Doubletree Hotel San Francisco Airport

Meeting & Event Resource Guide

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

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

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

Doubletree Hotel San Francisco Airport
835 Airport Boulevard
Burlingame, CA. 94010

www.Hilton.com
www.sanfranciscoairport.doubletree.com
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GENERAL INFORMATION

The **Doubletree Hotel San Francisco Airport** overlooking scenic **San Francisco Bay** is located two miles south of **San Francisco Airport (SFO)**, offering location, value and service for business and leisure travel to the Bay Area. For your convenience, we provide **24-hour airport shuttle service**. With easy access to Highway 101 and all major thoroughfares, you'll be in downtown San Francisco in 20 minutes. **Silicon Valley, San Jose**, and the **East Bay/Oakland** area are also easily accessible from our full service, airport hotel, as are the San Mateo Expo Center, South San Francisco Convention Center, and Cow Palace.

Our hotel's European-inspired guestrooms, suites, and Executive Level accommodations feature a host of in-room comforts and conveniences, **including high-speed internet access**. Additionally, **wireless HSIA** is available in many areas of the hotel. Our guests have full use of a complimentary Fitness Center and a Business Center, to better maintain personal and corporate schedules while on the road.

For recreation, enjoy the view along a picturesque bayside jogging trail, or hit the driving range at the Burlingame Golf Center next door, where our guests receive special privileges. After a day of meetings or sightseeing, relax and unwind in our cozy Library, or enjoy cocktails with colleagues in the richly appointed Chutney Lounge. For the best of California, American and traditional cuisines, dine at the Chutney Grill, serving breakfast, lunch and dinner daily in warmly elegant surroundings.

Whether business or pleasure brings you to northern California and the San Francisco Bay area, our professional, helpful hotel staff looks forward to welcoming you with our special, signature warm chocolate chip cookie at check-in.

FUNCTION SPACE AND BANQUETS

- **Catering menu’s available separately**

Just south of San Francisco in charming **San Mateo County** is the home of the Doubletree Hotel San Francisco Airport. Our hotel offers plenty of versatile meeting and banquet room space for your special corporate of social function. Our outdoor grand courtyard is particularly popular for receptions and parties. We offer over 8,000 square feet (743 square meters) of function space, ranging from 468 square feet up to 2,001 square feet.
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ADVERTISING OPPORTUNITIES
The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

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

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

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<th>Airline</th>
<th>Nationwide</th>
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<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
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<td>Air Tran</td>
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<td>1-800-525-3663</td>
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<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
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KLM Royal Dutch Airlines 1-800-447-4747
Korean Air 1-800-438-5000
Lufthansa 1-800-645-3880
Midwest Airlines 1-800-452-2022
Northwest (Domestic) 1-800-225-2525
Northwest (International) 1-800-447-4747
Qantas 1-800-227-4500
Singapore Airlines 1-800-742-3333
Southwest Airlines 1-800-435-9792
United Airlines 1-800-521-0810
US Air 1-800-428-4322
Varig 1-800-468-2744
Virgin Atlantic 1-800-862-8621

**Airport Information**
The nearest airport is the San Francisco International Airport located approximately 2 miles, approximately 5 minutes from the Doubletree Hotel.
San Francisco International Airport website: http://www.flysfo.com
For your convenience, we provide 24-hour airport shuttle service.

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

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 20%. For a standard delivery, the fee is $2.50.

**AMERICANS WITH DISABILITIES (ADA)**
The Hotel represents that the Hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans with Disabilities Act. You agree that one week in advance of your event; you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.
**AUDIO/VISUAL**
Audio Visual Resources our audiovisual company brings over 50+ years of experience in the field of audio visual to your meeting at the Doubletree Hotel San Francisco Airport. Peter Morucci may be reached by dialing 650-348-0400.

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**AUTOMATED TELLER MACHINES**
There is an ATM conveniently located on property. There are also ATM locations in Burlingame at all major bank locations.

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**BANKS**

**Wells Fargo Bank**
1145 Broadway  
Burlingame, CA 94010  
650-348-4662  
Website: [www.Wellsfargo.com](http://www.Wellsfargo.com)  
Hours of Operation:  
Monday – Saturday: 9:00 am – 6:00 pm  
Sunday: Closed

**Bank of America**
400 El Camino Real  
Burlingame, CA 94010  
650.615.4700  
Website: [www.bofa.com](http://www.bofa.com)  
Hours of Operation:  
Monday-Friday: 9:00 am – 6:00 pm  
Saturday: 9:00 am – 2:00 pm  
Sunday: Closed

**Washington Mutual**
1430 Chapin Avenue  
Burlingame, CA. 94010  
(650) 348-2456  
Website: [www.wamu.com](http://www.wamu.com)  
Hours of Operation:  
Monday: 9:00 am - 6:00 pm  
Tuesday: 9:00 am - 6:00 pm  
Wednesday: 9:00 am - 6:00 pm  
Thursday: 9:00 am - 6:00 pm  
Friday: 9:00 am - 6:00 pm  
Saturday: 9:00 am - 1:00 pm  
Sunday: Closed
**BANNERS**

The Doubletree Hotel 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.

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

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**BANQUET BEVERAGE SELECTION**

The Doubletree Hotel San Francisco Airport 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** (Gordon’s, Souza, Ron Castillo, Korbel, Seagram’s)
- **Premium Brands** (Tanqueray, Stolichnaya, Johnnie Walker, Bacardi)
- **Cordials** (Chambord, Drambuie, Grand Marnier, Korbel)
- **Beer** (Domestic: Bud Light, Budweiser, Miller Lite, O’Doul’s & Samuel Adams)
- **Beer** (Premium: Amstel Light, Michelob Ultra, Heineken, & Corona)
- **Wine** (Copperidge Cabernet Sauvignon, White Zinfandel, Chardonnay & Freixenet Sparkling Wine)
- **Non-Alcoholic Beverages** (Assorted Coca Cola Products, Calistoga, Tropicana, Ocean Spray & Motts)

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**

There is an outdoor function curfew of 10:00 pm. In accordance with California liquor laws, all alcoholic beverage sales will conclude at 11:00 p.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: Belly Bars*

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

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**BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 3 weeks prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

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**STANDARD BANQUET TERMS AND CONDITIONS**

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

2. **GUARANTEE OF ANTICIPATED REVENUE:** At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 5% more than this guaranteed minimum.
3. **LABOR CHARGE:** If the guaranteed number for your event is less than <25 persons, we will add an additional $4.00 per person as a 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 applicable state or local tax will be added to your account with 15% as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 5% of the food and beverage total added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

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

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

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

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

10. **PROMOTIONAL CONSIDERATIONS:** We have the right to review and approve any advertisements or promotional materials in connection with your function which specifically reference the Hilton name or logo. Hilton does not offer or accept any terms or conditions which provide commissions, rebates, HHonors points or other forms of compensation related to revenue for food, beverage, room or equipment rental.
11. CANCELLATION: You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, you agree to pay the liquidated damages outlined in your sales agreement, if any, or the guarantee amount as set forth in paragraph 2, whichever is greater. As products and services must be purchased and scheduled in advance, notification seven (7) business days or less before the event will require all charges (including labor and service fees, rentals and applicable taxes) for the final guarantee or contracted number of guests will be charged. Additional damages may be owed for cancellation of your sleeping room contract.

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

BELL SERVICES
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. Departure notices and bag pulls should be coordinated with our Catering/Event Manager.

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

BOX LUNCHES
Box lunches are available through 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.
BUSINESS CENTER
Whatever your business needs is, 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 24 hours a day:
12:00 a.m.- 11:59 p.m. Monday through Friday
12:00 a.m.- 11:59 p.m. Saturday
12:00 a.m.- 11:59 p.m. Sunday

For large quick printing or copying jobs, we recommend calling:
FedEx Kinkos
365 Broadway
Millbrae, CA 94030
(650) 777-1200
email: usa0756@fedexkinkos.com
website: fedexkinkos.com

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BUS/BUS COMPANIES
We offer a complimentary shuttle that runs to/from the San Francisco Airport every 20 minutes.

For arrangements to other destinations, Please contact us for more information.

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CAR RENTAL AGENCIES
Doubletree Hotel San Francisco Airport preferred company:

Enterprise Rent a Car (Easy Pick up and Drop off)
* Please call our Concierge, Paula, for more information at 650-373-2288
*CASH PAID OUTS*
Please call hotel for more information.

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*CASH PAYING GUESTS*
In the event a hotel guest does not have a major credit card to secure his/her room, the Doubletree Hotel San Francisco Airport 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.

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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
Available in Public Restrooms.

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*CHECK CASHING PRIVILEGES*
Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest’s name and address and made out to Doubletree Hotel San Francisco Airport. Identification may be required.

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

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once
this departure date has been confirmed, there will be an early departure fee (equal to our
daily rate) assessed in the event the guest departs prior to their confirmed departure date.

Late Departure
Late checkouts are available upon request and subject to availability. Please contact the
Front Desk directly to discuss availability and associated fees.

Zip Checkout
With zip checkout, your room folio is provided at your door early in the morning of your
departure. Simply verify the charges, use the television remote or dial extension 359 to
check-out. Please leave your keys in the room. If you are not departing the hotel
immediately, luggage storage can be arranged at the bellman’s desk.

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COFFEE MAKER
We are currently upgrading all of our coffee makers in the sleeping rooms to Wolfgang
Puck.

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COMMUNITY OUTREACH
We currently participate with the American Red Cross, Boys & Girls Club and donate
clothes and food to Second Harvest.

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CONCIERGE
Our Concierge, Paula is available to assist you with all of your needs. You can reach
Paula at 650-373-2288

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CONVENTION CENTER - SAN FRANCISCO
Moscone Center
747 Howard St
San Francisco, CA 94103
(415) 974-4000
www.moscone.com

Transportation: Bart or Caltrain

CORKAGE
A Corkage fee of $15.00++ per standard bottle (750 ml.) will be applied for all wine or champagne brought into the hotel.

CREDIT CARDS
The Doubletree Hotel San Francisco Airport accepts most major credit cards including Discover, American Express, Visa, and Mastercard.

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

CURRENCY EXCHANGE
Guests can do currency exchange at the San Francisco International Airport.

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

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

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

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

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

DINE AROUND
Dine Arounds for your group are scheduled through your Catering/Event Manager. Your Catering Manager can send you a list of Restaurants in the area.

DIRECTIONS TO THE HOTEL
From San Francisco International Airport:
Take Highway 101 South to Broadway/Burlingame exit (East).
Go East over overpass; remain in the right lane.
Turn right at the first light (Old Bayshore Rd)
Turn left at the next light onto Airport Blvd.
Doubletree Hotel will be on your right side, approximately a quarter of a mile down.

www.sanfranciscoairport.doubletree.com
**DRESSING/GREEN ROOMS**
Available in public restrooms.

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**DRUG STORES**
Your Catering Manager can send you a list with all the hotels and stores in the Burlingame area.

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**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry services are available by dialing extension 147. Garments picked up prior to 9:00 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 9:00 a.m. will be returned the following day by 9:00 a.m.

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

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**eEVENTS**
Hilton Family’s online booking channel for small groups and meetings.
http://www.sanfranciscoairport.doubletree.com/e-events

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

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

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**ELEVATORS**
The Doubletree Hotel has 4 guest elevators located in the East and West Towers (2 in each tower).

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EMERGENCY PROCEDURES
The Doubletree Hotel 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 570.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located minutes from the hotel.
- Our Security Department, as well as all managers, is trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: Mills Peninsula, Millbrae
- Nearest hospital: Mills Peninsula, Millbrae
  1783 El Camino Real Burlingame, CA 94010 650-696-5400

ENTERTAINMENT
The Doubletree Hotel San Francisco Airport has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment end no later than 10:00 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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

EXECUTIVE MEETING PACKAGES
We offer a variety of Executive Meeting Packages. Please see your Catering Manager for more information.
EXHIBITS
Please request the hotel’s Exhibit Resource Guide from your Event Services Manager.

Back to Resource Information

FAX MACHINES
We offer fax machines in our Executive Level rooms.

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FAX NUMBERS
For Guests: 650-340-8851
Catering/Convention Services office: 650-347-9887
Sales office: 650-347-9887
Reservations office: 650-340-8851

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FIRE CODES
The following are a few general regulations that typically fall under local fire authorities’ specifications. They should be considered when planning and coordinating space, decorations, etc., in the ballrooms and meeting rooms, as well as all other applicable laws, codes, and regulations.

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

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

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

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

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

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

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

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

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**FITNESS CENTER**
We offer a full array of amenities that provide leisure activities including our fitness center that includes a variety of cardio machines and free weights.

**Hours of Operation:**
6:30 am – 11:00 pm

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

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**FLORAL/FLORIST**
Please ask your Catering Manager for a Vendors list.

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

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GENERAL MANAGER
Jim Ensign joined the Doubletree Hotel San Francisco Airport in the month of November 2006 as General Manager. He has been in the hotel industry since October 1977, previously holding positions as Resident Manager, Housekeeping Manager, Director of Housekeeping, Director of Front Office, Acting General Manager, Hotel Manager.

Jim is thrilled to welcome your group to the Doubletree Hotel San Francisco Airport and is accessible as needed.

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GIFT CERTIFICATES
A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase and are designated for restaurants, lounges, logo shops and guestroom charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

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

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

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

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GOLF CENTER INFORMATION
The Burlingame Golf Center offers a Driving Range and putting & chipping greens. The center is open to the public 7 days a week.

Golf Course Information
Club Rental Complimentary
Bucket of Balls $7.00-$16.00

Facilities
Driving range, putting greens, pro shop, restaurant and restrooms.

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

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

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

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

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

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

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

**GUEST ROOMS**
The hotel’s current bedding breakdown is as follows:
172 King; 209 Doubles; 7 Suites

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

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

**GUEST ROOM DELIVERIES**
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: $3.00-$5.00 per delivery (under the door or inside the room)

**GUEST SERVICE HOTLINE**
Guests with specific needs or requests may pick up a house phone and dial extension 570. A hotel operator will direct your needs to the appropriate hotel contact.
HEAT
HEAT (Hilton Environmental Analysis and Tracking) is our internal measurement systems to collect, analyze, and track environmental and social performance at our property as well as our brands globally. In so doing, we are able to integrate sustainability as a core performance metric and drive economic and social returns. Your Catering/Event Manager can share detailed information.

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HHONORS FLOOR
All guestrooms include Doubletree's Sweet Dreams bed and are highlighted with a contemporary and comfortable European decor. The Executive level, located on the 8th floor comes equipped with a printer and fax machine inside each room.

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

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

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

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HOSPITALITY SUITES FUNCTIONS
Please see your Catering or Sales Manager to arrange.

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HOTEL FACTS/HISTORY
The following is a fact sheet for the Doubletree Hotel SFO – Burlingame:

Location: San Francisco Airport in Burlingame
Address: 835 Airport Blvd., Burlingame, CA. 94010
Telephone: 650-344-5500
Facsimile: 650-340-8851
Reservations: 1-800-Doubletree
Website: www.sanfranciscoairport.doubletree.com
Managed By: Hilton
Grand Opening: 1986 (Hotel Ibis)  
Last Renovation: Currently under sleeping room renovations  
Architects: Mr. Paul Gumminger  
Employees (Full-Time, Part-Time): 129 Full time & 34 Part Time

Brief Description: The Doubletree Hotel San Francisco Airport overlooking scenic San Francisco Bay is located two miles south of San Francisco Airport (SFO), offering location, value and service for business and leisure travel to the Bay Area. For your convenience, we provide 24-hour airport shuttle service.

Our hotel offers plenty of versatile meeting and banquet room space for your special corporate or social function. Our outdoor grand courtyard is particularly popular for receptions and parties. Whether business or pleasure brings you to northern California and the San Francisco Bay area, our professional, helpful hotel staff looks forward to welcoming you with our special, signature warm chocolate chip cookie at check-in.


HOUSEKEEPING
Daily housekeeping services, which consists of general cleaning, take place between 6:30 a.m. and 12:00 a.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

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

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

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. All meeting space, if available, will be at the hotel’s normal prevailing room rental rates and will be subject to the hotel’s standard contract terms and conditions.
A listing of all ICW’s should be sent to the hotel no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering Department to set up food, beverage and billing arrangements.

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

**IN-ROOM DINING**
Our In-room Dining is open 6:30 am – 12:00 am 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 584 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of $2.50 per order.

**INTERNET SERVICES**
Wayport provides numerous Internet Services. Wayport is our Internet Service Provider for all guests’ networks and will answer any questions concerning your system.

**KEY CARDS**
Please contact your Catering/Event Manager if you would like keys to any of your Hospitality rooms.
**KEY HOTEL CONTACTS**
The Doubletree Hotel San Francisco Airport Managing Committee consists of the following people:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td>Jim Ensign</td>
<td>550</td>
</tr>
<tr>
<td>Director of Food &amp; Beverage</td>
<td>Jeffery Knopf</td>
<td>586</td>
</tr>
<tr>
<td>Director of Finance</td>
<td>Michael Froelich</td>
<td>530</td>
</tr>
<tr>
<td>Director of Front Office</td>
<td>Edgar Cal</td>
<td>105</td>
</tr>
<tr>
<td>Director of Housekeeping</td>
<td>Gwendolyn Gavin</td>
<td>147</td>
</tr>
<tr>
<td>Director of Engineering</td>
<td>Romeo Arellano</td>
<td>576</td>
</tr>
<tr>
<td>Director of Sales and Marketing</td>
<td>Tomas Paddack</td>
<td>542</td>
</tr>
<tr>
<td>Director of Catering</td>
<td>Liza Normandy</td>
<td>561</td>
</tr>
</tbody>
</table>

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

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**LABOR**
The Doubletree Hotel San Francisco Airport is a non-union hotel.

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**LAUNDRY/VALET – SEE DRY CLEANING**
Complete laundry services are also available by dialing extension 146 in-house. Garments picked up prior to 9:00 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 9:00 a.m., will be returned the following day by 9:00 a.m.

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.

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**LIMOUSINE SERVICES**
Arrangements can be made through our Concierge, Paula at 650-373-2288.

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

Linen colors:
Napkins                    Tablecloths
Assorted Colors to include: White
Blue, Yellow, Red, Gray, Peach,
Pink, Green, Lavender, Mustard,
White, Ivory, Burgundy, Seafoam,
Teal.

LIQUOR LAWS
The State of California has strict liquor laws that must be followed by the Doubletree Hotel San Francisco Airport. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Doubletree Hotel San Francisco Airport no group may bring in their own alcohol to be served. The legal drinking age in California is 21 years old.

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

LOCAL INFORMATION
With easy access to Highway 101 and all major thoroughfares, you'll be in downtown San Francisco in 20 minutes. Silicon Valley, San Jose, and the East Bay/Oakland area are also easily accessible from our full service, airport hotel, as are the San Mateo Expo Center, South San Francisco Convention Center, and Cow Palace. For recreation, enjoy the view along a picturesque bayside jogging trail, or hit the driving range at the Burlingame Golf Center next door, where our guests receive special privileges. In addition, there is shopping and various restaurants on Burlingame Avenue.
LOST AND FOUND
It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

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

MANAGER ON DUTY (M.O.D.)
For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 570.

MAIL SERVICES
Stamps are for sale and our Concierge and Business Center offers various shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest FedEx Kinkos. They are located in Millbrae/Burlingame and offer complete mail services as well as materials.

The United States Post Office located in Burlingame and can be reached at 1-800-ASK-USPS. Their hours are 7:30 a.m. – 5:00 p.m. weekdays, and 8:30 a.m. – 1:00 p.m. on Saturdays.

MASTER ACCOUNTS
See Sales Agreement.
MEDICAL FACILITIES/SERVICES
Medical Services/Hospital facilities nearby:

- Peninsula Hospital
  1501 Trousdale Drive
  Burlingame, CA 94010
  650-696-5400
  **Travel time from the hotel is about 10 minutes**

- Mills Health Center
  100 S. San Mateo Drive
  San Mateo, CA 94401
  650-696-5400
  **Travel time from the hotel is about 10 minutes**

MEETING PACKAGES
We offer a variety of Meeting Packages that include breakfast, lunch and AM/PM Breaks. Please ask your Catering Manager for more information.

MEETING ROOM CAPACITIES
We offer plenty of versatile meeting and banquet room space for your special corporate or social function. Our outdoor grand courtyard is particularly popular for receptions and parties. We offer over 8,000 square feet (743 square meters) of function space, ranging from 468 square feet up to 2,001 square feet.

MEETING ROOM DELIVERIES
For small exhibits, when a drayage company is not being used, the hotel bell staff with a charge will deliver standard boxes or packages to and from the exhibit area. Please see your Catering Manager for further information.

MEETING ROOM RENTAL
Please see your Catering Manager for specific Room Rentals.
MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Doubletree Pads of paper and pens
- Ice water
- Lectern
- Mints

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

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

The City of Burlingame requests that outdoor entertainment end no later than 10:00 p.m.

NEWSPAPERS/PUBLICATIONS
The New York Times and Wall Street Journal are available to all of our guests and delivered to the Gift shop daily.

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

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

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

Business Center hours are 24 hours a day.
For large quick printing or copying jobs, we recommend calling:
FedEx Kinkos
365 Broadway
Millbrae, CA 94030
(650) 777-1200
Email: usa0756@fedexkinkos.com
website: fedexkinkos.com

Hours of Operation:
Sun 10:00 AM - 6:00 PM
Mon 7:00 AM - 11:00 PM
Tue 7:00 AM - 11:00 PM
Wed 7:00 AM - 11:00 PM
Thu 7:00 AM - 11:00 PM
Fri 7:00 AM - 11:00 PM
Sat 10:00 AM - 6:00 PM

OFF PREMISE CATERING
With the exception of Cakes (for Social events), we do not allow any outside Catering to be brought into our Meeting rooms.

PARKING
The Doubletree Hotel San Francisco Airport offers self-parking in the parking lot along the perimeter of our hotel. Self-parking is $16.00 per car (overnight guest).

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

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

- Available at all Hilton Family properties
- Customize with your program
- Customize with your logo
- No charge – it’s FREE
PETS (POLICY)
Service animals are always welcome and must be accommodated.
All other pets are allowed up to 50 pounds

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

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

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POSTING OF EVENTS
We post all of our Daily events in our lobby area for guests to see.

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PRE-CONVENTION MEETING
In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your 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.

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PRINTING SERVICES
FedEx Kinkos
365 Broadway
Millbrae, CA 94030
(650) 777-1200
Email: usa0756@fedexkinkos.com
website: fedexkinkos.com
Hours of Operation:
Sun 10:00 AM - 6:00 PM
Mon 7:00 AM - 11:00 PM
Tue 7:00 AM - 11:00 PM
Wed 7:00 AM - 11:00 PM
Thu 7:00 AM - 11:00 PM
Fri 7:00 AM - 11:00 PM
Sat 10:00 AM - 6:00 PM

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

PUBLIC TRANSPORTATION
For your convenience, we offer a Complimentary Hotel Shuttle to and from San Francisco International Airport 24 Hours a Day. In addition, Taxis are available from the hotel and are readily available at the airport. Bart operates from the San Francisco Airport and will take you to and from San Francisco downtown as well as CalTrain.

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
Doubletree Hotel San Francisco Airport is an Eco friendly hotel.

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 (fee may apply).
REGISTRATION DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in our lobby or near the group’s meeting room. 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.

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

RESTAURANTS/LOUNGES
Relax and unwind in our cozy Library, or enjoy cocktails with colleagues in the richly appointed Chutney Lounge. For the best of California, American and traditional cuisines, dine at the Chutney Grill, serving breakfast, lunch and dinner daily in warmly elegant surroundings.

Hours of Operation:
Breakfast Hours: 6:30 am – 11:30 am
Lunch Hours: 11:30 am – 2:00 pm
Dinner Hours: 5:00 pm – 10:00 pm

RESTAURANT RESERVATIONS
Reservations are strongly recommended for all restaurants in the hotel and in Burlingame whether it is for a table of four or a dine-around for 250.
**RESTROOMS**
Public restrooms are located in the foyer near the meeting rooms.

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

**ROBES**
Robes are available upon request through our Housekeeping Department.

**ROPES/STANCHIONS**
Ropes and Stanchions
- Pairs of stanchions with connecting rope.

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

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

**SAFES/SAFE DEPOSIT BOXES**
Available in sleeping rooms.

**SECURITY**
If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons.
**SHIPPING AND RECEIVING**
Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are extremely limited.

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

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

Conference Name  
Event Dates  
Client / Guest Name  
Hold for Arrival (arrival date)  
Attention <your catering/event contact>  
Hotel Name / Address / City State ZIP  
Phone  
Fax  
Number of packages in that shipment

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

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

**Shipping from the Doubletree Hotel San Francisco Airport**
The Doubletree Hotel utilizes Fed Ex and UPS for our shipping needs. Please see us for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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**SHOPPING**
Burlingame Avenue (Variety of shops and restaurants including Pottery Barn Banana Republic, Sephora, BEBE, J.Crew, Starbucks, Copenhagen Bakery, Il Fornaio, etc..)  
Burlingame, CA. 94010  
**Complimentary shuttle to and from the Hotel**

Hillsdale Mall  
Sixty 31st Avenue  
San Mateo, CA 94403  
(650) 345-8222
SIGNAGE/BANNERS
The Doubletree Hotel 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.

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

SITE INSPECTION/PRE-PLANNING
See your Catering Sales Manager to make an appointment

SMOKING
We offer both non-smoking and smoking accommodations. All of our meeting rooms are non-smoking.
**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.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel’s noise curfews: No sound system functions can take place outdoors later than 10:00 p.m.

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

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

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

**SUITES**
All of our spacious suites are elegantly furnished. Each suite is also equipped with a wet bar and a small refrigerator to store those late night snacks. The bedroom features the Sweet Dreams by Doubletree plush top king bed with 5 jumbo hypoallergenic down pillows. A triple sheeted down blanket and cozy coverlet give you "at home" comfort.
SUSTAINABILITY
Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:

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

TAXES
The current California State General Excise Tax is 9.25%. The current California State Hotel Tax is 13.5% (includes state tax/Occupancy 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 Burlingame there are various taxi companies available to our guests.

The standard rate for transfers from the San Francisco Airport to the Doubletree Hotel is approximately $15.00 plus gratuity.

TEAM MEMBER RECOGNITION
We currently have a Team Member of the Month program for both the “Front of the house” and “Heart of the House”

TELEPHONES/TELECOMMUNICATIONS
The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise your Telecommunications Department or appropriate team members, if you need the use of a phone for your program.
**DID Lines**
The installation fee is $100.00 ($50.00 activation fee + up to $50.00 in toll charges per day. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**DID Lines**
The following are enhancements that can be added to a DID Line:
Speaker Phone @ $75.00 per day, hardware rental only, and price does not include phone line.

**Internet Access**
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices - The set-up fee is $200.00 for the first personal computer and $50.00 each for each additional personal computer.

**Guest Room Calls**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room</td>
<td>9+Number</td>
<td>$1.00 for 60 minutes</td>
</tr>
<tr>
<td>Local</td>
<td></td>
<td></td>
</tr>
<tr>
<td>$.10 per minute after 60 minutes</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60</td>
</tr>
<tr>
<td>800/888/8xx toll free</td>
<td></td>
<td></td>
</tr>
<tr>
<td>minutes $.10 per minute thereafter</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator assisted rate less 50%</td>
</tr>
<tr>
<td>Long Distance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>assisted rate (by country)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

Federal Communications Commission, FCC Enforcement Division;
CCB Room 6202; Washington, DC 20554.
State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223
800-342-3377
**Voice Mail**
Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out.

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

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

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

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

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

**TOURS/SIGHTSEEING**
Please see our concierge, Paula, for more information on tours. Paula can be reached at 650-373-2288

**VOICE MAIL**
All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Therefore, labor fees may be assessed. Please discuss any specific requests with your Catering/Event Manager.
**WEATHER**
Depending on the season, the weather at the Doubletree Hotel varies from a low of 50 degrees to a high of 80 degrees. Before visiting the Doubletree Hotel, we recommend that guests check the local listings to determine the weather conditions.

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**WHEELCHAIRS**
If a guest requires a wheelchair, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair, please note that we can coordinate the rental, but will be unable to cover the expense.

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

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

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**FORMS**
For more information on forms, please contact your Catering/Event Manager.