Hilton Toronto

Meeting & Event Resource Guide

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

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

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

Hilton Toronto
145 Richmond St. W.
Toronto, ON M5H 2L2

www.hilton.com
www.toronto.hilton.com
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GENERAL INFORMATION

Travel Should Take You Places

The Hilton Toronto brings the sophistication of contemporary design to the heart of Toronto, in close proximity to the city’s bustling financial district and vibrant entertainment district. This property offers 600 guestrooms, including a wide variety of suites, featuring four Signature Suites, award-winning culinary fare and modern meeting and event facilities. The Hilton Toronto is only a 30-minute drive from Pearson International Airport and 15 minutes from the Toronto Island Airport. Step across the street to the Canadian Opera Company and the National Ballet performances at the Four Seasons Centre for the Performing Arts. Walk to Toronto’s most popular attractions: Rogers Centre, CN Tower, Air Canada Centre, Art Gallery of Ontario and the Eaton Centre. Have direct access to the underground PATH system’s miles of shops, restaurants and offices. Take a tour to Niagara Falls and Paramount Canada’s Wonderland.

Guest Rooms

With 600 guestrooms and suites featuring a sophisticated design, guest of the Hilton Toronto will have the opportunity to experience all the finest details. These include: an oversized desk, High Speed Internet Access, the Hilton Serenity collection and an in-room safe. Upgrade to our newly renovated deluxe guestrooms or our luxurious Executive guestrooms offering additional special touches for an exceptional hotel experience.

Executive Floor

On the Executive level the concierge ensures your check-in and check-out is expeditious. These luxurious rooms feature all the comforts of our regular guestrooms with additional benefits such as an 8-hour working chair, plush terry cloth robes, complimentary hi-speed internet, local telephone calls and evening turn down service. The exclusive Lounge for Executive Level guests affords a comfortable setting to relax and enjoy spectacular views of the city, a complimentary deluxe continental breakfast, afternoon hors d’oeuvres and alcohol beverages on an honor bar system. Lounge is closed on weekends.

Dining

At the Hilton Toronto you can enjoy a world of culinary delights, all under one roof. Each of our three restaurants and bars are under the meticulous care of Executive Chef Prendergast. We offer a variety of settings with the versatility of being able to grab a quick bite on your way to a meeting, or savor an intimate meal with family, friends or valued associates. Ruth’s Chris Steakhouse is also located on site.

Health Facilities

Refresh with a leisurely dip in our heated indoor/outdoor pool. Relax on our poolside patio bar. Renew in our whirlpool and sauna. Recharge in a state-of-the-art health facility with cardio equipment, free weights and universal machines. Take advantage of complimentary access to the Adelaide Fitness Club which features aerobics and spinning classes, squash courts and more.
Function Space and Banquets

The Hilton Toronto offers 18 multi-purpose meeting rooms for a total of 20,000 square feet, including state of the art Hilton Meetings.

- Catering menus are available separately.

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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
- Gobos

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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 Events 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 Events Department to set up food, beverage and
billing arrangements.

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<tr>
<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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<td>Air Canada</td>
<td>1-888-247-2262</td>
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<td>Air France</td>
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<td>Delta</td>
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<td>1-800-432-1359</td>
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<td>Japan Airlines</td>
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<td>1-800-447-4747</td>
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<td>Korean Air</td>
<td>1-800-438-5000</td>
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<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
</tr>
<tr>
<td>Midwest Airlines</td>
<td>1-800-452-2022</td>
</tr>
</tbody>
</table>
Northwest (Domestic) 1-800-225-2525
Qantas 1-800-227-4500
Saudi Arabia 1-800-472-8342
Singapore Airlines 1-800-742-3333
Southwest Airlines 1-800-435-9792
Swiss Airlines 1-877-359-7947
United Airlines 1-800-521-0810
US Air 1-800-428-4322
Virgin Atlantic 1-800-862-8621
Westjet 1-888-937-8538

Airport Information
The nearest International Airport is Pearson International Airport which is only a 30-minute drive or 30 km away. Click on www.toronto-yyz.com for more information. The Toronto City Centre Airport is only 3kms away and approximately a 15-minute drive. Click on www.torontoairport.com for a map.

Shuttle service is available from Pearson International Airport to the Sheraton Centre Hotel downtown which is located one block west of the Hilton Toronto at Richmond and York. ‘Airport Express’. Charge is $21.95 per person one way and runs throughout the day and evening. Click on www.torontoairportexpress.com for schedules and further information. Taxi service is approximately $59 one way.

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

All amenity pricing excludes harmonized sales tax, gratuity and delivery fee. Room service gratuity is currently 15%. For a standard delivery, the fee is $3.

AMERICANS WITH DISABILITIES (ADA)

AUDIO/VISUAL
Presentation Services (PSAV) is our on-site audiovisual company and brings over 60 years of collective experience in the field of audio visual to your meeting at the Hilton Toronto. Presentation Services (PSAV) may be reached by dialing 416-367-8487.
AUTOMATED TELLER MACHINES
There is an ATM conveniently located in the Lobby at the University Avenue exit doors. There are also ATM locations in Toronto at all major bank locations.

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.

Christopher Robin Babysitting Services
119 Eglinton Ave West, Suite 4
Toronto, ON M4R 1A4
Telephone: 416-483-4744
www.christopherrobin.ca

Happy Face Daycare
276 Main Street
Toronto, ON M4C 4X5
Telephone: 416-694-2223

BALLOONS

Balloon Celebrations
115 Forecastle Road
Concord, ON L4K 5G7
Contact: Steve Fletcher
Telephone: 905-303-3998 and 416 224 2221
Hours of Operation: Daily 9:00 a.m. – 6:00 p.m.
Email: ballooncelebrations@rogers.com

There is a $100 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.

BANKS

Bank of Montreal ................................................................. 416-867-5000
ScotiaBank ........................................................................... 416-866-6430
Canadian Imperial Bank of Commerce .................................. 416-980-2211
Royal Bank ........................................................................... 416-974-5151
BANQUET BEVERAGE SELECTION
The Hilton Toronto offers a choice of standard and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

**Standard Brands**
Smirnoff Vodka, Gordon’s Gin, Captain Morgan White Rum, VO Whiskey, J&B Scotch

**Premium Brands**
Greygoose Vodka, Tanqueray Gin, Captain Morgan Dark Rum, Crown Royal, Johnnie Walker Red, Smirnoff Raspberry Vodka and Smirnoff Cranberry, Smirnoff Vanilla Vodka

**Liqueurs**
Baileys Irish Cream, Grand Marnier Kaluha, Cointreau, Frangelico, Goldschlager, Hypnotiq

**Martini Bar (choice of 2 martinis)**
Classic Gin or Vodka—Gin or Vodka, splash of Vermouth
Cosmopolitan—Vodka, Cointreau, cranberry juice, squeeze of lime
Sour Apple—Vodka, Sour Puss, apple juice
Hiltini—Vodka, Lychee liqueur, tart lemonade, dash of Blue Curaçao
Lychee Martini—Vodka, Lychee liqueur
Dirty Martini—Vodka, juice from olive jar

**Dessert Martini Bar (choice of 2 martinis)**
Creamsicle—Smirnoff Orange Twist Vodka, Grand Marnier, Amaretto, orange juice and milk
Twisted Chocolate—Smirnoff Vanilla Twist Vodka, Baileys Irish Cream, Crème de Cacaò
Milky Way—Smirnoff Vanilla Twist Vodka, White chocolate liqueur, Baileys Irish Cream
Cinnamon Toast Crunch—Smirnoff Vanilla Twist Vodka, Goldschlager
Strawberry Shortcake—Smirnoff Vanilla Twist Vodka, Grenadine, splash of cranberry juice
Banana Snowman—Rum, Baileys, Banana liqueur, milk
Chocolate Raspberry—Smirnoff Raspberry Twist Vodka, White Crème de Cacaò

**Beer**
Domestic & Imported brands

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request.
BANQUET CURFEWS
There is an outdoor function curfew of 10:00 p.m. In accordance with the Alcohol & Gaming Commission on Ontario, all alcoholic beverage sales will begin at 11:00 a.m. and must conclude at 1:00 a.m.

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

For more information on banquet equipment, please speak to your Event Manager.

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BANQUET MENU SELECTION
Please refer to the contract with respect to the due date for the Preliminary Agenda. We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Event Manager 30 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event. This request must be submitted in advance of the 30 days prior to the event.

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

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STANDARD BANQUET TERMS AND CONDITIONS

1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE: The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Banquet Event Order (“BEO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the BEO 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 (or 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 your BEO 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 BEO, whichever is greater.

3. LABOR CHARGE: For all meal functions if the guaranteed number for your event is less than twenty (20) persons, we will add a $100 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 BEO. Additional charges/fees will apply for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

5. **GRIATUTIY & SERVICE CHARGE:** 18% of the food and beverage total will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. This gratuity charge will be charged 13% Harmonized Sales Tax.

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

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

8. **OUTSIDE FOOD AND BEVERAGE:** Due to provincial law, you may not bring into the Hotel alcoholic beverages. You must obtain prior approval from 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 Ontario Human Rights Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.

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

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

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

**BELL SERVICES**
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities. Porterage charges will be set forth in your contract. The current rate is $3 per person, plus harmonized sales tax, and is subject to change. Departure notices and bag pulls should be coordinated with your Event Manager.

**BILLING**
Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Event Manager in advance for any specific instructions on how you would like your bill organized.

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

**BUSINESS CENTRE**
Whatever your business needs are, they can all be accommodated through our in-house Business Centre.

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 Centre or discuss them with your Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Centre is designed with everyone’s needs in mind.

The Business Centre remains open 24 hours to all our hotel guests and is accessible using your room key.

**BUS SERVICE**
Go Transit: 416-869-3200
Greyhound Canada: 1-800-661-8747
Toronto Transit Commission: 416-393-4636
CAR RENTAL AGENCIES
Following are the five Hilton Toronto preferred companies and their contact numbers.

Avis
International: 1-800-879-2847
Local: 416-777-2847

Budget
International: 1-800-527-0700
Local: 416-364-7104

Discount
International: 1-800-263-2355
Local: 416-597-2222

Hertz
International: 1-800-263-0600
Local: 416-364-2080

Thrifty
International: 1-800-847-4389
Local: 416-593-5604

*CASH PAID OUTS
The request for cash paid out from the Master Account must be made to the Event Manager by the organizer of the group and signed for upon receipt. Request must be submitted 14 days in advance.

*CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Toronto will require full payment in advance for room and tax charges. In addition, there will be a $100 for first night plus $50 per additional night 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 Event Manager is happy to work with you to accommodate any needs you have.
CHANGING FACILITIES/DAY USE
Please contact your Event Manager to make arrangements for a room. The hours of guest room availability for day use will depend on occupancy of the hotel and full or half-day rates will apply.

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*CHEQUE CASHING PRIVILEGES
Hotel guests may cash cheques at Guest Services. The cheque must be imprinted with the guest’s name and address and made out to Hilton Toronto. Identification may be required.

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CHECK-IN AND CHECK-OUT
Hotel check-in is 3:00 p.m., and check-out 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. 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 check-outs are available upon request and subject to availability. Please contact Guest Services directly to discuss availability and associated fees.

Satellite Check-In
Satellite check-in is available for groups for which all charges (room, tax and incidentals) are being billed to the group master account. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 7 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 Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

Zip Check-out
With zip check-out, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial “0” to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

Kiosks
The Hilton Toronto offers Kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout. Airline boarding passes can also be printed from the Kiosk.

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COAT CHECK SERVICES
Two methods of coat check services can be provided for your guests – either on an individual paid cash basis or a host coat check service. In both cases the charge is $3 per coat. Should you wish to arrange a host coat check service please note that we can arrange to have the charges
routed to an established master account and there is a minimum guarantee requirement of 100 coats. In the event the amount of coats required to be checked is less than 100, the group will still be charged for the minimum amount. Additionally, coat racks are available for a rental fee of $90 each. Off-season requirements (May 1 to September 30), are available for an hourly rate of $30 with a minimum of 4 hours in addition to the coat charges outlined above.

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

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**CONCIERGE**
The Concierge desk is located in the lobby level. Our concierge offers many services from making restaurant reservations to arranging car rental, confirming flights or booking tours of Toronto or Niagara. The telephone extension is “4311”.

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**CONSULATES**

United States Consulate  
360 University Avenue  
Toronto, ON M5G 1S4  
Telephone: 416-595-1700  
[www.amcits.com](http://www.amcits.com)

British-Consulate General  
777 Bay St  
Toronto, ON M5G 2G2  
Telephone: 416-593-1290  
[www.uktradeinvestcanada.org](http://www.uktradeinvestcanada.org)

Consulate General of the Peoples Republic of China  
240 St. George  
Toronto, ON M5H 2W9  
Telephone: 416-964-7260  
[http://toronto.china-consulate.org](http://toronto.china-consulate.org)

Consulate General of India  
365 Bloor Street East  
Toronto, ON M4W 3L4  
Telephone: 416-960-0751  
[www.cgitoronto.ca](http://www.cgitoronto.ca)

Consulate General of Japan  
100 King Street West  
Toronto, ON M5X 1J2  
Telephone: 416-363-7038
CONVENTION CENTER

Metro Toronto Convention Centre
255 Front Street West
Toronto, ON M5V 2W6
Telephone: 416-585-8000
www.mtcc.com

Located 1 km from the Hotel. Driving time approximately 5 minutes.
Walking time is approximately 15 minutes either by street level or via the underground PATH system.
CORKAGE
The Hilton Toronto will allow you to provide your own Wine under certain conditions. Arrangements must be discussed with your Event Manager in advance. A special occasion permit must be obtained through the LCBO and a copy provided to the Event Manager prior to the event. Corkage fees of $20 per 750ml bottle will apply.

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CREDIT CARDS
Hilton Toronto accepts most major credit cards including American Express, Visa, Master Card, 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 cheque at least three business days prior to your function or by personal bank cheque two weeks prior to your function. If you would like to establish credit, please contact your Event Manager.

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CURRENCY EXCHANGE
The front desk currently exchanges the following currency at prevailing rates: U.S., British Pound, Japanese Yen, Swiss Franc, Euro.

If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank or the Concierge Desk can advise local banks.

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

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

Toronto Tours  
259 Lakeshore Blvd. East, 1st Floor  
Toronto, ON M5A 3T7  
Telephone: 416-869-1372  
Fax: 416-869-0284  
Email: ttours@torontotours.com  
www.torontotours.com

JPdL Toronto Inc.  
2 Berkeley Street, Suite 500  
Toronto, ON M5A 4J5  
Telephone: 416-221-5679  
www.jpdl.com

Welcome to the City Inc.  
100 Dupont Street, 2nd Floor  
Toronto, ON M5R 1V2  
Telephone: 416-924-4778  
www.wttc.com

*DEPOSITS*
Required deposits are outlined in your sales/catering contract.  
Full pre-payment of room and tax and deposit for incidentals is required for guests not wishing to utilize a credit card upon check-in.

**DIAGRAMS**
Diagrams and meeting room specifications are available on our website. If you would like a customized floor plan please speak to your Event Manager.

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

**DINE AROUND**
Dine arounds for your group can be scheduled through one of the recommended DMC services and should be communicated to your Event Manager.
DIRECTIONS TO THE HILTON TORONTO

From the West (London, Sarnia), Pearson Int’l Airport:
Follow Hwy. 401 East to the 427 South. Take 427 South and follow signs to the QEW (Queen Elizabeth Way). QEW becomes the Gardiner Expressway. Follow the Gardiner Expressway to the York St. Exit. Take the York St. Exit ramp slowly, staying to the left side, and follow York St. until Richmond St. Turn left on Richmond St. and you will see the Motor Court entrance of the hotel on the left. Welcome.

From the North (North Bay, Barrie):
Follow Hwy. 400 South to Hwy. 401 East to Avenue Rd. exit. Follow Avenue Rd. South past Bloor St., where the name changes to University Ave. Stay on University Ave. South to Adelaide St. (one way, running East). Turn left on Adelaide St. and stay in the left lane. Turn left at York St. (first light) and follow York St. until Richmond St. Turn left on Richmond St. and you will see the Motor Court entrance to the hotel on the left. Welcome.

From the U.S. and Niagara Region:
Follow QEW (Queen Elizabeth Way), which will become the Gardiner Expressway. Follow the Gardiner Expressway and watch for the York St. Exit. Take the York St. Exit ramp slowly, staying to the left side, and follow York St. until Richmond St. Turn left on Richmond St. and you will see the Motor Court entrance to the hotel on the left. Welcome.

From the East (Montreal, Ottawa):
Follow Hwy. 401 West to the (DVP) Don Valley Parkway, South. Take the DVP South to the Richmond St. Exit. Take Richmond St. West. Get into the left lane once you pass Bay St. The hotel Motor Court entrance will be to the hotel on the left after York St. Welcome.

For more details please visit www.toronto.hilton.com

DOCTORS ON CALL
For in-house doctor’s visits, please contact Dr. Scheiman (416-631-0298) and he will come directly to the hotel. As a safety precaution it is important that the manager on duty be notified. Each visit costs $300 and may be paid from your hotel bill, pending available credit.

DRESSING/GREEN ROOMS
Please contact your Event Manager to discuss these arrangements.

DRUG STORES
Shopper’s Drug Mart located at 700 Bay Street and is open 24 hours 7 days a week.

Another Shopper’s Drug Mart open until midnight, 7 days a week is located on the north west intersection of Peter and King Streets, approximately 10 minutes walk from the hotel.
In the underground you have access to a PharmaPlus, open until 6:00 p.m. Monday to Friday, however closed on weekends.

See the front desk or concierge for more detailed directions.

**DRY-CLEANING**
Laundry services are available by dialing extension 0, Monday to Saturday. Garments picked up prior to 8:30 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 8:30 a.m. will be returned the following day by 6:00 p.m.

Please note that there is no service on Sunday and on the following Canadian Holidays: Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas and New Year’s.

**e-EVENTS**
Hilton Family’s online booking channel for small groups and meetings. With e-Events, planners can book up to 25 guestrooms, reserve meeting space, order food, beverage and audiovisual equipment. To use e-Events visit [www.toronto.hilton.com](http://www.toronto.hilton.com).

**ELECTRICAL**
All requests for power requirements are to be communicated to your Event Manager. Depending on the extent of your requirements we may need to secure additional power and/or labor services. Presentation Services (PSAV) is Hilton Toronto’s exclusive power supply company.

**ELEVATORS**
The Hilton Toronto hotel has 5 guest elevators located in the Lobby, 2 of which are scenic elevators. In addition, there are 2 parking garage elevators located off the Lobby Level in the Richmond/Adelaide Tower. There are escalators down to the Convention Level and to Ruth’s Chris Steakhouse.

**EMERGENCY PROCEDURES**
The Hilton Toronto Security Team is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 0.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 0 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
• Our Security Department, as well as a small number of other employees are trained in CPR and First Aid. The Hotel also has a defibrillator on property.

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

• Nearest Hospital and emergency room: 5 minutes

  St. Michael's Hospital
  30 Bond Street
  Toronto, ON M5B 1W8
  Telephone: 416-360-4000

ENTERTAINMENT
The Events Team 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 begin no earlier than 9:00 a.m. and end no later than 10:00 p.m. Please contact your Event Manager for assistance in booking entertainment.

The following websites are very popular for researching entertainment options in Toronto:

http://www.toronto.ca/visitors/index.htm
http://www.torontolife.com/

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

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

Motor Vehicle Exhibits
Motor vehicles for display within the Hotel must have the gasoline tank locked and the battery disconnected at all times. The exhibitor must provide a protective floor covering below the vehicle at all times. The Group will be responsible for any damages that are a result of automobile exhibits. Arrival and departure schedules and procedures must be established in advance with the Event Manager and strictly adhered to. Propane tanks must be maintained less than ¾ full. Ensure that the fuel line is cleared by shutting the valve off with the engine running. Ensure the fuel line is cleared of any excess propane before turning the ignition off.
**FAX MACHINES**
Faxing can be done at the business centre located on the Lobby Level of the hotel. Prices vary.

The Business Centre remains open 24 hours to all our hotel guests and is accessible using your room key.

Faxing is also available at the front desk 24 hours a day, 7 days a week. Prices start at $3 for 3 or less pages and increments hereafter. Dial 0 for more details. Guests that have access to the executive lounge are entitled to free use of this service in the executive lounge located on the 32nd floor. Please dial 4185 for more information.

**FAX NUMBERS**
Front Office / Desk: 416-869-3187  
Catering Office: 416-869-1463  
Sales Office: 416-869-0291  
Reservations office: 416-869-1478  
Executive Lounge: 416-945-6662  
Accounting: 416-869-3353  
Engineering: 416-869-0826  
Executive office: 416-869-9492  
Human resources: 416-860-6820

**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

Our fitness centre remains open 24 hours to all our hotel guests and is accessible using your room key and offers all new Precor Equipment such as treadmills, elliptical cross trainers, stretch trainers, benches, stationary bicycles, smith machine and pectoral deck, lat pull down machine, free weights and stability balls are in place for use.

We are also affiliated with the Adelaide Club & Spa located ½ block from the Hotel in the First Canadian Building. Ask the front desk for your complimentary access pass to explore this state of the art workout facility. For general inquires call 416-367-9957. The club hours are weekdays from 5:30 a.m. – 10:00 p.m. & on weekends and holidays from 8:30 a.m. – 6:00 p.m. The club is closed on December 25 and January 1st. The Adelaide Club is also easily accessible through the PATH system. See below for directions.
STREET UNDERGROUND PATH

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FLAGS
Our Banquet Department currently has an inventory of flags from different countries. If you require additional flags, please discuss rental costs with your Event Manager.

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FLORAL/FLORIST
The House and Garden Co. is our in-house florist featuring floral arrangements and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 10:00 a.m. to 5:00 p.m. from Tuesday to Saturday (Sunday and Monday closed). Please call 416-690-6987 for further information, or consult your Event Manager for assistance with a proposal for your special event.

The House and Garden Co. Ltd
1660 Kingston Road
Toronto, ON M1N 1S5
Telephone: 416-690-6987
www.thehouseandgardenco.com

Another florist located next to the Hilton Toronto is:

Adelaide Place Floral
181 University Avenue
Toronto, ON M5H 3M7
Telephone: 416-363-6233
www.adelaideplacefloral.com
Business hours:
Monday to Friday 8:00 a.m. to 6:00 p.m.
Saturday and Sunday closed

**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. Hilton Toronto is proud to provide this service to Second Harvest.

Second Harvest is a registered, not-for-profit charity that relies on donations from foundations and corporations. Every day fresh and frozen foods for roughly 14,000 meals are provided and distributed to 250 social service programs in the Metro Toronto area.

**FREIGHT ELEVATOR**
The Freight Elevator services the Convention Level. It is a Single Freight Elevator with interior dimensions of 96” W x 64”D x 95”H, door measurement of 48” W x 84”H and a capacity of 7,000 lbs.

**GENERAL MANAGER**
Edwin Frizzell joined the Hilton Toronto in January 2009. He has been in the hotel industry for over 20 years working in various departments and exciting chains such as Delta & Starwood, most recently being the General Manager of the boutique “W” hotel in Chicago.

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

**GIFT IDEAS**

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

http://www.waldorfcollection-hotelsathome.com/home.html - The Waldorf Collection
GOLF COURSE INFORMATION
For the golf aficionado, there’s nothing quite as thrilling as discovering a new golf course – that’s why the Toronto region is a golfer’s dream. Unique doglegs, island greens and harrowing sand traps wait to be conquered at over 100 championship-quality courses within a short drive from downtown.

Need to work out the kinks before talking to the tee? The driving range at the Docks is the answer. Once you’re warm, several magnificent courses await – the Legends or Masters-level courses at Lionhead in Mississauga weave past the Credit River, or head north to Aurora to walk all 7,300 majestic yards of St. Andrews Valley. The challenges of Glen Abbey and Angus Glen have stymied many a golf pro, but the lure of these links is renown – both have hosted the Canadian Open (Canada’s PGA tour event), and are among the most recognized courses in the country. The closest golf course however is the Don Valley Golf Course with its lush vegetation and rolling landscape presenting an exciting natural setting. Its classic Howard Watson design has a traditional variety of hotels and a legendary reputation. Green fees range from Monday to Thursday $30 - $56 and Fridays, Weekends and Holidays $36 - $63 for 9 holes and 18 holes respectively. Please visit their website for additional details at www.donvalleypartnersgolfshop.com.

GRATUITIES
Informally known as tipping, in Canada tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - $2 per day, Bellman - $3.10 per bag and discretionary for above and beyond services provided for you. All gratuities not outlined in the contract are discretionary.

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

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

GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Hilton Toronto has a specially designated area to accommodate the needs of your group. This bus loading and unloading is at the University Avenue entrance to the Hotel. The area just across from the University doors can be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

All coach arrivals must be directed to the University Avenue entrance, as buses would be unable to drive in through the front entrance due to height restrictions.
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. Please check with your Event Manager for more details.

**GUEST ROOMS**
Hilton Toronto offers 600 guestrooms and suites on 32 floors. Each room features individual climate control, remote control television, first run movies, clock radio, in-room safes, telephone with modem or fax capabilities and voice-mail, hair dryer, and coffee maker. Smoking rooms are available.

<table>
<thead>
<tr>
<th>Bedroom Types</th>
<th>Suite Combinations</th>
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<tbody>
<tr>
<td>Standard One King Bed</td>
<td>Standard Junior Suites, One King Bed</td>
</tr>
<tr>
<td>Executive One King Bed</td>
<td>Executive Junior Suites, One King Bed</td>
</tr>
<tr>
<td>Standard Two Double Beds</td>
<td>Signature Suites</td>
</tr>
<tr>
<td>Executive Two Double Beds</td>
<td></td>
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<tr>
<td>Accessible</td>
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</tbody>
</table>

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

**GUEST ROOM DELIVERIES**
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: $3 per item.

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

Salon Catherine J
145 Richmond St West
Toronto, ON M5H 2L2
Telephone: 416-864-1825
Telephone: 416-862-1241

Monday to Wednesday: 8:00 a.m. – 6:00 p.m.
Thursday and Friday: 8:00 a.m. – 7:00 p.m.
Saturday: 8:00 a.m. – 5:00 p.m.

Conveniently located in the main lobby of the hotel, dial extension 4170 to book an appointment.

HHONORS EXECUTIVE LOUNGE
Hilton Hhonors Gold members, Diamond members and all guests paying to stay on our Executive Floors have access to the Executive Lounge located on our 32nd floor. This exclusive lounge offers a deluxe Continental Breakfast, hors D’oeuvres and an honor bar available from 5:00 p.m. to 10:00 p.m. If you have access to this lounge and wish to entertain a guest you may do so for a $35 fee providing all day access. Faxing, printing and the use of the wireless internet services in the Executive Lounge are complimentary. The lounge is open from 6:30 a.m. to 10:00 p.m. Monday to Friday and 7:00 a.m. to 10:00 a.m. on Saturday & Sunday. For more details please call the lounge at 4185/ 4186.

HOSPITALITY DESKS
Your Event Manager is happy to arrange a hospitality desk for your group which would normally be set up just outside the meeting room assigned. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day’s use.

Should you require a larger area for an office, storage or hospitality, please consult your Event Manager for space availability, if not already contracted.

Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance. Easels can be provided by the Hotel at a charge of $20 per easel.

HOSPITALITY SUITE FUNCTIONS
The Panorama Suite offers 1,300 square feet of exclusive entertaining space, with a light kitchen for on-site catering, wet bar and premium electronic equipment, including wide-screen TV with DVD and sound system. Deep natural colors meld with exotic wood paneling to create a relaxing atmosphere and sheer draperies over floor to ceiling windows enhance a spectacular south-facing
view. Mobile tables are convertible for use as cocktail tables, allowing for creative configurations for entertaining.

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**HOTEL FACTS/HISTORY**
This hotel has been operating as a Hilton since 1987 but was built in 1975. In 2000 the hotel was transformed from a very traditional look and feel to a fresh contemporary look with clean lines and a minimalist detail. The lobby and Tundra Restaurant were redesigned with a quintessentially Canadian inspired décor.

Architects for original Renovation: Kuwabara Payne McKenna Blumberg Architects for lobby and all major interiors. Interior design of TUNDRA restaurant was managed by II BY IV Design Associates Inc. Our 32nd Floor Signature Suites and current guestroom renovations are managed by Lemay Michaud.

Owner: Westmont Hospitality Group

Managed By: Hilton Hotels Corporation

Renovation: The lobby and TUNDRA were completed in spring of 2000. Signature Suites were completed in the summer of 2005. The Convention Level was completed in the fall of 2007. Guestrooms have been going through an ongoing renovation/refurbishment since the summer of 2007 and are expected to be completed by early 2009.

Awards: Hotel-
- Successful Meetings Pinnacle Award for 2003
- Hotel of the Month, April 2006, The Planner
- Culinary -
  - Tundra winner of the 2004 Wine Spectator Award of Excellence
  - Tundra 2004 Zagat Rated
  - Tundra 2004 VQA Restaurant Award of Excellence
  - Culinary Salon Toronto 2005 awards 15 Gold, 4 Silver, 2 Bronze and 1 Best in Show to Hilton Toronto Culinary Team
  - Culinary Salon Toronto 2004 Awards 2 Gold and 4 other top honours in 4 categories
  - Tundra awarded top 10 dining options by WHERE magazine 2007
  - Tundra awarded favorite Hotel Dining by WHERE magazine 2008

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**HOTEL MAP**
Attendees may receive a map in their key packet when they arrive at the hotel. Your Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions. Contact your Event Manager for details and cost.
HOUSEKEEPING
Daily housekeeping services which consist of general cleaning, take place between 7:00 a.m. and 11:00 p.m.. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Event Manager.

The suggested housekeeping gratuity is $2 per day although this is voluntary. 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 at no charge. 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.

Turn-down Service begins at 6:00 p.m. and is complimentary on all executive floor rooms and is available for all other room types upon request.

IN CONJUNCTION WITH (ICW’S) / AFFILIATE GROUPS
Any group hosting an In-Conjunction With Event or Affiliate 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 Events Department to set up food, beverage and billing arrangements.

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

IN-ROOM DINING
Our In-room Dining is open 24 hours for breakfast, lunch, dinner, snacks and beverage service with a ‘Late Night Dining” menu available after 1:00 a.m. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 2 in-house.
Breakfast 6:30 a.m. until 11:30 a.m.
All Day Dining 11:30 a.m. until 11:00 p.m.
Limited Menu 11:00 p.m. until 6:30 a.m.
Children’s Menu 11:30 a.m. until 11:00 p.m.
Pizza 11:30 a.m. until 11:00 p.m.
Wines and Spirits 11:00 a.m. until 1:00 a.m.

A variety of amenities are also available through room service.

In-room Dining gratuity is 15% and is posted automatically on all checks. There is also an in-room delivery fee of $3.50 per order.

INTERNET SERVICES

The Hilton Toronto provides numerous Internet Services. Guest Tek & Lodgenet are our Internet Service Provider for all guests’ networks and will answer any questions concerning your system. The fee for high speed internet is $14.95 per day in guestrooms and public areas. The Hilton Toronto has also capabilities for wireless and wired high speed internet in meeting rooms. For installation and activation, fees are priced per computer and vary dependent on the number of days in use. Please coordinate the details of your high speed internet requirements to your Event Manager. Detailed fee outlines are available upon request.

KEYS

Please contact your Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. A charge of $300 will apply for keys not returned.
(Customized) KEY CARDS
Please contact your Event Manager if you would like custom keys for your group. They are an excellent way to market your organization. The hotel will be happy to use customized keycards specifically designed for the event. The client shall supply the hotel with an adequate number of keycards for use during the program dates. The hotel is not responsible for any cost associated with the production of the keycards. A service charge of $1 per key will apply.

KEY HOTEL CONTACTS
The Hilton Toronto Managing Committee consists of the following people:

- General Manager: Edwin Frizzell ext. 4197
- Director of Finance: Jenny So ext. 4213
- Director of Operations: Mario Cristo ext. 4211
- Executive Chef: Kevin Prendergast ext. 6829
- Director of Engineering: Graham Gray ext. 6819
- Director of Sales: Denise Ethier ext. 6814
- Director of Events: Vivian Bakerdjian ext. 6810

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

LABOUR
The HERE Union local 75 is represented at the Hilton Toronto.

LAUNDRY/VALET – SEE DRY CLEANING
Laundry services are available by dialing Guest Service Hotline by pressing 0, Monday to Saturday. Garments picked up prior to 8:30 a.m. are returned to guests by 6:00 p.m. the same evening.

Please note that there is no service on Sunday and on the following Canadian Holidays: Victoria Day, Canada Day, Labor Day, Canadian Thanksgiving, Christmas and New Year’s.

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Richmond Limo is our preferred service and can be reached at 416-596-8484. Our doormen can also arrange limousine transfers and can be reached at 4284.
LINEN SELECTION
We provide white linens and white napkins for your various functions. If you desire specialty linen, or would like quotes on theme-coordinated linens and chair covers, please consult your Event Manager. Our preferred supplier for specialty linens is Toronto Linen and can be reached at 416-235-2811.

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LIQUOR LAWS
The Alcohol and Gaming Commission of Ontario (AGCO) was established February 23, 1998 under the Alcohol and Gaming Regulation and Public Protection Act, 1996. They are a quasi-judicial regulatory agency that reports to the Minister of Government Services. As the hotel is only licensed/authorized to sell and serve alcoholic beverages that were purchased by the LCBO (Liquor Control Board of Ontario), no group may bring in their own alcohol to be served. The legal drinking age in Ontario is 19.

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

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

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LOADING DOCK
The loading dock is located off of York Street. The hours of operation are from 7:30 a.m. – 4:00 p.m. Deliveries after operating hours will be handled by the hotel’s Security.

Hilton Toronto
145 Richmond Street West
Toronto, Ontario, M5H 2L2

Dimensions:
1 Bay  5ft wide
     31 ft tall
Doorway  4ft wide
         7ft tall

Clearance to Service Elevators
Blast Header  95 inches
Doorway  4ft wide
         7ft tall

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LOCAL INFORMATION

Moments away from Toronto’s shopping and entertainment districts, the Hilton Toronto offers an exquisite location amid some of the most revered downtown area attractions. Enjoy the theatrical performances at the Princess of Wales theatre or a ballet performance at the Four Seasons Centre for Performing Arts; soar to the top of the CN Tower, or tour Toronto Island. With a subterranean walkway linking you to over 1,000 shops, restaurants and business, there are endless opportunities to enjoy your free time – rain or shine.

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, whether it is found in a guestroom, public space, or any other area of the hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days, the found property will be disposed of. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc. Our lost and found can be reached by contacting our security department, at extension 4124.

LUGGAGE STORAGE

A banquet/meeting room may be set aside to store luggage for individuals leaving later in the day. These arrangements should be made as soon as possible if not already included in the sales contract. A room rental fee will apply. It is requested that the Group’s staff supervise these items, as they are 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 4137.

MAIL SERVICES

Stamps are for sale at the gift shop, Mimi’s Place located in the hotel lobby. Pre stamped mail can be dropped off at the mail box located adjacent to guest elevators. If you have a large number of items that need to be mailed, or require shipping materials, we suggest organizing this through our Business Centre located in the Lobby level.

The Business Centre remains open 24 hours to all our hotel guests and is accessible using your room key.

The Business Centre can be reached at 416-367-8487. Please refer to your Event Manager if you would like to arrange an on-site service for your group.
MASSAGE THERAPY
The Adelaide Club & Spa which is located ½ block from the Hotel in the First Canadian Building, offers several massage therapy treatments, costs range from $48 to $115. Reservations are suggested.

All prices are subject to 13% harmonized sales tax. A standard gratuity of 15% is suggested for any group bookings. Pricing is subject to change without notice.

Hours of Operation:
• Monday to Friday: Appointments available from 8:00 a.m. to 8:00 p.m.
• Saturday and Sunday: 10:00 a.m. to 3:00 p.m.

MASTER ACCOUNTS
See Sales Agreement.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

The Hospital for Sick Children
555 University Avenue
Toronto, ON M5G 1X8
Telephone: (416) 813-1500

St. Michael's Hospital
30 Bond Street
Toronto, ON M5B 1W8
Telephone: 416-360-4000

Mount Sinai Hospital
600 University Avenue
Toronto, ON M5G 1X5
Telephone: 416-596-4200

Princess Margaret Hospital, University Health Network
610 University Avenue
Toronto ON M5G 2M9
Telephone: (416) 946-2000

For any emergencies please contact the security department at extension 4124 or dial 0 for immediate assistance.

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### MEETING ROOM CAPACITIES

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### MEETING ROOM DELIVERIES
For exhibits a drayage company must be used to transport standard boxes or packages to and from.

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### MEETING ROOM RENTAL
Please refer to the Sales Contract.

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MEETING ROOM SET STANDARD
The following items are included as a standard set up in all meeting rooms:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Ice water
- Lectern

Standard meeting room set up is included in the rental. Setup requirements beyond the standard set up will incur additional charges. Please contact your Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are non-smoking.

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NEWSPAPERS/PUBLICATIONS
Newspapers available in our Lobby:

- Globe & Mail

The Globe & Mail is delivered to guest rooms on the Executive Level six days a week. There is no delivery on Sunday.

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OFFICE EQUIPMENT/SUPPLIES
The in-house Business Centre 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 Event Manager.

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PARKING
The Hilton Toronto offers self-parking at $30 per day with in and out privileges.

Parking vouchers can also be purchased for day delegates and be charged to the group master account. Vouchers are $30 each per day.

Above prices are subject to change. Please confirm up to date pricing with your Event Manager.

Valet parking is not available however should you wish to make special arrangements for your group please discuss with the Event Manager.

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

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PERSONALIZED ON-LINE GROUP PAGE (POG)
POG is a personalized web page for your attendees to book reservations directly online.

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

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PETS (POLICY)
Hilton Toronto is no longer participates in the Hilton Pet Friendly Program. Guests are not permitted to bring their pets to the hotel.

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PHOTOGRAPHY
The following companies are recommended for photography services.

Professional Photo Processing
362 Bloor Street West
Toronto, ON M5S 1X2
Telephone/Fax: 416-922-0920
E-mail: tom@annexphoto.ca
www.annexphoto.ca

Business Hours:
Monday to Friday 9:00 a.m. - 7:30 p.m.
Saturday 9:00 a.m. - 6:00 p.m.
Sunday 11:00 a.m. - 5:00 p.m.

Harvard Photo is a company that can also provide photography services for all occasions, special events, weddings, and groups.

Harvard Photo
25 Liberty Street, Suite 105
Toronto, ON M6K 1A6
Telephone: 416-588-7844
info@harvardphoto.com
www.harvardphoto.com
by appointment only

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PIANOS
A grand piano is available for use. There is no rental fee; however there is a $200 fee for tuning. Advance notice is required to ensure availability. Please note that there is an additional labor fee of $100 if you request a piano to be placed on top of portable staging.

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**POOLS**
Our heated indoor-outdoor pool and hot tub is open year-round and is located on the second floor of the hotel. The pool and sauna remains open from 6:00 a.m. to 11:00 p.m., 7 days a week. Towels and change rooms are provided. In order to have access to the pool remember to bring your room keys. The pool is unsupervised therefore children under 16 must be accompanied by an adult.

**POST-CONVENTION MEETING**
We encourage our customers to meet with our General Manager, Director of Operations or Director of Events 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**
Please discuss with your Event Manager how you prefer your functions to be posted on our electronic signage which is available in the Lobby, Convention Level and the Hilton Meetings Floor.

**PRE-CONVENTION MEETING**
In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 to 90 minutes).

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

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

**The Printing House Ltd**
181 University Avenue
Toronto, ON M5H 3M7
Telephone: 416-867-1588
www.tph.ca
Business hours:
Monday to Friday 24hours
Saturday 12:00 a.m. to 8:30 a.m.
Sunday closed

or

The Printing House Ltd
130 Adelaide Street West
Toronto, ON M5H 3P5
Telephone: 416-363-9259
www.tph.ca

Business hours:
Monday to Friday 8:00 a.m. to 6:00 p.m.
Saturday and Sunday closed

Fed Ex Kinkos
505 University Avenue
Toronto, ON M5G 1X3
Telephone: 416-979-8447
www.fedexkinkos.ca

Business hours: 24 Hours / 7 Days per week

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

PRODUCTION CREW MEALS
If you wish to provide crew meals please include them in your final guarantee numbers.

PUBLIC TRANSPORTATION
The Toronto Transit Commission (TTC) is the city’s municipal public transit system that operates between 6:00 a.m. and 2:00 a.m. The closest subway station to the Hilton is Osgoode which is located at University Avenue and Queen Street West, less than 2 minutes walk from the Hotel. The fare is $3 per person one-way. Children and seniors travel at a discounted fare. Additionally, full day passes are available. For more details about the TTC please dial 4311 to speak to the concierge.

While there is no direct airport bus service to and from the Hilton Toronto, the “Airport Express” shuttle stops across the street at the corner of Richmond and York at the Sheraton Centre. From Pearson International the shuttle is available from the arrivals level of Terminal 1 and 3. The cost is $21.95 each way however is subject to change. Please contact our concierge at 4311 for the shuttles schedule.
PYROTECHNICS
Any arrangements for such production must be cleared with the Hotel in advance. Please discuss your plans with your Event Manager.

RADIOS/PAGERS/NEXTELS
We are willing to assist you in obtaining “mic” radios for use during your program to keep you in touch with our key operations team. Please consult your Event Manager for assistance.

RECYCLING
The Hilton family of hotels is committed to promoting sustainability programs throughout the company. The Hilton Toronto in particular has implemented a new green team designed to effectively and proactively enforce new procedures and have successfully achieved the following: recycling bins in all meeting rooms and offices, partnered with 2nd Harvest Food Bank, linen reuse program and low flow water features in guestrooms, automatic faucets in public washrooms, motion activated light switches in all offices, recycle office paper, metals, bottles, cans, and glass.

REGISTRATION DESKS
Your Event Manager is happy to arrange a hospitality desk for your group which is normally just outside the Meeting Room assigned. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day’s use.

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

Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance. Easels can be provided by the Hotel at a charge of $20 per easel.

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

TUNDRA Bar and Restaurant

Prepare yourself for a dining experience where the decor is inspired by Canada and the award-winning cuisine inspired by the world. Tundra is open daily for breakfast, Monday-Friday from 6:30 a.m. to 11:30 a.m. and for Saturday-Sunday 7:00 a.m. to 11:30 a.m. 11:30 a.m. to 2:00 p.m. Monday to Friday for lunch and nightly from 5:00 p.m. to 10:00 p.m. for dinner.

Attire: Smart Casual

Barristers Bar

A casual atmosphere for lunch, dinner or cocktails.

Barristers Bar is open:

Hours: Lunch: Monday – Friday 11:30 a.m. – 2:00 p.m.

Dinner: Monday – Friday 5:00 p.m. – 12:30 a.m.

Saturday – Sunday closed

Attire: Casual

Room Service

24 hour room service provides a sumptuous menu in the convenience of your guestroom.

Ruth's Chris Steakhouse

The largest upscale steak house in the world, Ruth's Chris specializes in aged, USDA Prime beef, broiled at high temperatures to sear in the natural flavor and served sizzling on a heated plate to keep each steak hot and juicy to the last bite.

Ruth's Chris Steakhouse is open for Dinner.

Attire: Smart/Casual

Hours: Sunday – Thursday 4:30 p.m. – 10:00 p.m.

Friday – Saturday 4:30 p.m. – 10:45 p.m.

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RESTAURANT RESERVATIONS

Reservations are strongly recommended for all restaurants in the hotel and in Toronto whether it is for a table of four or a dine-around for 250. Please dial 4311 for the concierge to reserve individual reservations. Contact your Event Manager for recommendations if organizing a dine-around.

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**RESTROOMS**
Public restrooms are located in the following areas:

Hotel Lobby
Tundra Bar & Restaurant
Convention Level
2nd Floor Meeting Room
Hilton Meetings Floor
Executive Lounge (only accessible by Executive Floor guests)

**RESUMES**
Group Resumes are prepared by your Event Manager to provide Hotel staff and management a complete overview of your group’s stay and events on-site and off-site. A resume questionnaire will be sent to you in advance and any information provided will assist in making your group’s experience and stay a most pleasant one.

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

**ROBES**
Our luxurious plush terry robes are available in the Executive Level guestrooms. They are also available for purchase for $150 based on availability. For more details please dial 0.

**ROPES/STANCHIONS**
Ropes and Stanchions
- A limited number of stanchions with connecting rope are available in the Hotel.

For more information on banquet equipment, please speak to your Event Manager.

**ROOMING CODES/ROOMING LISTS**
The following are the room 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 Toronto:

K1 – Hilton Standard King Bedroom
D2 – Hilton Standard Double Bedroom
K1 – Standard King
K1E – Executive King Bedroom
D2E – Executive Double Bedroom
K1JRA – King Standard Junior Suite
K1JRC – King Accessible
K1ERO – King Executive Junior Suite

NS - no smoking
SM - smoking room request

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

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

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SAFES/SAFE DEPOSIT BOXES
Each guestroom comes equipped with an in-room safe which is available for use free of charge.

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SECURITY
The Hilton Hotel has security officers patrolling the Hotel on a 24 hour basis. 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 may be required to have additional security at your expense. You may make these arrangements directly with your Event Manager. Should you wish to make your own arrangements please be advised that security personnel must be supplied by a reputable licensed guard or security agency doing business in the city in which we are located and will be subject to our approval. Such security personnel may not carry weapons.

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SHIPPING AND RECEIVING
Conference materials shipped to the Hilton Toronto must be clearly labeled as follows to ensure proper delivery and storage:
Conference Name
Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention <your Event Manager contact>
Hotel Name / Address / City State ZIP
Phone
Fax
Number of packages in that shipment

See Storage for additional storage information.
Please do not ship valuables as the Hotel will not take any responsibility for the contents of any shipments.

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

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

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

**Shipping from the Hilton Toronto**
The Hilton Toronto utilizes FedEx, UPS, Purolator, and DHL for our shipping needs. Please see our business center located on our lobby level for all your courier needs. A freight-forwarding form should be obtained from the business center and completely filled out for shipping.

**SHOPPING**

**Hotel Shopping**

**Mimucha’s Place**
Come visit our hotel gift shop located in the lobby of the hotel. Please dial extension 4173 if you have inquiries.

Direct Line: 416-868-0432
Monday – Friday: 7:00 a.m. – 11:00 p.m.
Saturday & Sunday: 8:00 a.m. -11:00 p.m.

**Local Shopping**

<table>
<thead>
<tr>
<th>Shop Name</th>
<th>Distance from Hotel</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toronto Eaton Centre</td>
<td>.5 km</td>
<td>416-598-8700</td>
</tr>
<tr>
<td>First Canadian Place</td>
<td>.5km</td>
<td>416-862-6294</td>
</tr>
<tr>
<td>College Park Shops</td>
<td>1 km</td>
<td>416-260-2144</td>
</tr>
<tr>
<td>Holt Renfrew Centre</td>
<td>2 km</td>
<td>416-922-2333</td>
</tr>
<tr>
<td>Hudson Bay Centre (Bay &amp; Bloor)</td>
<td>2 km</td>
<td>416-972-4000</td>
</tr>
<tr>
<td>Queen’s Quay Terminal</td>
<td>1.5 km</td>
<td>416-203-0510</td>
</tr>
<tr>
<td>Underground Shopping Concourse</td>
<td>PATH</td>
<td></td>
</tr>
</tbody>
</table>

For more shopping options and highlights please dial extension 4311 for our concierge.

**SIGNAGE/BANNERS**
The Hilton Toronto 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. Easels are available for rental at $20 each.
Banners can be hung along the walls of your Event area or from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of $50 each.

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

**SMOKING**
Hilton Toronto complies with the City of Toronto’s smoking by-law and provides a smoke-free environment in all public spaces.

**SOUND SYSTEM**
Some hotel meeting rooms and ballrooms have a basic sound system. There is a patch fee into our house PA system of $150 per day. Please discuss your requirements with your Event Manager.

Please make note of the hotel’s noise curfews: No sound system functions can take place outdoors before 10:00 a.m., and all outdoor evening functions must end no later than 11:00 p.m.

**SPA**
Our fitness centre remains open 24 hours to all our hotel guests and is accessible using your room key.

We are also affiliated with the Adelaide Club & Spa. Ask the front desk for your complimentary access pass to explore this state of the art workout facility. For general inquires call 416-367-9957. The club hours are weekdays from 5:30 a.m. – 10:00 p.m. & on weekends and holidays from 8:30 a.m. – 6:00 p.m. It is conveniently located in Toronto’s First Canadian Place and easily accessible by the PATH system.

Please see [Fitness Centre](#) for additional information.

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

**STORAGE**
Storage for your advance boxes and convention supplies is quite limited at the Hilton Toronto. If you are anticipating shipping a large volume of materials, we suggest you consult your Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. If shipping valuables, please make arrangements to hire and pay for
security. Handling charges may be incurred based upon size, weight and storage of conference materials.

Please see Shipping Section for more information.

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SUITES

Hbc Heritage Suite
  ▪ Approximate size 1750 square feet
  ▪ Room 3202 – King
  ▪ Room 3206 – Parlour
  ▪ Room 3210 – King (no entrance door, connecting door to parlour only)

Margery Steele Suite
  ▪ Approximate size 800 Square feet
  ▪ Room 3214 - King

Panorama Suite
  ▪ Approximate size 1300 square feet
  ▪ This suite is designed to operate as a hospitality suite
  ▪ Room 3201 – King
  ▪ Room 3203 – Parlour (with separate Kitchen door)

Ontario Suite
  ▪ Approximate size 1500 square feet
  ▪ Room 3207 – King
  ▪ Room 3211 – Parlour
  ▪ Room 3213 – King (no entrance door, connecting door to parlour only)

SUNRISE/SUNSET
The specific times varies and depends on the time of the year. Sunsets are later in the summer months as a result of the adjustments to daylight saving time. For more information please dial 4311 for the concierge or visit www.cp24.com (City Pulse) for sunrise/sunset hours and up to the minute weather updates.

TAXES
The current Harmonized Sales Tax (HST) is 13%.

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

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

Beck  416-751-5555
Diamond 416-366-6868
Royal  416-777-9222

The standard rate for transfers from Lester B Pearson International Airport to Hilton Toronto is approximately $59 flat one-way.

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

TELEPHONES/TELECOMMUNICATIONS

House phones
Used for in-house phone calls only and is free of charge. For room to room, dial 7 plus the room number. For floors 4 to 9 dial “70” before the room number. For floors 10 to 32 dial “7” before the room number.

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

Internet Access
Internet is on a T1 line. All guestrooms and meeting rooms are equipped with Internet connections via an RJ45 jack. In guestrooms, guests simply plug in and sign on accepting the charges, which are $14.95 per 24 hours.

In meeting rooms there is the option of wired or wireless internet service. Charges for wired is $225 for an initial user and $20 per additional user thereafter, per day. Charges for wireless in public areas and meeting rooms are $14.95 per user, per 24 hours.

Guest Room Calls

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room – level 5-9</td>
<td>7+0+Room number</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room - level 10-32</td>
<td>7+Room number</td>
<td>No Charge</td>
</tr>
</tbody>
</table>
Local 9+Number $1.20*
800/888/8xx toll free 9+1+Number $1.20*
Long Distance 9+1+Number Bell Canada Operator**
International 9+011+CC+CC+Number Bell Canada Operator ***

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

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

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

**Voice Mail**
Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out. When checking voicemail from outside the hotel please call 416-869-3456 and ask for extension 6818 and follow the instructions.

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

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

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

**Video Teleconferencing**
Presentation Services (PSAV) which is our on site audio visual company can provide video conferencing equipment. If this is a service you wish to utilize please contact PSAV at 416-367-8487.

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

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**TOURS/SIGHTSEEING**
Toronto is a city of great adventure and mesmerizing scenery. To ensure you get the most of our city you can discuss your requirements with Destination Management Companies, or guests may contact our concierge to book individual tours.
TUXEDOS/FORMAL WEAR

If you are anticipating a large delivery of tuxedos on site, please advise your Event Manager in advance. In the event that you need to rent or obtain formal wear you can get great suggestions from our concierge at extension 4311.

VOICE MAIL/MESSAGES

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

WEATHER

Toronto offers the best of every season. While daytime reaches their high, please be prepared for the evenings as they are generally cooler.

Temperature Ranges:
Nov - Feb: -20 – 5°C or -4 to 41°F
Mar - June: 5 - 25°C or 41 to 77°F
July - Sept: 18 - 28°C or 65 to 82°F

For the latest weather updates you can call Environment Canada at 9-416-661-0123

WHEELCHAIRS

If a guest requires a wheelchair, they can utilize one from the hotel arrange through the Front Desk by dialing 0 or the Security Department at extension 4124. This is subject to availability. In the event that a wheelchair is not available we can arrange to rent one at a cost. Please dial extension 4311 for assistance from the concierge on pricing and rental availability.
**WIRED PAYMENT**
If you would like to have payment wired, please notify your Event Manager, and instructions will be faxed to you.

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

- Toronto Buddhist Church  
  1011 Sheppard Avenue West  
  Toronto, ON M3H 2T7  
  Telephone: 416-534-4302

- St. Michael’s Cathedral  
  200 Church Street  
  Toronto, ON M5B 1X2  
  Telephone: 416-364-0234

- St. Andrew’s Presbyterian Church  
  73 Simcoe Street  
  Toronto, ON M5J 1W2  
  Telephone: 416-594-5603

- Metropolitan United Church  
  56 Queen Street East  
  Toronto M5C 2Z3  
  Telephone: 416-363-0331

For more worship options please dial extension 4311 for concierge assistance.

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**ZIP CHECK-OUT**
With Zip Check-out, your room folio is beneath your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 0 to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

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