



Hilton Dallas Lincoln Centre

Meeting & Event Resource Guide

Our goal is to be the Best to Do Business With. There are various stages when we interact with you, our 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 Dallas Lincoln Centre

5410 LBJ Freeway

Dallas, TX 75240

972-934-8400

www.dallaslincolncentre.hilton.com

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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 Manager will provide detailed information and can discuss other ideas not listed below:

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

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AFFILIATES

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

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

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AIRLINE INFORMATION

| <u>Airline</u> | <u>Nationwide</u> |
|--------------------------|-------------------|
| Aero Mexico | 1-800-237-6639 |
| Air Canada | 1-888-247-2262 |
| Air France | 1-800-237-2747 |
| Air India | 1-800-223-7776 |
| Air Jamaica | 1-800-523-5585 |
| Air New Zealand | 1-800-262-1234 |
| Air Tran | 1-800-247-8726 |
| Alaska Airlines | 1-800-426-0333 |
| All Nippon Airways | 1-800-235-9262 |
| American Airlines | 1-800-433-7300 |
| Austrian Airlines | 1-800-843-0002 |
| British Airways | 1-800-247-9297 |
| Delta | 1-800-221-1212 |
| Frontier | 1-800-432-1359 |
| Japan Airlines | 1-800-525-3663 |
| Jet Blue | 1-800-538-2583 |
| KLM Royal Dutch Airlines | 1-800-447-4747 |
| Korean Air | 1-800-438-5000 |
| Lufthansa | 1-800-645-3880 |
| Qantas | 1-800-227-4500 |
| Singapore Airlines | 1-800-742-3333 |

| | |
|--------------------|----------------|
| Southwest Airlines | 1-800-435-9792 |
| United Airlines | 1-800-521-0810 |
| US Airways | 1-800-428-4322 |
| Virgin Atlantic | 1-800-862-8621 |

Airport Information

DFW International Airport is located 14 miles, approximately 19 minutes from the Hilton Dallas Lincoln Centre. www.dfwairport.com

Map: <http://www.dfwairport.com/traveler/directions.htm>

Dallas Love Field is approximately 8.6 miles, approximately 14 minutes away.

www.dallas-lovefield.com

Map: <http://www.dallas-lovefield.com/parkingtransportation/parkingtransportation.html>

Transportation arrangements can be made through the following companies:

Super Shuttle – 800-258-3826 www.supershuttle.com

Access Limo – 972-238-9898 or 800-650-7078 www.accesslimo.com

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AMENITIES

The Room Service department is happy to service your group gift and amenity needs. 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 24%. For a standard delivery, the fee is \$5.00.

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AUXILIARY AIDS

The Hotel represents that it contains accessibility features for individuals with disabilities and, where needed, the Hotel will provide equivalent facilitation, auxiliary aids and services, and reasonable modifications to policies and procedures to ensure that our guests have equivalent access to the Hotel's goods, services, and accommodations. 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. Except as required by applicable laws, 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 Americans with Disabilities Act in the set up and conduct of meetings for your Event.

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AUDIO/VISUAL

Presentation Services Audio Visual Company, our partner on site, brings unparalleled expertise to your meeting at the Hilton Dallas Lincoln Centre. PSAV may be reached by dialing 972-726-5603.

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AUTOMATED TELLER MACHINES

There is an ATM conveniently located next to the Front Desk. There is also an ATM location in Lincoln Centre Tower I which is connected to the Hilton Dallas Lincoln Centre.

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BABY-SITTING SERVICES

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

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

Babysitters of Dallas

6611 Park Lane

Dallas, TX 75225

214-692-1354 or 817-960-2174

www.babysittersofdallas.com

24 Hour Support Available in your Hotel Room with a Minimum of 4 Hours.

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BALLOONS

There is a \$50.00 - \$250.00 clean up fee for the use of helium balloons depending on the size of the clean up. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

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BANKS

Chase Bank

5400 LBJ #150 (Lincoln Tower I)

Dallas, TX 75240

972-934-7501

www.chase.com

Lobby Hours – 9:00am to 6:00pm, Monday - Friday

Drive through Hours – 7:30am to 6:00pm, Monday - Friday

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BANQUET BEVERAGE SELECTION

The Hilton Dallas Lincoln Centre 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 – Cutty Sark Scotch, Jim Beam Bourbon, Smirnoff Vodka, Beefeater Gin, Barcardi Light Rum, Canadian Club, Sauza Gold Tequila

Premium Brands – Dewar's Scotch, Jack Daniels Bourbon, Absolute Vodka, Tanqueray Gin, Meyer's Dark Rum, Crown Royal Canadian, Cuervo Gold Tequila

Cordials – Bailey's Irish Crème, Amaretto, Kahlua & Grand Marnier

Beer – Budweiser, Bud Light, Miller, Miller Light, Heineken, Corona Extra & Corona Light

Wine – Please your Catering/Events Manager for our wide selection of wines.

Non-Alcoholic Beverages – O'douls Non-Alcoholic Beer

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 2:00am. In accordance with Texas liquor laws, all alcoholic beverage sales will begin at 11:00am and conclude at 2:00am.

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BANQUET EQUIPMENT

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

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

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BANQUET MENU SELECTION

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

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

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STANDARD BANQUET TERMS AND CONDITIONS

- 1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the 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 (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 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. 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 30 persons, we will add a \$50.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final BEO. 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:** 24% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.
- 6. PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.
- 7. SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel's inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors.
- 8. OUTSIDE FOOD AND BEVERAGE:** Due to state law, you may not bring into the Hotel alcoholic beverages. You must obtain prior approval from us before you bring in any food or non-alcoholic beverages from outside sources. A Hold Harmless Agreement and Liability Insurance are required if food or beverage products not purchased and served by Hotel staff are brought in for consumption by your guests. Service fees will apply to any outside food or beverage served in our function space regardless if Hotel labor is required.
- 9. AUXILIARY AIDS:** The Hotel represents and you acknowledge that the Hotel facilities being rented for you including guest rooms, common areas and transportation services will be in compliance with our public accommodation requirements under the Americans with Disabilities Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.
- 10. PROMOTIONAL CONSIDERATIONS:** We have the right to review and approve any advertisements or promotional materials in connection with your function which specifically reference the Hilton name or logo. Hilton does not offer or accept any terms or conditions which provide commissions, rebates, HHonors points or other forms of compensation related to revenue for food, beverage, room or equipment rental.

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

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

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BELL SERVICES

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is \$5.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Catering/Events Manager.

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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.

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BUSINESS CENTER SOLUTIONS

In order to address your specific group's needs, please discuss them with your Catering/Event Manager. For basic services, the Self-Serve Business Center kiosks next to our front desk, are designed to assist you. For large quick printing or copying jobs, we recommend calling:

FedEx Office

5545 I-635 W, Suite C
Dallas, TX 75240-6211
972-701-9533

www.fedexoffice.com/locations

Open 24 Hours a Day

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CAR RENTAL AGENCIES

Following are the three Hilton Dallas Lincoln Centre preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car

DFW Airport: 972-931-0809

Local: 800-654-3011

16244 Midway Rd.

Addison, TX 75001

972-453-4759

Avis Rent-A-Car

DFW Airport: 972-574-4130

Local: 800-321-3712

5803 LBJ Freeway

Dallas, TX 75240

972-233-6578

Budget Rent-A-Car

DFW Airport: 972-456-0594

Local: 800-527-0700

13536 Preston Road

Dallas, TX 75240

972-702-0420

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CASH PAID OUTS

Please see your Catering/Event Manager regarding any cash paid out needs.

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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 Hilton Dallas Lincoln Centre 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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CHECK CASHING PRIVILEGES

Hotel guests may cash checks at the Front Office for amounts not exceeding \$50.00. The check must be imprinted with the guest's name and address and made out to Hilton Dallas Lincoln Centre. Identification will be required.

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CHECK-IN AND CHECKOUT

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

Early Departure

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$75.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

Late Departure

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

Zip Checkout

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

COAT CHECK SERVICES

The Hilton Dallas Lincoln Centre does not have a standard coat check. If you require Coat Check Service for your event, please contact your Catering/Events Manager.

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COFFEE MAKER

Each guest room features Hilton's signature Cuisinart dual-cup coffee maker.

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CONCIERGE

The Hilton Dallas Lincoln Centre strives to meet your needs. If you need help with area locations or reservations, please contact our Concierge. The Hilton Dallas Lincoln Centre Guest Concierge can be reached at 972-701-5150.

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CONVENTION CENTER

Dallas Convention Center

650 S. Griffin Street

Dallas, TX 75202

214-939-2700

www.dallasconventioncenter.com

17 Minutes

Approximate Taxi Cost \$25-\$30

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CORKAGE

In accordance to TABC laws, the Hilton Dallas Lincoln Centre does not allow outside beverage to be brought into the Hotel.

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CREDIT CARDS

The Hilton Dallas Lincoln Centre accepts most major credit cards.

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CREDIT POLICY

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

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DANCE FLOOR

The Hilton Dallas Lincoln Centre is able to provide a dance floor for your events. Please contact your Catering/Event Manager to make arrangements.

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DECORATIONS

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

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

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DESTINATION MANAGEMENT COMPANIES (DMC)

Preferred vendors that have successfully worked with the hotel are listed below for your reference.

Ultimate Ventures

4400 Beltway Drive

Addison, TX 75001

972-732-8433

E-mail: info@ultimateventures.com

Website: www.ultimateventures.com

Access Texas

888 Governors Row

Dallas, Texas 75247 USA

817-887-8145

Website: www.accesstexas1.com

PRA Destination Management

1125 S. Ball Street

Grapevine, TX 76051

214-647-0300 or 817-329-5100

E-mail: info@pra.com

Website: www.pra.com

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DEPOSITS

Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance.

Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

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DIAGRAMS

Hotel diagrams are available on our website, www.dallaslincolncentre.hilton.com or contact your Catering/Event Manager.

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DIETARY REQUIREMENTS

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

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DINE AROUND

The Hotel is located just minutes from Restaurant Row in Addison. Dine Arouns for your group can be scheduled through your Catering/Event Manager.

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DIRECTIONS TO THE HOTEL

From the North – Take the Dallas North Tollway south. Exit Galleria/Alpha (this will put you on Inwood Road). Turn left at Harvest Hill Road (past IH-635/LBJ). Take a Left into the Lincoln Centre Complex.

From the South – Take the Dallas North Tollway north, exit Harvest Hill Rd. Turn Right onto Harvest Hill Rd. Turn Left into the Lincoln Centre Complex.

From the East – Take IH-635(LBJ) west. Exit Montfort. Turn Left onto Monfort (you will cross over IH-635). Turn Right onto Harvest Hill Rd. You will pass Noel Rd. Turn Right into the Lincoln Centre Complex.

From the West – Take IH-635(LBJ) east. Exit Dallas Parkway/Dallas Tollway. At the split stay to the right, continue on the Service Road. You will go over the Tollway. Turn Right into the Lincoln Centre Complex.

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DRUG STORES

CVS

14041 Noel Rd.
Dallas, TX 75240
972-387-8155

Walgreen's

13022 Preston Rd.
Dallas, TX 75240
972-386-7289

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DRY-CLEANING

Dry Cleaning is cleaned in another facility, and is not cleaned on property. Garments are picked up and dropped off everyday at 9a.m. Garments given after 9a.m. will not be cleaned until after 9a.m.

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

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eEVENTS

Hilton Family's online booking channel for small groups and meetings.

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ELECTRICAL

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

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

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ELEVATORS

The Hilton Dallas Lincoln Centre hotel has 5 guest elevators located in the Lobby. In addition, there are 2 parking garage elevators located in the garage as well as an elevator connecting the lobby and ballroom levels.

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EMERGENCY PROCEDURES

The Hilton Dallas Lincoln Centre 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 estimated 2 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.

- Nearest emergency room: Medical City Dallas
- Nearest hospital: Medical City Dallas

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ENTERTAINMENT

Please contact your Catering/Event Manager for assistance in booking entertainment.

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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”.

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FAX MACHINES

Rental for any fax machines or other equipment may be done through Presentation Services, Audio Visual by dialing 972-726-5603.

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FAX NUMBERS

| | |
|--------------------------------------|--------------|
| For Guests: | 972-701-5244 |
| Catering/Convention Services office: | 972-701-5105 |
| Sales office: | 972-701-5137 |

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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

Our onsite **Complimentary Fitness Center by Precor** consists of 4 treadmills, 2 elliptical machines, 1 stationary bike, physio balls and Precor strength training equipment. All cardio equipment has a TV monitor attached. The Fitness Center is free for all guests at the Hilton Dallas Lincoln Centre. A walking path is located around the Lincoln Centre Lake.

Hours of Operation:

Open 24 Hours a day with Access Key

The Fitness Club at Lincoln Centre is also available for guests at a short walk. The Fitness Club offers state of the art fitness training area, group exercise station, steam room, locker rooms and personal training. Guests are available to use the Fitness Club at \$8.50 per day, and free for guests staying on the executive level.

Hours of Operation:

Monday through Thursday – 5:30am to 8pm

Friday – 5:30am to 6:30pm

Saturday – 7am to 1pm

Sunday - Closed

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FLAGS

Our Banquet Department currently has 1 United States flag and 1 Texas State flag in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

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FLORAL/FLORIST

Consult your Catering/Event Manager for floral arrangements for your special occasion.

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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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FREIGHT ELEVATOR

The Freight Elevator services our meeting space and guest rooms. All guests or vendors using the freight elevators must stop by our Security Office prior to use. The freight Elevators are located in the basement and can reach any floor.

Both elevators are 5ft. 5 ½ in. wide and 8ft. 7in. deep. They are 9ft. high and have a load capacity of 4500 lbs. each. The door measurements are 4 ft. wide and 7 ft. high.

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GENERAL MANAGER

Mr. Bob McPherrin joined the Hilton Dallas Lincoln Centre, in July 2014 as General Manager. A native of Chicago, IL, Mr. McPherrin has over 20 years experience in the hospitality industry.

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GIFT IDEAS

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

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

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GOLF COURSE FACILITIES

The Concierge has a list of recommendations for golfing facilities. Please contact the concierge at 972-701-5150 for a list of nearby facilities.

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GRATUITIES

Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratuity). 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.*

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GROUP CHECK-IN, ARRIVALS AND DEPARTURES

The Hilton Dallas Lincoln Centre 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.

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GUEST ROOMS

The Hilton Dallas Lincoln Centre has a total of 500 guest rooms. All rooms are non smoking. There are 399 Main Level rooms, 101 Executive Level rooms and 18 Suites.

The hotel's current bedding breakdown is as follows: 1 Honeymoon Suite; 2 VIP Suites; 3 Chairman Suites; 10 Junior Suites; 2 Presidential Suites.

Texas 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.hiltontohome.com/ to order your own Serenity bed.

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GUEST ROOM DELIVERIES

Bell Services delivers non-food or packaged deliveries to the guest rooms. There is a charge for deliveries at \$3.00 per room. Deliveries can be slid under the door or placed inside the room.

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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.

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HAIR SALON

The nearest hair salon is walking distance away from our lobby located in Lincoln Tower 2.

Shear Magic

5420 LBJ, Suite 180

Dallas, TX 75240

972-960-7398

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HOSPITALITY DESKS

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks items should be removed each evening and reset for the next day’s use.

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

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

HOTEL FACTS/HISTORY

The following are facts for the Hilton Dallas Lincoln Centre:

Location: Dallas, TX

Address: 5410 LBJ Freeway
Telephone: 972-934-8400
Facsimile: 972-701-5244
Reservations: 800-245-3304
Website: www.dallaslincolncentre.hilton.com
Architect: Harwood K. Smith & Partners
Interior Designer: Cullen & Associates
Crockett's Designer: Gensler
Managed By: Hilton Worldwide
Grand Opening: August 16, 1982 (Lincoln Hotel)
Last Renovation: Ballroom and Guestrooms 2012, Lobby 2010
Awards: 25 consecutive years of AAA Four Diamond

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HOUSEKEEPING

Daily housekeeping services, which consists of general cleaning, take place Monday through Friday between 8:00a.m. and 4:30p.m, Saturday 9:00a.m. and 5:30p.m. and Sunday 9:00a.m. and 5:30p.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 \$2.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

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

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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.

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IN-ROOM DINING

Our In-room Dining is open 24 hours a day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 5341 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 24% and is posted automatically on all checks. There is also a delivery fee of \$5.00 per order.

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INTERNET SERVICES

The Hilton Dallas Lincoln Centre provides numerous internet services. State of the art internet capabilities in all meeting space is provided by Presentation Services Audio Visual. AT&T is our wireless internet service provider for guest rooms.

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KEY CARDS/HARD KEYS

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. Lock changes with Key Cards are complimentary. If you wish to have a lock changed that is a hard key there will be a \$195.00 charge per door/per room and you will be required to sign a hold harmless agreement.

(Customized) KEY CARDS

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

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KEY HOTEL CONTACTS

The Hilton Dallas Lincoln Centre Managing Committee consists of the following people:

| | | |
|-------------------------------|-------------------|--------------|
| General Manager | Bob McPherrin | 972-701-5103 |
| Director of Rooms | Anthony Baxter | 972-701-5115 |
| Director of Sales & Marketing | Santa Avalier | 972-701-5117 |
| Director of Food & Beverage | Nabil Ahmed | 972-701-5153 |
| Executive Chef | Anthony Van Camp | 972-701-5185 |
| Director of Finance | Shawn Paynemiller | 972-701-5231 |
| Director of Engineering | David Sperry | 972-701-5261 |
| Director of Human Resources | Rosalinda Quiroga | 972-701-5281 |

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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 Hilton Dallas Lincoln Centre is a non-union hotel.

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LIMOUSINE SERVICES

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. The Concierge can also arrange limousine transfers and can be reached at 972-701-5150.

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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.

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LIQUOR LAWS

The State of Texas has strict liquor laws that must be followed by the Hilton Dallas Lincoln Centre. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Dallas Lincoln Centre no group may bring in their own alcohol to be served. The legal drinking age in Texas is 21.

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

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LOADING DOCK

The loading dock is located on the Noel Road entrance of the garage. The hours of operation are from 7a.m. – 4p.m. daily. Please see your Catering/Event Manager for any special arrangements.

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LOCAL INFORMATION

The Hilton Dallas Lincoln Centre is located in North Dallas near the prestigious Galleria and within a 3-mile radius of over 200 restaurants along Addison's Restaurant Row. Local attractions include Fair Park in Dallas, home of the Texas State Fair and the Cotton Bowl, the Dallas World Aquarium, the Sixth Floor Museum, the Meyerson Symphony Center, Dallas Museum of Art, and the Nasher Sculpter Center. There is fun for the whole family at Six Flags Over Texas, the Dallas Arboretum and the Dallas Zoo. Dallas is well known for its sporting venues. Texas Motor Speedway features NASCAR racing. Lone Star Park in Grand Prairie features thoroughbred horse racing throughout the year. The new AT&T Stadium in Arlington is the home of the Dallas Cowboys. The Texas Rangers play baseball at the Globe Life Park in Arlington and American Airlines Center is home to Dallas Mavericks basketball and Dallas Stars hockey. If golf is your game, the area has courses designed by some of the most acclaimed architects and professionals in the game. Tour 18 in Dallas has recreated some of the greatest golf holes in America, and the Tribute Golf Club simulates the great Scottish links.

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LOST AND FOUND

It is the policy of Hilton Worldwide to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

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LUGGAGE STORAGE

Based upon availability, a banquet/meeting room may be set aside to store hand carry luggage for individuals leaving later in the day. It is requested that the travel staff supervise these items, as they will be stored at your own risk. Hotel staff can be dedicated to supervise your room for a \$250 charge.

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MANAGER ON DUTY (M.O.D.)

For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 0.

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MAIL SERVICES

Our Concierge and Front Desk offers U.S. Postal Service, UPS, DHL and FedEx services. The Bell stand offers complete mail services as well as materials. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

The United States Post Office located within 3 miles of the Hilton Dallas Lincoln Centre and can be reached at (800) ASK-USPS. Their hours are 8:30 a.m. – 6:30 p.m. weekdays, and 8:30 a.m. – 3:00 p.m. on Saturdays.

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MASTER ACCOUNTS

See Sales Agreement.

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MEDICAL FACILITIES/SERVICES

Medical Services facilities nearby:

Urgent Care/Emergency Room

- Dallas Medical Center
8 Medical Parkway #101
Farmers Branch, TX 75234
972-247-1000
Travel time from the hotel is about 7-10 minutes
- Medical City of Dallas
7777 Forest Lane #C400
Dallas, TX 75230
972-566-5568
Travel time from the hotel is about 10-15 minutes

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MEETING ROOM CAPACITIES

A total of 35 meeting rooms cover approximately 48,000 square feet of flexible space. The ballroom is 10,000 sq. feet and divides into eight sections with adjacent 4,000 square feet of total pre-function space. Various rooms feature floor to ceiling windows.

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MEETING ROOM RENTAL

See Sales Agreement.

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MEETING ROOM SET STANDARD

Standard meeting rooms include the following items:

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

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

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MUSIC/MUSICIANS

The Hilton Dallas Lincoln Centre 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.

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NEWSPAPERS/PUBLICATIONS

The Dallas Morning News is available in our Gift Shop everyday. The USA Today is delivered to guest rooms Monday through Friday.

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OFFICE EQUIPMENT/SUPPLIES

Presentation Services 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 your Catering/Event Manager.

For use of equipment the Business Center available 24 hours a day, 7 days a week.

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

FedEx Office

5545 I-635 W, Suite C

Dallas, TX 75240-6211

972-701-9533

usa0197@fedexoffice.com

www.fedex.office.com/locations

Open 24 Hours a Day

PACKAGE ROOM

The Hilton Dallas Lincoln Centre is able to store boxes for upcoming meetings/events. We recommend that any packages shipped to the hotel have the function name along with a contact name visibly on the package.

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PARKING

The Hilton Dallas Lincoln Centre offers garage self-parking. Self-parking is 0-4 hours at \$6; 4-8 hours at \$9; 8-24 hours at \$15.

We also offer valet parking at the rate of \$16.00 plus tax per day or \$25.00 plus tax, for overnight.

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.

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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

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PHOTOGRAPHY

Ask your Catering or Event Manager to provide you with recommendations for photography services for all occasions, special events, weddings, and groups.

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PIANOS

The Hilton Dallas Lincoln Centre has 2 pianos for use in the Lobby and the Restaurant Level. Pianos are provided at \$150.00; however it is recommended that they be tuned prior to each use. The tuning fee is \$250.00 and requires advance notice. Please note that there is an additional labor fee of \$50.00 if you request a piano to be placed on top of portable staging.

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

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POOLS

The Hilton Dallas Lincoln Centre has 1 outdoor swimming pool located by the fitness center.

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DEBRIEF 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

The Hilton Dallas Lincoln Centre has 4 Reader Boards located in the lobby. Events post in the guest rooms on Channel 19 for guest convenience.

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SUMMIT 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 Office

5545 I-635 W, Suite C
Dallas, TX 75240-6211
972-701-9533
www.fedexoffice.com/locations
Open 24 Hours a Day

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PRODUCTION GUIDELINES

Please contact your Catering/Event Manager regarding any production guidelines.

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PRODUCTION CREW MEALS

Please contact your Catering/Event Manager regarding production crew dining options that area available.

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PUBLIC TRANSPORTATION

The Hilton Dallas Lincoln Centre is able to arrange any pick up or drop off needs. Please consult your Catering/Event Manager for any special arrangements. Cabs are available at the front drive 24 hours a day. The hotel provides complimentary shuttle transportation within a three mile radius of the hotel on a first-come, first-serve basis. Information regarding city buses, cabs and rails is available through our Concierge at 972-701-5150.

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PYROTECHNICS

Please contact your Catering/Event Manager regarding specifications.

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RADIOS/PAGERS/NEXTELS

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

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REGISTRATION ASSISTANCE

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

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RESTAURANTS/LOUNGES

The Hilton Dallas Lincoln Centre has a variety of options for dining.

Crockett's Restaurant is our signature restaurant offering savory New American cuisine with Texas flair. It serves breakfast, lunch and dinner on our lake level. It is open from 6:30 a.m. until 2 p.m. and 5 p.m. until 10 p.m.

H Bar is hip, cool and sophisticated. Indulge yourself at our lobby bar. Premium and specialty drinks and delectable fresh regional Tapas fare is prepared and presented by the Hiltons award winning culinary team led by Executive Chef James Brooks. HD TVs are located throughout for entertainment. Open every day from 2pm – 12am

L'Express serves light to-go breakfast and lunch along with Starbucks Coffee. It is open from 6:30 a.m. until 3:00 p.m. Monday through Friday and is located in the Lobby.

In Room Dining is open 24 hours a day serving breakfast, lunch and dinner (limited menu after midnight).

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RESTAURANT RESERVATIONS

Reservations are strongly recommended for all restaurants in the hotel and in Dallas, whether it is for a table of four or a dine-around for 250. For help with arrangements, please contact our Concierge or your Event Manager.

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RESTROOMS

Public restrooms are located in the following areas: Lobby, Ballroom Level, Restaurant Level and Crockett's Restaurant.

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RESUMES

Your Event Manager is able to provide you with resumes upon request.

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RIGGING

All rigging must be handled by Presentation Services Audio Visual.

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ROPES/STANCHIONS

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

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ROOMING CODES/ROOMING LISTS

The following are the room category and special service codes that are utilized by the hotel's reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Dallas Lincoln Centre:

K – King
Q - Queen
D - Double
R - rollaway
X - there is a rate change or room change
U - requested high floor
T - requested low floor
Y - early arrival request
Z - near elevator request
I - crib
A - room nearby/same floor
C - connecting room
K1D – 1 King bed
Q1D – 1 Queen bed
D2D - 2 Double beds
Q2D – 2 Queen double beds

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SAFE DEPOSIT BOXES

Safe Deposits are available at the Front Desk as well as all guest rooms.

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SECURITY

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

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SHIPPING AND RECEIVING

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

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

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

Conference Name
Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention Catering/Event Manager
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 Hilton Dallas Lincoln Centre

The Hilton Dallas Lincoln Centre utilizes US Postal Services, UPS, FedEx and DHL for our shipping needs. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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SHOPPING

The Galleria Mall

13350 Dallas Parkway

Dallas, TX 75240

972-960-9688

Monday through Saturday – 10:00am – 9pm, Sunday – 12:00pm – 6:00pm

North Park Mall

8687 North Central Expressway

Dallas, TX 75225

214-361-6345

Monday through Saturday – 10:00am – 9pm, Sunday – 12:00pm – 6:00pm

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SIGNAGE/BANNERS

The Hilton Dallas Lincoln Centre takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

Only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of \$75.00 – \$150.00 each.

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

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SITE INSPECTION/PRE-PLANNING

To make arrangements for site inspections please contact your Sales or Event Manager.

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SMOKING

The Hilton Dallas Lincoln Centre is a non-smoking facility.

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SOUND SYSTEM

Please contact your Catering/Event Manager with questions. Please make note of the hotel's noise curfews: No sound system functions can take place outdoors before 6:00 a.m., and all outdoor evening functions must end no later than 12:00a.m.

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SPECIAL MEAL REQUESTS

Please consult with your Catering/Event Manager for any special meal requests. The Hilton Dallas Lincoln Centre Executive Chef is pleased to accommodate your requests to the best of his abilities.

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STORAGE

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

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SUITES

The Hilton Dallas Lincoln Centre has 18 Suites. They are as follows: 1 Honeymoon Suite, 2 VIP Suites, 3 Chairman Suites, 10 Junior Suites and 2 Presidential Suites.

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SUNRISE/SUNSET

The sun rises as early as 6:23 a.m. and sets as late as 8:39 p.m. depending on the time of year. Summer months are typically longer days while the winter months are usually shorter.

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TAXES

The current Texas State General Excise Tax is 8.25%. The current Texas State Hotel Tax is 6% (occupancy tax). The total room tax and fees is 15%.

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

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TAXICABS

Taxis are located at the front drive at all hours of the day. However, if special requirements are needed, please contact your Catering/Event Manager.

The standard rate for transfers from the DFW Airport to the Hilton Dallas Lincoln Centre is approximately \$45 plus gratuity and \$25 for Love Field.

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TEAM MEMBER RECOGNITION

The Hilton Dallas Lincoln Centre recognizes Team Members year round. To show appreciation to all the Team Members programs such as a Monthly Appreciation Lunch, Anniversary and Birthday Celebrations are held. The Hilton Dallas Lincoln Centre recognizes individual Team Members with a Team Member of the Month and a Manager of the Quarter Award. At an Annual Awards Banquet the Team Member of the Year and Manager of the Year Awards are given. Other recognition programs include National Housekeeping Week Celebration, Administrative Assistants Day Recognition, Spirit of Pride Award and

Catch Me at My Best Recognition. The Hilton Dallas Lincoln Centre constantly finds ways to show appreciation to the hard working Team Members that make this hotel a success.

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TELEPHONES/TELECOMMUNICATIONS

The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise your Telecommunications Department or appropriate team members, if you need the use of a phone for your program.

House phones

Used for in-house, local and toll-free calls only. The phone fee is \$35.00 plus tax and price for local calls.

DID Lines

The installation fee is \$35.00 plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

Enhancements for DID Lines

The following are enhancements that can be added to a DID Line:
 Speaker Phone @ \$50.00 per day, hardware rental only, price does not include phone line.
 Small Polycom @ \$100.00 plus tax per day, hardware rental only, price does not include phone line.
 Large Polycom @ \$150.00 plus tax per day, hardware rental only, price does not include phone line.

Internet Access

AT&T Broadband Access starting @ \$450.00 plus tax, per day (meeting space).
 Wireless internet @ \$12.95 plus tax, per day (guestrooms)

Guest Room Calls

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

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

Applicable Taxes will be added. Rates subject to change.

You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. Time Warner 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.

Video Conferencing

Video Conferencing can be arranged with Presentation Services by dialing 972-726-5603.

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THEME PARTIES

The Hilton Dallas Lincoln Centre 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.

TRASH REMOVAL

Please contact your Catering/Event Manager to make arrangements if larger trash removal is needed.

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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 and charges with your Catering/Event Manager.

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WEATHER

Depending on the season, temperatures in Dallas can vary from a low of 20 degrees to a high of 100+ degrees. Before visiting the Hilton Dallas Lincoln Centre 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. To make arrangements please contact our Concierge at 972-701-5150.

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WIRED PAYMENT

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

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WORSHIP SERVICES

The following is a list of nearby locations.

- **Baptist**
Park Central Baptist Church
7777 LBJ Freeway
Dallas, TX 75251
972-661-8888
Sundays – 9:45am Bible Study, 10:50am Service and 6:00pm Service
- **Buddhist**
Vajradakini Buddhist Center
3501 N. Macarthur Blvd.
Irving, TX 75062
817-460-2781
Call for Service times
- **Catholic**
St. Rita Catholic Community
12521 Inwood
Dallas, TX 75240
972-934-8388
Call for Service times
- **Church of God**
Church of God Dallas North
17720 Dickerson St.
Dallas, TX 75252

972-732-6024

Call for Service times

- Episcopal

Trinity Episcopal Church

12727 Hillcrest Road

Dallas, TX 75230

972-991-3601

Sunday – 8:00am Holy Communion, 9:15am Sunday School, 11:30pm Family Morning Prayer, 12:00pm

Trinity African Ministry and 6:00pm Trinity After Dark

- Jehovah's Witness

Jehovah's Witnesses

800 S. Bowser Road

Richardson, TX 75081

972-231-9110

Call for Service times

- Jewish

Temple Shalom Dallas

6930 Alpha Road

Dallas, TX 75240

972-661-1810

Call for Service times

- Lutheran

King of Glory Lutheran Church

6411 LBJ Freeway

Dallas, TX 75240

972-661-9435

Call for Service times

- Methodist
Spring Valley United Methodist
7700 Spring Valley
Dallas, TX 75254
972-233-7671
Call for Service times
- Mormon
Church of Jesus Christ of Latter Day Saints
14740 Meandering Way
Dallas, TX 75254
972-233-7492
Call for Service times
- Pentecostal
Christian World Family Church
891 Abrams Road
Dallas, TX 75081
972-235-0951
Call for Service times

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

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