rollover Line $110.00
‘800/’888’ ready line service

Data Communications (Internet Access)
RJ45 3 Megabytes $375.00
$25.00 per added PC

**Video Teleconferencing**
We have video conferencing equipment and a dedicated B84kb line can be installed in all public space rooms except the Boardroom and Board Dining room (Inquire).

Planit Omaha 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 contact the front desk or bell-stand for information about different tours and sites in Omaha.

**TRASH REMOVAL**
*Hilton Omaha* charges a $100 removal fee for trash left behind in meeting rooms.
**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:

**Michael’s Formal Wear**
4448 S. 84th Street
Omaha, Nebraska 68127
402-339-7775
[www.greattux.com](http://www.greattux.com)
Monday – Thursday 10 a.m. – 7 p.m.
Friday 10 a.m. – 6 p.m.
Saturday 10 a.m. – 4 p.m.

**After Hours Formal Wear**
7300 Dodge Street Ste 243
Omaha, Nebraska 68114
402-393-5322
[www.afterhours.com](http://www.afterhours.com)
Monday – Saturday 10 a.m. – 9 p.m.
Sunday 12 p.m. – 6 p.m.

**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 Omaha* varies from a low of 12-degrees Fahrenheit to a high of 88 degrees Fahrenheit. Before visiting the *Hilton Omaha* 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 and health care equipment for rent and will deliver to the *Hilton Omaha*:
Kohl’s Pharmacy and Homecare  
2923 Leavenworth Street  
Omaha, Nebraska 68102  
402-342-5886  
8 a.m. – 9 p.m. Monday – Friday  
9 a.m. – 5 p.m. Saturday  
10 a.m. – 5 p.m. Sunday

The *Hilton Omaha* has four wheelchairs available for use.

**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**  
  St. Paul Baptist Church  
  1809 N. 23rd Street  
  Omaha, Nebraska 68110  
  402-342-0528

- **Buddhist**  
  Nebraska Zen Center  
  3625 Lafayette Ave.  
  Omaha, Nebraska 68131  
  402-551-9035

- **Catholic**  
  St. Alberts Catholic Church  
  2619 S. 31st Street  
  Omaha, Nebraska 68105  
  402-346-1085

- **Christian**  
  Christian Church  
  821 Douglas Street  
  Omaha, Nebraska 68102  
  402-935-1359

- **Episcopal**  
  Allen Chapel African Church  
  2842 Monroe Street
Omaha, Nebraska 68107
402-734-3399

- Jehovah’s Witness
  Jehovah’s Witnesses
  2922 Myrtle Ave.
  Omaha, Nebraska 68131
  402-345-0320

- Jewish
  Millard Community Church
  12656 Weir Street
  Omaha, Nebraska 68137
  402-895-2725

- Lutheran
  Grace Lutheran Church
  1326 S. 26th Street
  Omaha, Nebraska 68105
  402-341-7730

- Methodist
  Dietz United Methodist Church
  1423 S. 10th Street
  Omaha, Nebraska 68108
  402-346-9115

- Mormon
  Church of Jesus Christ of Latter Day Saints
  3215 State Street
  Omaha, NE 68112
  402-455-6945

- Pentecostal
  Lighthouse United Pentecostal
  3402 Burt Street
  Omaha, Nebraska 68131
  402-551-7226

Back to Resource Information

**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 24 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.

Back to Resource Information
HILTON OMAHA
CREDIT CARD PAYMENT AUTHORIZATION FORM

Please complete all areas below. Incomplete requests may be rejected. This form must be received at least 5 business
days prior to the Check-In, or by specified date in Event Contract, to ensure acceptance of the credit card to be
charged. Do not send completed form by email.
FAX COMPLETED FORM TO: 402-342-3169          ATTN: Sales & Catering Manager

<table>
<thead>
<tr>
<th>HOTEL USE ONLY:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest / Group Name:</td>
<td></td>
</tr>
<tr>
<td>Check-In / Event Date:</td>
<td></td>
</tr>
<tr>
<td>Name of Person/Group Making Reservation:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Authorized Amount:</td>
<td>Approval Code:</td>
</tr>
</tbody>
</table>

CARDHOLDER - Please complete the following section and sign/date below.

<table>
<thead>
<tr>
<th>Cardholder Name as it Appears on Credit Card:</th>
</tr>
</thead>
<tbody>
<tr>
<td>City:</td>
</tr>
<tr>
<td>Daytime /Business Telephone:</td>
</tr>
<tr>
<td>Credit Card Number:</td>
</tr>
<tr>
<td>Credit Card Type: (Circle one)</td>
</tr>
<tr>
<td>Credit Card Issuing Bank Name:</td>
</tr>
</tbody>
</table>

I agree to cover the following categories of charges: (Please circle)
- All Charges
- Room & Tax
- Food & Beverage
- Retail
- Recreation

I agree to cover the above categories of charges up to a Maximum Amount of $______________

DIRECT BILL ACCOUNT PAYMENTS ONLY:

<table>
<thead>
<tr>
<th>Name on Invoice/Statement</th>
<th>Date on Invoice/Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice/Statement Number</td>
<td>Authorized Amount $</td>
</tr>
</tbody>
</table>

Note: Charges for room and tax, group deposits or direct bill account payments will be charged to your credit
card immediately. Any incidental charges circled above will be charged at the time of check-out.

Amount to be immediately charged to credit card for room and taxes or deposit: $______________

Final Balance Billed to Credit Card (hotel use only): $______________

By signing below, you authorize the hotel to charge your credit card immediately for the amount indicated above up to
the “Maximum Amount” indicated above. You further acknowledge that if “all charges” has been selected, then all
guest/group related charges (less Deposit) will be charged to the above card number at the time of check-out or event
conclusion.

<table>
<thead>
<tr>
<th>Cardholder Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Electrical Service Order Form

Organization Name: ________________________________________
Event Name: ________________________________________________
Contact Name: _____________________________________________
Address: __________________________________________________
City: ____________________________ State: __________ Zip: ______
Phone Number: ____________________________________________
Dates of Services Ordered: __________________________________

Please attach any detailed notes regarding special requests for these services.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Service</th>
<th>Cost Each per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>120 VOLT – 20 AMP</td>
<td>$30.00</td>
</tr>
<tr>
<td></td>
<td>120 VOLT – 50 AMP Small Power Box</td>
<td>$60.00</td>
</tr>
<tr>
<td></td>
<td>208 VOLT – 1 PH or 3 PH – 100 AMP</td>
<td>$375.00</td>
</tr>
<tr>
<td></td>
<td>208 VOLT – 1 PH or 3 PH – 125 AMP</td>
<td>$425.00</td>
</tr>
</tbody>
</table>

All Fees are subject to 7% Sales Tax.

Labor Charges for Electrical Services:
All charges are based on 1-hour minimum and charged in 1-hour increments.
Monday – Friday, 8:00am-4:00pm, $35.00 per Engineer
Saturday, Sunday, Holidays and anytime after 4:00pm will be charged at $65.00 Per Engineer

This form will serve as authorization to apply all charges indicated above to the Credit Card Authorization Form attached. I understand that should I wish to pay the charges by another method; the credit card will be credited as payment is received.

Please attach a copy of the Credit Card Authorization Form in addition to the information listed below.
(The Credit Card Number and Signature must be legible.)
Fax to: 402-342-3169

Credit Card Type: ___________________________________________
Last Four Digits of CC: ______________________________________
Expiration Date: ____________________________________________

Authorization Signature: ____________________________________
Print Name: _______________________________________________
Engineer / Banquet Assisted Services Order Form

Organization Name: ____________________________
Event Name: ____________________________
Contact Name: ____________________________
Address: __________________________________________
City: ____________________________ State: _____________ Zip: _____________
Phone Number: ____________________________
Dates of Services Ordered: ____________________________

Please attach any detailed notes regarding special requests for these services.

Banner Hanging

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Size</th>
<th>Cost Each</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2’ x 3’ – 4’ x 9’</td>
<td>$30.00</td>
</tr>
<tr>
<td></td>
<td>4’ x 10’ – 8’ x 15’</td>
<td>$75.00</td>
</tr>
<tr>
<td></td>
<td>Over 8’ x 15’</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

Hourly Engineer/Banquet Assisted Services

All charges are based on 1-hour minimum and charged in 1-hour increments.

Monday – Friday, 8:00am-4:00pm, $35.00 per Engineer
Saturday, Sunday, Holidays and anytime after 4:00pm will be charged at $65.00 Per Engineer

[ ] __________ Track Lighting Adjustment
[ ] __________ Assisted Loading / Unloading
[ ] __________ Box Loading / Unloading / Moving
[ ] __________ Vehicle Move In / Move Out
[ ] __________ Engineer On-Site During Set-Up
[ ] __________ Engineer On-Site During Tear Down

This form will serve as authorization to apply all charges indicated above to the Credit Card Authorization Form attached. I understand that should I wish to pay the charges by another method; the credit card will be credited as payment is received.

Please attach a copy of the Credit Card Authorization Form in addition to the information listed below.
(The Credit Card Number and Signature must be legible.)
Fax to: 402-342-3169

Credit Card Type: ____________________________
Last Four Digits of CC: ____________________________
Expiration Date: ____________________________

Authorization Signature: ____________________________
Print Name: ____________________________
**CREDIT APPLICATION FORM**

**HOTEL NAME:** Hilton Omaha  
**Telephone:** 402-998-3400  
**ADDRESS:** 1001 Cass Street, Omaha, NE 68102  
**Fax #:** 402-342-3169

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**CREDIT APPLICATION**  
Confidential Information

<table>
<thead>
<tr>
<th>Name of Company Requesting Direct Billing:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Zip:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dun &amp; Bradstreet Number:</th>
<th>Rating:</th>
<th>Listed in Name of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inclusive Booking Dates:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Contact:</td>
<td>Fax #:</td>
</tr>
<tr>
<td>Address:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>City:</td>
<td>State:</td>
</tr>
</tbody>
</table>

**DIRECT BILLING HAS BEEN REQUESTED AS INDICATED:**

1. Guestroom Accounts  
   - All charges for specified guests - Provide List  
2. Catering:  
   - Room & Tax only for specified guests - Provide List  
3. Miscellaneous  
   - All Catering/Banquet charges  
   - Provide List

---

**BANK REFERENCES:**

<table>
<thead>
<tr>
<th>Bank Name:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City:</th>
<th>State:</th>
<th>Zip:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone:</td>
<td>Account #:</td>
<td>ABA #:</td>
</tr>
</tbody>
</table>

**HOTEL REFERENCES (Most Recent History):**

1. Hotel Name:  
   - Dates:  
   - Full Address:  
   - Telephone:  
   - City:  
   - State:  
   - Zip:  
2. Hotel Name:  
   - Dates:  
   - Full Address:  
   - Telephone:  
   - City:  
   - State:  
   - Zip:  
3. Hotel Name:  
   - Dates:  
   - Full Address:  
   - Telephone:  
   - City:  
   - State:  
   - Zip:  

---
AGREEMENT & RELEASE:
I (We) agree if credit is extended, to pay the amount due upon receipt of the first statement. In accordance with the Privacy Act, Freedom of Information Act, the Fair Credit Reporting Act, and any similar federal, state or local statutory or common laws or regulations. I (We) expressly authorize the above-named references, any credit reporting agency, any law enforcement agency (federal/state/local) and any person or entity with knowledge of information relevant to this request for credit to release this information to the hotel (together with its owners, partners, subsidiaries and affiliates, and their officers, directors, agents and employees, "Hotel") and Hotel to request, obtain and use such information as it sees fit. I (We) hereby agree to release, indemnify, defend and hold harmless Hotel and any or all other persons or entities, including without limitation those providing information, from any and all liability, for losses, claims, injuries, liabilities, and damages of whatever kind of nature, whether known or unknown, including without limitation those based upon defamation, invasion of privacy, and rights of publicity and personality, which may at any time arise or accrue to me (us) or my (our) heirs, successors, parents, subsidiaries, assigns, officers, directors, employees, agents or other persons or entities claiming by or through is, on account of provision of such information or reliance on such information or on other information gathered pursuant thereto and hereto. I (We) hereby authorize this Credit Application and release to be shown and delivered to such persons, with a copy of this Credit Application and release to be as valid as the original.

Authorized Signature: ___________________________ Date: ________________