



## **Hiltons of Branson 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.

**Branson  
Convention Center**  
Managed by  
Hilton Hotels Corporation  
**200 Sycamore Street  
Branson, Missouri 65616  
1-417-336-5401**

**Hilton Branson  
Convention Center Hotel**  
**200 East Main Street  
Branson, Missouri 65616  
1-417-336-5400**

**Hilton Promenade at  
Branson Landing**  
**3 Branson Landing  
Branson, Missouri 65616  
1-417-336-5500**

**[www.hilton.com](http://www.hilton.com)**  
**[www.bransonconvention.com](http://www.bransonconvention.com)**  
**[www.bransonconventioncenter.hilton.com](http://www.bransonconventioncenter.hilton.com)**  
**[www.promenadebransonlanding.hilton.com](http://www.promenadebransonlanding.hilton.com)**

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## **GENERAL INFORMATION**

### **Hilton Promenade at Branson Landing**

Situated in the Town Square of the exciting Branson Landing shopping and entertainment district, the Hilton Promenade at Branson Landing offers guests easy access to shops, boutiques, restaurants, a river walk and other attractions. The Hilton Promenade at Branson Landing features 242 oversize guest rooms and suites with spectacular views of Lake Taneycomo and Historic Downtown Branson. Our beautifully appointed rooms offer guests the luxuries and comforts of an elegant boutique hotel in an intimate and relaxing setting.

For casual dining with an innovative flair, grab a table at the Liberty Tavern Restaurant, where you'll enjoy classic dishes, all-American favorites and regional specialties handcrafted from the freshest local ingredients. Enjoy a glass of wine from our diverse wine list as you relax in the Liberty Tavern Restaurant's warm, contemporary setting. The Liberty Tavern Restaurant is open for breakfast, lunch and dinner.

### **Hilton Branson Convention Center Hotel**

Connected to the Branson Convention Center and located in the music capital of the Midwest, our Hotel is walking distance to the new Branson Landing retail and entertainment district situated on Lake Taneycomo. Our Hotel is also walking distance to historic downtown Branson, Missouri and minutes from the area's 49 theatres, outlet malls, golf courses, lakes and numerous attractions. The Hilton Branson Convention Center Hotel has 293 guest rooms and suites in a 12 story glass tower. The guestrooms feature the Hilton Serenity Bed; in either king or double queen accommodations. Additional room amenities include spacious work stations with granite counter tops and ergonomic desk chairs, 32 inch LCD flat panel televisions, the Hilton clock radio with MP3 adapter, two dual line phones, wired and wireless high-speed internet access and much more.

Trofi, a full-service restaurant offering continental cuisine is open for breakfast, lunch and dinner. Pastas to pizzas, Trofi serves up the finest that Europe has to offer.

## **FUNCTION SPACE AND BANQUETS**

- Catering Menus available separately.  
[www.bransonconvention.com](http://www.bransonconvention.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 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, customized chocolate etc.
- In-Room Video Channel
- Electronic message signage (in-door/out-door)
- 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 Event Services Department to set up food, beverage and billing arrangements.

Affiliate groups will be submitted to main group client for approval.

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## **AIRLINE INFORMATION**

<u>Local Airline (Springfield/Branson Airport)</u>	<u>Nationwide</u>
Allegiant Air	1-702-505-8888
American Eagle	1-800-433-7300
Delta Connection	1-800-221-1212
Northwest Airlines	1-800-225-2525
United Express	1-800-864-8331

<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
America West Airlines	1-800-235-9292
Austrian Airlines	1-800-843-0002
British Airways	1-800-247-9297
Continental Airlines	1-800-525-0280
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
Midwest Airlines	1-800-452-2022
Northwest (Domestic)	1-800-225-2525
Northwest (International)	1-800-447-4747
Qantas	1-800-227-4500
Singapore Airlines	1-800-742-3333
Southwest Airlines	1-800-435-9792
United Airlines	1-800-521-0810
US Air	1-800-428-4322
Varig	1-800-468-2744
Virgin Atlantic	1-800-862-8621

**Airport Information**

The nearest major airport is the Springfield/Branson National Airport located 40 miles, approximately 60 minutes from the Hiltons of Branson. Click on this [link](#) for a map.

<http://www.sgf-branson-airport.com/>

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**AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. Please advise your Event Manager of your specific preferences or budgeting guidelines.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. State sales tax is 9.6%, room service gratuity is currently 18%. For a standard delivery, the fee is \$2.00.

**Standard Amenities**

Available upon request.

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### **AMERICANS WITH DISABILITIES (ADA)**

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

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### **AUDIO/VISUAL**

*OSA International, Inc.*, our audiovisual company, brings over twenty years of experience in the field of audio/visual to your meetings at the Hilton Branson Convention Center. Discuss your audio/visual requirements with your Event Manager. For specific technical questions, Andrew Lenhart may be reached by dialing 1-866-757-8110.

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### **AUTOMATED TELLER MACHINES**

There are ATM's conveniently located in the Lobby Business Center, as well as several locations on the Branson Landing. There are also ATM locations in Branson at all major bank locations.

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### **BABYSITTING**

The following childcare company is registered with the State of Missouri. Parents should make arrangements directly with the company and direct payment is required to the vendor. No room charges or master billing for babysitting services are permitted. Babysitting agencies are not affiliated with the Hotel, and as such, the Hotel is not responsible for the services rendered by these agencies.

Granny Nannies (mobile childcare)  
Niki Wiltshire, owner  
1-417-294-5900

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### **BALLOONS**

There is a 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. The use of latex balloons is prohibited.

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**BANKS**

**Arvest Bank**

#123 Branson Landing  
Branson, Missouri 65616  
1-417-243-4472

[www.arvestbank.com](http://www.arvestbank.com)

Lobby hours: Monday-Friday 8:00am–6:00pm, Saturday 8:00am–1:00pm  
ATM in vestibule available 24 hours

**ATM Processing**

2206 W 76 Country Blvd  
Branson, MO 65616  
1-417-332-5129

**Bank of America**

510 N Business Highway 65  
Branson, MO 65616  
417.336.6363

Lobby Hours: Monday-Thursday 9:00am-4:00pm, Friday 9:00am-5:00pm  
Drive Up Hours: Monday-Friday 8:00am-6:00pm, Saturday 8:00am-noon

**Boatman's Bank**

510 N Business US Highway  
Branson, MO 65616  
1-417-334-1129

**Branson Bank**

1501 Hwy 248  
Branson, Missouri 65616  
1-417-334-9696

[www.bransonbank.com](http://www.bransonbank.com)

Lobby: Monday-Friday 8:00am-5:00pm  
Drive-up: Monday-Thursday 8:00am-5:00pm, Friday 8:00am-6:00pm,  
Saturday 8:00am-noon

**Branson Banking Center**

510 N Business Hwy 65  
Branson, MO 65616  
1-417-336-6363

**Commerce Bank of Kansas City**

500 W Main Street  
Branson, Missouri 65616  
1-417-335-5684

**First Community Bank Taney County**

121 S Commercial Street  
Branson, Missouri 65616  
1-417-336-6310  
[www.fcboz.com](http://www.fcboz.com)

**Great Southern Savings Bank**

1729 W Hwy 76  
Branson, Missouri 65616  
1-417-334-6424  
[www.greatsouthernbank.com](http://www.greatsouthernbank.com)

**Pointe Royale Center**

159 Pointe Royale Dr  
Branson, MO 65616  
1-417-334-2191

**Shepherd of the Hills Banking Center**

3218 Shepherd of the Hills Expressway  
Branson, MO 65616  
1-417-336-2728

**Southwest Teachers Credit Union**

208 E College Street, Ste 20  
Branson, MO 65616  
1-417-339-3954

**Union Planters Bank of SW MO**

203 N Commercial Street  
1203 W Hwy 76  
3605 W Hwy 76  
Branson, MO 65616  
1-417-334-2191

**US Bancorp**

Hwy 13 S  
Branson, MO 65616  
1-417-272-8181  
520 W Main St  
Branson, MO 65616  
1-417-335-2122

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**BANQUET BEVERAGE SELECTION**

The Hiltons of Branson offer a choice of standard, premium and super 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 Brand Bars to Include:**

Dewars, Bacardi Silver Rum, Jose Cuervo, Especial Tequila, Beefeater Gin, Christian Brothers, Hiram Walker Triple Sec, Martini & Rossi Vermouth, Skyy Vodka, Canadian Club Whiskey, Jack Daniels Bourbon, Blackstone Cabernet Sauvignon and Talus Reserve Pinot Grigio

**Premium Brand Bars to Include:**

Johnny Walker Red Label Scotch, Bacardi Select Rum, 1800 Reposado Tequila, Tanqueray Gin, Fundador Brandy, Hiram Walker Triple Sec, Martini & Rossi Vermouth, Makers Mark, Ketel One, Crown Royal, Drambuie, Bailey's Irish Cream, DiSaronno Amaretto, Frei Brothers Merlot and Kendall Jackson Chardonnay

**Super Premium Bars to Include:**

Chivas Regal, Macallan 12, Meyer's Rum, Jose Cuervo Reserva De La Familia Tequila, Bombay Sapphire Gin, Vox, Baker's Seven Year, Cardenal Mendoza, Martini & Rossi Vermouth, Hiram Walker Triple Sec, Remi Martin, Crown Royal Special Reserve, Bailey's Irish Cream, Kahlua, DiSaronno Amaretto, Oakville Cabernet Sauvignon and St. Supery White Meritage

**Domestic Beer**

Budweiser, Bud Light, Bud Select, Miller Light & Sharps NA

**Imported & Specialty Beer**

Samuel Adams, Corona & Heineken

**Champagne**

Bouvet Brut Tattinger NV, Korbel Brut NV, Mirabelle Schramsberg NV Gloria Ferrer Brut, Perrier Jouet Grand Brut, NV Bollinger Special Cuvee Brut NV, Dom Perignon Cuvee

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 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 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 Event Manager 45 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. Local vendors will assist with themed décor, and themed or ethnic meals can be designed from

our existing menus or customized by our Executive Chef. 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 the 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 3% more than this guaranteed minimum.
- 3. LABOR CHARGE:** If the guaranteed number for your buffet event is less than 25 persons, we will add a labor charge to your account: \$75.00 at the Hilton Convention Center Hotel and \$50.00 at the Hilton Promenade. This will be used to cover our costs of the buffet 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:** Twenty percent (20%) of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is the property of the Hotel to cover discretionary costs of the Event. Gratuity is included in the service charge and is not an additional expense.
- 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:** 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 \$6.00 per person round trip, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with your Event Manager.

Room distribution of group gifts or packets are priced as follows:

- \$2.00 per generic piece placed in the guestroom
- \$3.00 per personalized piece placed in the guest room.
- Oversized items - contact your Event Manager for a quote.

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### **BILLING**

Should you require a master account for billing purposes, please complete and return our credit application a minimum of thirty days prior to your group's arrival. 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.

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### **BOX LUNCHES**

Box lunches are available through the Event Services Department. 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.

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### **BUSINESS CENTER/HOTEL**

Routine business needs can be accommodated through our in-house self-service Business Center, open from 8am-5pm. Key access is required after hours.

### **BUSINESS CENTER/CONVENTION CENTER**

Many additional services are available in the Business Center located in the Convention Center, staffed from 8am to 5pm. Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group's needs, please refer to the Business Center or discuss them with your Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone's needs in mind.

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### **BUS AND LIMO COMPANIES**

#### **Branson Springfield Gray Line**

3050 Green Mountain Drive

Branson, MO 65616

1-417-334-5463



**Fisk Limousines**

2001 E. Trafficway St.  
Springfield, MO 65802  
1-417-862-2900  
[www.fisklimo.com](http://www.fisklimo.com)

**Tri Lakes Shuttle**

3005 West Highway 76, Suite B  
Branson, MO 65616  
1-417-339-4888

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**CAR RENTAL AGENCIES****Local****Avis**

College of the Ozarks Airport  
Branson, MO 65616  
1-417-334-1658

**Enterprise Rent-A-Car**

1029 1/2 E State Highway 76  
Branson, MO 65616  
1-417-336-2000

**Springfield/Branson Regional Airport**

Alamo	1-417-865-5311	1-800-327-9633
Avis	1-417-865-6226	1-800-331-1212
Budget	1-417-831-2662	1-800-527-0700
Enterprise	1-417-862-0753	1-800-736-8227
Hertz	1-417-865-1681	1-800-654-3131
National	1-417-865-5311	1-800-227-7368
Thrifty	1-417-866-8777	1-800-367-2277

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**CASH PAID OUTS**

Please contact your Event Manager for specific information regarding a paid out.

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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 Hiltons of Branson 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 and/or dignitaries will be treated with the utmost respect and confidentiality. Your Event Manager is happy to work with you to accommodate all needs you may require. Hiltons of Branson Senior Management have detailed and serviced U.S. Presidents, Vice-Presidents, Foreign Dignitaries, Heads of State, Celebrities and Sports & Entertainment Legends.

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### **CHECK CASHING PRIVILEGES**

Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest's name and address and made out to Hiltons of Branson. Identification may be required along with a major credit card.

Personal check cashing is limited to \$100.00 per day.

Meetings that require checks cashed on site will require pre-payment of the total amount (14) business days prior to the group arrival. All checks must be made payable to the Hiltons of Branson.

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### **CHECK-IN AND CHECKOUT**

Hotel check-in is 4:00pm, and checkout is 11:00am. All guests arriving before 4:00pm will be accommodated as rooms become available. Our Front Desk can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.

#### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$50.00 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.

#### **Satellite Check-In**

Satellite check-in is available. 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-Out Checkout**

With zip-out checkout, your room folio is provided at your door early on the morning of your departure. Simply verify the charges, use the television remote or dial extension 50 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 Convention Center Hotel 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.

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### **COAT CHECK SERVICES**

Information furnished upon request.

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### **COFFEE MAKER**

Each of our guest rooms and suites is complimented with self-service coffee makers for your convenience.

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### **CONCIERGE**

Our Concierge is located in the lobby across from the Front Desk. Hours range from 7am to 11pm. You may also call extension 70.

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### **BRANSON CONVENTION CENTER**

The Branson Convention Center offers 220,000 square feet of flexible meeting space, including two exhibit halls totaling 50,000 square feet, which connect to a 23,000 square foot ballroom. There are also second floor meeting rooms. The Convention Center offers a wide range of services, including complete onsite catering, top tier audio/visual services, Internet, event management, business center and a single point of contact for all services. The Convention Center connects directly to the Hilton Branson Convention Center Hotel, a 12-story luxury hotel with 290 rooms, and is located across the street from the Hilton Promenade at Branson Landing.

Hilton Branson Convention Center  
200 South Sycamore Street.  
Branson, Missouri 65616  
1-417-336-5400

[www.bransonconventioncenter.com](http://www.bransonconventioncenter.com)

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### **CORKAGE**

Corkage fees will apply. Contact your Event Manager for details.

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### **CREDIT CARDS**

The Hilton Branson Convention Center Hotel accepts most major credit cards including Visa, MasterCard, American Express, Discover and Diners Club.

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### **CREDIT POLICY**

Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Event Manager. Completed credit applications must be received a minimum of thirty days prior to your group's arrival.

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### **DECORATIONS**

Please contact your Event Manager. We are happy to suggest resources for floral and silk centerpieces, creative ice carvings and specialty linens. See "Theme Parties."

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.

Branson Hospitality  
1-800-877-8687 or 417-334-1850  
[www.bransonfun.com](http://www.bransonfun.com)

Branson Tourism Center  
220 Branson Hills Parkway, Branson, MO 65616  
1-800-785-1550 or 417-334-4400  
[www.bransontourismcenter.com](http://www.bransontourismcenter.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**

Diagrams are available on our website or can be provided by your Event Manager.

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## **DIETARY REQUIREMENTS**

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

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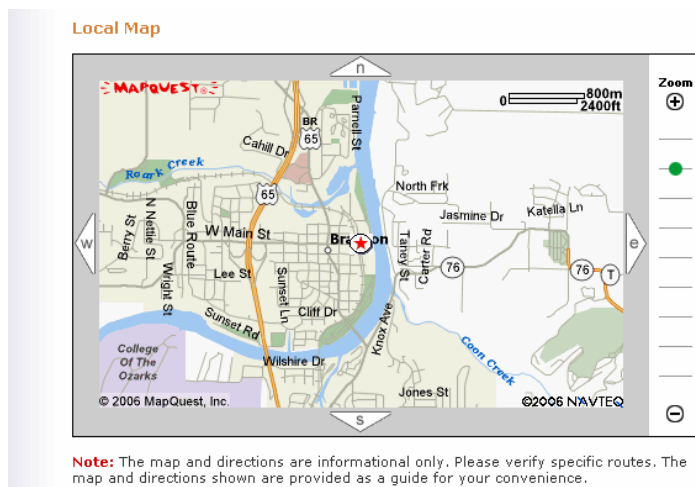
## **DIRECTIONS TO THE HOTEL**

*From Springfield/Branson Regional Airport:*

**Directions to Hilton Promenade at Branson Landing:** Take exit road from terminal (W. Kearney Street). After approximately two miles make left onto 160, merge onto 44 E towards St. Louis. Merge onto 65 south towards Branson. Continue on 65 south to exit onto 248 - Shepard of the Hills Expressway. Make a left at the bottom of the exit and follow to the roundabout. Exit roundabout onto Branson Landing Boulevard. Hotel is located on the left in the center of Branson Landing, just north of the intersection with Main Street.

**Directions to Hilton Branson Convention Center:** Take exit road from terminal (W. Kearney Street). After approx. two miles make left onto 160, merge onto 44 E towards St. Louis. Merge onto 65 south towards Branson. Continue on 65 south to exit onto 248 - Shepard of the Hills Expressway. Make a left at the bottom of the exit and follow to the roundabout. Exit roundabout onto Branson Landing Boulevard and continue to intersection with Main Street.

Turn right on Main Street.  
Pass Branson Scenic Railway  
and turn left into the Hotel drive.



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**DRUG STORES**

Branson Drug  
101 E. Main  
Branson, MO 65616  
1-417-334-3187

Target  
1200 Branson Hills Pkwy  
Branson, MO 65616  
1-417-243-4500

Walgreens  
210 S Hwy 165  
Branson, MO 65616  
1-417-339-3996  
[www.walgreens.com](http://www.walgreens.com)

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**DRY-CLEANING – SEE LAUNDRY/VALET**

Laundry services are available by dialing extension 52. Garments picked up prior to 8am are returned to guests by 10am the following day.

Please note that there is no service on Sundays or 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 Events Department will provide assistance with ordering all your mechanical and electrical needs. Please contact your 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 Event Manager. See Production Guidelines for more information.

A complete production package is also available through your Event Manager. Please see forms for pricing and ordering.

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## **ELEVATORS**

The Hilton Convention Center Hotel has three guest elevators, located just off the main lobby, servicing all twelve levels of the hotel. Four additional guest elevators are located in the Convention Center, one near the Taneycomo Ballroom, two at the main entrance of the Exhibit Hall and one at the South entrance of the Convention Center. These four guest elevators service levels one and two of the Branson Convention Center.

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## **EMERGENCY PROCEDURES**

The Hilton Convention Center Hotel is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The Hotel internal emergency number is 66.
- The Hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 66 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the Hotel.
- Our Security Department, as well as a number of other team members, 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: 1 mile
- Nearest hospital: 1 mile

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## **ENTERTAINMENT**

The following links provide resources for booking entertainment and/or activities for your event. The City of Branson requests that outdoor entertainment begin no earlier than 10:00am and end no later than 11:00pm.

[www.midwestconcerts.com](http://www.midwestconcerts.com)

[www.ambergentertainment.com](http://www.ambergentertainment.com)

[www.powersentertainment.com](http://www.powersentertainment.com)

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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” as much as we can.

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### **EXHIBITS**

Please request the Hotel's Production Guide from your Event Manager.

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### **FAX MACHINES**

Hilton Branson Convention Center's Business Center is staffed during business hours and will assist with all your office needs.

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### **FAX NUMBERS**

	Hilton Promenade	Hilton Convention Center Hotel
For Guests:	417-336-5513	417-336-5413
Events office:		417-336-0702
Sales office:		417-243-3488

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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 in case of fire or other emergency.



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

The use of Pyrotechnics is strictly prohibited within the Hiltons of Branson. Please contact your Event Manager for Production Guidelines regarding the use of lasers and fog machines.

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**

Fitness Center is located on the Lobby Level.

#### **Hours of Operation:**

24 hours with room key.

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### **FLAGS**

Our Banquet Department currently has five United States flags, three Missouri State flags, three Arkansas State flags and three Oklahoma State flags in inventory. If you require additional flags, please discuss rental costs with your Event Manager.

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### **FLORAL/FLORIST**

Country Mart Floral  
(multiple locations)

Branson, MO 65616  
1-417-334-2956

Petals  
314 W Atlantic  
Branson, MO 65616  
1-417-334-1190  
1-800-441-5328

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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 Exhibit Halls and the Taneycomo Ballroom are located on the ground level. The Center/Hotel does not have freight elevators. Multiple service elevators are available to transport equipment and materials to the function space located on the second level.

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### **GENERAL MANAGER**

Mark W. Hartman joined the Hiltons of Branson in July of 2005 as General Manager. He has been in the hospitality industry since 1983, previously holding the position of General Manager in Charlotte North Carolina, Cincinnati Ohio, Dayton Ohio, St. Louis Missouri, and Chicago Illinois.

Mark is thrilled to welcome your group to the Branson Convention Center and is accessible as needed. His cell phone number is 1-417-676-0403.

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### **GIFT CERTIFICATES**

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

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## **GIFT IDEAS**

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

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

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

<http://www.bransonlanding.com> – Local shops

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## **GOLF COURSE INFORMATION**

### **Branson Creek Golf Club**

Branson Creek Golf Club takes the fun outdoors by adding golf to the mix of superstar entertainment. Designed by architect Tom Fazio, Branson Creek is quickly becoming the premiere golf destination in the Midwest as it calls attention to the natural beauty of the Ozark Mountains. Branson Creek Golf Club has held the #1 Public Course rating in Missouri since 2001 for both Golf Digest and Golf Magazine. Nationally, Branson Creek holds the #59 ranking in Golf Digest's "Top 100 in America" for 2005-2006. Branson Creek Golf Club is located off Hwy. 65 at 1001 Branson Creek Blvd., Hollister, MO, 4 miles south of Branson

### **Golf Course Information**

Green Fees	\$48-99 depending on season (includes use of a cart)	
Riders	\$20	
Club Rental	\$40	
Shoe Rental	\$15	
Twilight Rate (after 2pm)	\$70 (Sun-Thurs)	\$75 (Fri-Sat)
Super Twilight (after 4pm)	\$57 (Sun-Thurs)	\$60 (Fri-Sat)
9 Holes	\$50	
Replay (per 9 holes)	\$25	

### **Facilities**

Golf Instruction, a large practice facility, beverage carts, on-course player assistance, group arrangements, pro shop, restaurant and restrooms.

[www.bransoncreekgolf.com](http://www.bransoncreekgolf.com)

### **Holiday Hills**

Originally built in 1938, this course was rebuilt from tee to green and reopened in 1997. The new course is "user friendly" with flat to rolling terrain, featuring a variety of holes to challenge the low and high handicapper alike. The fairways are wide and open. The bent-grass greens are large and undulating. The course offers four tee boxes on each hole to accommodate every level of golfer. This is a very forgiving course. Beautiful landscaping, lakes and creeks, several waterfalls and massive trees border many of the lush Bermuda fairways. Holiday Hills provides an enjoyable round for all. This is a "must play" course while in Branson!

Holiday Hills is located at 2380 East State Hwy 76 in Branson.

**Golf Course Information**

Green Fees	7:00am-12:00pm	\$55 (includes use of a cart)
	12:00pm-3:00pm	\$41 (includes use of a cart)
	After 3:00pm	\$29.50 (includes use of a cart)

**Facilities**

Pro shop, Grille & Bar and restrooms.

<http://www.holidayhills.com>

**Pointe Royal Golf Course**

A scenic resort located in the country music boomtown of Branson. The rolling hills, narrow tree-lined Bermuda fairways, water on 9 holes and bunkers on every hole make it a real challenge for all players.

Located across from the Welk Theater on Highway 165 just 3 miles south of Highway 76 at 158-A Pointe Royale Dr., Branson, Missouri 65616.

Green Fees	\$79
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[www.pointeroyale.com](http://www.pointeroyale.com).

**Thousand Hills Golf Resort**

Located in the heart of Branson, only minutes from anywhere in the Branson Tri-Lakes area, our Golf Digest award-winning golf course is the most unique and challenging in Branson. Built around a meandering creek and large rock outcroppings, you can truly experience the beauty of the Ozarks. With dramatic elevation changes and plenty of water and sand, Thousand Hills is a challenge second to none. Tournament conditions everyday, a relaxed family atmosphere and great service make for a great day of golf in Branson.

Located at 245 S Wildwood Drive in Branson.

**Golf Course Information**

Green Fees (includes cart)	\$59 (Sun-Thurs)
	\$62 (Fri-Sat)
9 Holes	\$39
After Noon Special	\$42

**Facilities**

Practice putting green, snack bar, club rental

[www.thousandhills.com](http://www.thousandhills.com)

For more information on all Branson Golf courses go to [www.golfbranson.com](http://www.golfbranson.com)

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### **GRATUITIES**

Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping -\$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 RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**

You may manage room blocks proactively with automated cross-reference of your group registration lists against Hotel reservations.

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

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### **GROUP CHECK-IN, ARRIVALS AND DEPARTURES**

The Hiltons of Branson have specially designed group entrances to accommodate the needs of your group. Each has a porte cochère and ample room for bus loading and unloading. Entrances are also conveniently located near the ballrooms and meeting rooms. Areas may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

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## **GUEST LIST MANAGER**

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

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## **GUEST ROOMS**

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

Hilton is pleased to present "The Serenity Collection", today's premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night's sleep? Visit [www.pacificcoast.com](http://www.pacificcoast.com) to order your own Serenity bed.

### **Guest Room Types**

<b>HROBR</b>	<b><i>HILTON PROMENADE AT BRANSON LANDING</i></b>	
RR	ROOM SELECTED AT CHECK-IN	20
K1D	1 KING BED DELUXE ROOM	42
Q2D	2 QUEEN BEDS DELUXE ROOM	27
K1S	1 KING BED SUPERIOR DELUXE	8
K1URU1	1 KING BDRM CONDO NSMKING	53
Q2S	2 QUEEN BEDS SUPERIOR ROOM	48
K1DRC	1 KING DELUXE ACCESSIBLE	3
Q2DRC	2 QNS DELUXE ACCESSIBLE RM	3
K1J	1 KING BED JUNIOR SUITE	7
K2URU2	2 BDRM CONDO W-KING BEDS	2
Q2SO	2 QNS SUPERIOR FOUNTAINVW	10
Q2SRC	2 QNS SUPERIOR ACCESSIBLE	4
K1UOU1	1 KING CONDO W-FOUNTAIN VIEW	10
Q2URU1	2 QUEEN BED CONDO NSMKING	1
K1URC1	1 KING BDRM STE ACCESSIBLE	4
<b>Deluxe</b>		<b>95</b>
<b>\$20 Premium</b>		<b>60</b>
<b>\$50 Premium</b>		<b>21</b>
<b>\$100 Premium</b>		<b>54</b>
<b>\$180- \$200 Premium</b>		<b>12</b>

<b>HROBC</b>	<b>HILTON BRANSON CONVENTION CENTER</b>	
K1DRQ	1 KING DLX RM W/ SOFABED	66
Q2D	2 QUEEN BEDS DELUXE ROOM	146
Q1DRQ	1 QN BED DLX RM W/ SOFABED	8
K1DRC	1 KING DELUXE ACCESSIBLE	2
Q2DRC	2 QUEEN DELUXE ACCESSIBLE	2
Q1DRC	1 QUEEN DELUXE ACCESSIBLE	1
K1URU1	1 KING BED 1 BEDROOM CONDO	26
K1UOU1	1 KING 1 BR CONDO BALCONY	6
K1URC1	1KNG 1BR ACCESSIBLE CONDO	1
K1SOU1	1KNG SUPERIOR CONDO BALCNY	3
K1SRU1	1KNG 1BDRM SUPERIOR CONDO	3
K1ZRO1	1 KING PRESIDENTIAL CONDO	1
K1LRQ	1 KING ROOM WITH BALCONY	17
Q2LRQ	2 QUEEN BEDS WITH BALCONY	11
K1SOC1	1KNG ACCESS SUPERIOR CONDO	1
<b>Deluxe</b>	<b>225</b>	
<b>\$20 Premium</b>	<b>28</b>	
<b>\$50 Premium</b>	<b>33</b>	
<b>\$100 Premium</b>	<b>7</b>	
<b>\$200 Premium</b>	<b>1</b>	

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### **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows:

- \$2.00 per generic piece placed in the guestroom.
- \$3.00 per personalized piece placed in the guest room.
- Oversized items - contact your Event Manager for a quote.

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### **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 52. A Hotel operator will direct your needs to the appropriate Hotel contact.

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### **HAIR SALON**

Regis Salon  
 #121 Branson Landing  
 Branson, MO 65616  
 1-417-335-4404  
[www.regishairstylists.com/](http://www.regishairstylists.com/)

Trade Secret  
#813 Branson Landing  
Branson, MO 65616  
1-417-335-5111  
[www.tradesecret.com/](http://www.tradesecret.com/)

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### **HOSPITALITY DESKS**

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

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

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

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### **HOSPITALITY SUITES FUNCTIONS**

Please contact your Event Manager to arrange for in suite hospitality and entertaining.

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### **HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 9am and 5pm. 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 \$2.00 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 maker, hairdryer, in-room safe (Hilton Branson Convention Center Hotel only), 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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### **IN CONJUNCTION WITH (ICW'S)**

Any group hosting an In-Conjunction With meeting or event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.



Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. All meeting space, if available, will be at the Hotel's normal prevailing room rental rates and will be subject to the Hotel's standard contract terms and conditions.

A listing of all ICW's should be sent to the Hotel no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering Department to set up food, beverage and billing arrangements.

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

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### **IN-ROOM DINING**

Our In-room Dining is open 6:00am to 12:00am 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 58 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of \$2.00 per order.

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### **INTERNET SERVICES**

The Hiltons of Branson provide numerous Internet Services. Swisscom Hospitality Services is the in-house vendor for Hiltons of Branson. They provide complete Internet and Network Management Services utilizing state of the art Cisco equipment, a Metro Ethernet circuit capable of T1 – DS3 speed (1.5M to 45M), professional technicians and 24/7 network monitoring and support. Our Swisscom representative will provide a complete detailed proposal after discussing your network and bandwidth requirements, support needs and budget. Swisscom has a proven record of service excellence and competitive pricing and is committed to providing a seamless networking experience throughout the facility. Swisscom Hospitality Services are highly recommended by the center/hotel management staff and our customers.

This hotel has deployed a state-of-the-art wireless local area network (WLAN, or WiFi) operating on an 802.11g frequency and managed by Swisscom for optimal performance. The wireless network allows guests to access the Internet and perform various networking functions. Hotel guests who bring unregistered wireless access points or build ad-hoc networks can cause interference that dramatically affects the performance of both their wireless LAN and the Hotel's public access wireless LAN. Any guest or visitor to the hotel intending to use wireless equipment, including but not limited to equipment operating under the 802.11x wireless protocol, must communicate their intent to use such equipment to their hotel contact and Swisscom prior to entering the property.

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### **KEY CARDS**

Please contact your Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a \$105.00 charge per core/per room and you may be required to sign a hold harmless agreement.

### **(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. A minimum of eight weeks lead time is required.

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### **KEY HOTEL CONTACTS**

The Hiltons of Branson Managing Committee consists of the following people:

General Manager	Mark Hartman	x3500
Director of Food & Beverage	Charles Rodrigue	x3542
Director of Finance	Randy Glover	x332-3466
Director of Rooms	Michel Scanlan	x3560
Executive Chef	Nathan Read	x3541
Director of Property Operations	Paul Rutherford	x3588
Director of Sales and Marketing	Bill Tirone	x3510
Director of Events	Jim Donohoe	x3540
Director of Revenue Management	Mike Hanna	x3518
Director of Human Resources	Karen Karahalios	x3520

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### **KIOSKS**

The Hiltons of Branson offer 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.

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## **KOSHER**

We offer a variety of Kosher Meals to our guests. These meals are prepared for us by J&M Foods and are “Glatt Kosher”. Please ask your Event Manager for kosher suggestions.

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## **LABOR**

The Hiltons of Branson are non-union facilities.

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## **LAUNDRY/VALET – SEE DRY CLEANING**

Laundry services are available by dialing extension 52. Garments picked up prior to 8am are returned to guests by 10am the following day.

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

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## **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by an outside service.

At Your Service Limousine  
1-417-230-3602

Fisk Limousines  
1-417-862-2900  
[www.fisklimo.com](http://www.fisklimo.com)

Joey Riley Limousine  
1-417-725-6004  
1-800-218-4490

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## **LINEN SELECTION**

Hiltons of Branson provides high quality white table linens. If you desire specialty linens, or would like quotes on theme-coordinated linens and chair covers, please consult your Event Manager, who can arrange for rental through a nation-wide linen supplier.

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## **LIQUOR LAWS**

The State of Missouri has strict liquor laws that must be followed by the Hiltons of Branson. Because the Hotel is only licensed-authorized to sell and serve alcoholic

beverages that were purchased by the Hiltons of Branson, no group may bring in their own alcohol to be served. The legal drinking age in Missouri is 21.

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### **LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**

Please refer to the Production Resource Guide.

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### **LOADING DOCK**

Please refer to the Production Resource Guide

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### **LOCAL INFORMATION**

Branson Landing where the adventurous shop, dine, play and stay! Discover uncharted waterfront shopping, dining and entertainment adventures at Branson Landing, located on the waterfront of beautiful Lake Taneycomo in downtown Branson.

At Branson Landing, you will have a whole new world to explore, with Belk Department Store, Bass Pro Shops and over 100 specialty stores and restaurants, PLUS...the NEW Hilton Promenade!

Don't miss the magnificent \$7.5 million water fountain spectacular, synchronized to light, sound, music and fire! For more information, go to [www.bransonlanding.com](http://www.bransonlanding.com).

For information on Branson:

[www.explorebranson.com](http://www.explorebranson.com)

[www.branson.com](http://www.branson.com)

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### **LOST AND FOUND**

It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the Hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of 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 (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 your meeting management staff supervise these items, as they will be stored at your own risk.

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## **MAIL SERVICES**

Stamps may be purchased, and our Business Center in the Convention Center offers shipping services and materials. The Business Center is open Monday through Saturday from 8:00am until 5:00pm.

The United States Post Office is located at 320 S. Commercial Street in Branson and can be reached at 1-800-275-8777. USPS hours are 8:30am–4:30pm weekdays, and 9:00am–1:00pm on Saturdays.

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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 52.

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## **MASTER ACCOUNTS**

See Sales Agreement.

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## **MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

### **Urgent Care/Emergency Room**

- Skaggs Community Health Center  
545 Branson Landing Boulevard  
Branson, MO 65616  
**Emergency Services**  
417-335-7000, press '2'  
24 hours per day, 7 days a week.  
\*\*Travel time from the Hotel is 5 minutes or less\*\*
- Skaggs Community Health Center  
**Urgent Care Services**  
417-335-7589  
\*\*Travel time from the Hotel is 5 minutes or less\*\*

- St. John's Urgent Care  
1065 Highway 248  
Branson, MO 65616  
417-337-5000  
\*\*Travel time from the Hotel is 10 minutes or less\*\*

### Hospital

- Skaggs Community Health Center  
Emergency Services  
417-335-7000, press '2'  
24 hours per day, 7 days a week.  
\*\*Travel time from the Hotel is 5 minutes or less\*\*

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### **MEETING ROOM CAPACITIES**

[www.bransonconvention.com](http://www.bransonconvention.com)

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### **MEETING ROOM DELIVERIES**

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the Hotel bell staff for a charge of \$2.00 per item/per move.

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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 & glasses
- Hard candies

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

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### **MUSIC/MUSICIANS**

Please contact your Event Manager for assistance in booking individual musicians, or see section 'Entertainment.'

The City of Branson requests that outdoor entertainment begin no earlier than 10am and end no later than 11pm.

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### **NEWSPAPERS/PUBLICATIONS**

The *USA Today* is delivered to guest rooms five days a week. Additional publications will be available but are yet to be determined.

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### **OFFICE EQUIPMENT/SUPPLIES**

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

Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group's needs with the Business Center.

Business Center hours are 8am to 5pm. Monday through Saturday.

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### **OFF PREMISE CATERING**

Off premise catering is available. For additional details, please contact your Event Manager or the Events Department.

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### **PACKAGE ROOM**

*See Business Center*

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### **PARKING**

The Hiltons of Branson offer parking on premise. The Hilton Branson Convention Center Hotel/Center offers both self and valet parking in our adjacent 650 space multi-level covered parking structure. The Hilton Promenade at Branson Landing offers both self and valet parking in our adjacent 140 space covered parking structure. An additional 485 space overflow lot is located at the South end of the Convention Center.

- Self parking \$8.00
- Valet parking \$12.00

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 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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## **PETS (POLICY)**

Service animals are always welcome at both the Hilton Promenade at Branson Landing and the Hilton Branson Convention Center Hotel.

The Hilton Branson Convention Center Hotel is a Pet Friendly facility. Accommodations for guests traveling with pets are limited. Please communicate your need for this type of accommodation when reserving your guest room. A \$100.00 non-refundable deposit will apply.

The Hilton Promenade at Branson Landing does not allow pets.

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## **PHOTOGRAPHY**

Services including: film developing, one hour developing and photo enlarging.

Walgreens  
210 S Hwy 165  
Branson, MO 65616  
1-417-339-3996  
[www.walgreens.com](http://www.walgreens.com)

One-Hour Flash Photo Film Developing  
3620 W. State Highway 76  
Branson, MO 65616  
1-417-334-0073  
[www.bransonflashphoto.com](http://www.bransonflashphoto.com)

There are a number of companies that can also provide photography services for all occasions, special events, weddings, and groups.

Debby Young Photography  
417-880-3293  
[www.dyoungphotography.com](http://www.dyoungphotography.com)

Envision Photography  
417-831-0655



[www.envisionphoto.com](http://www.envisionphoto.com)

Swift Shots Photography

Phone: 417-230-4201

[www.swiftshots.com](http://www.swiftshots.com)

Sharp Image Photo

Ken Greening

118 South Veterans Blvd

Branson, MO 65616

1-888-822-5814

[www.sharpimagephoto.com](http://www.sharpimagephoto.com)

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### **PIANOS**

The Hilton Branson Convention Center/Hotel has one upright piano for use in the facility function space. The piano is provided at \$75.00 per day, however it is recommended that it be tuned prior to each use. The tuning fee is \$60.00 and requires advance notice. Please note that there is an additional labor fee of \$100.00 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 Event Manager can rent them for you or refer an outside source.

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### **POOLS**

The Hilton Promenade at Branson Landing has an indoor pool and whirlpool located on the lobby level of the Hotel just past the Bell Service desk and Fitness Center. The Hilton Branson Convention Center has an indoor and outdoor pool.

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### **POST-CONVENTION MEETING**

We encourage our customers to meet with our General Manager during or after your Event 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 guest rooms on peak night, your Event Manager will complete a Post Event Report. This report details room pick-up and food & beverage revenues and other pertinent event information.

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## **POSTING OF EVENTS**

All Events will be posted as requested unless otherwise specified.

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## **PRE-CONVENTION MEETING**

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

Contact the Business Center/Viper staff located on the second level of the Convention Center.

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## **PRODUCTION GUIDELINES**

Your Event Manager will provide you with the Hotel's Production Resource Guide.

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## **PRODUCTION CREW MEALS**

Please contact your Event Manager regarding production crew dining.

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## **PYROTECHNICS**

The use of Pyrotechnics is strictly prohibited within the Hiltons of Branson.

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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. Please consult your 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 Event Manager. Registration attendants are easily scheduled with sufficient notice.

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### **REGISTRATION DESKS**

Your Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in near the group's check-in. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that hospitality desks will be taken down each evening and re-set 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. All signage/banners must be reviewed and approved by your Event Manager.

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### **RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM**

Expedited reservation processing straight from your rooming list into our system.

- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3<sup>rd</sup> Party Clearinghouses
- No charge – it's FREE

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### **RESTAURANTS/LOUNGES**

#### ***Liberty Tavern/Hilton Promenade at Branson Landing***

All-American favorites and regional specialties. Liberty Tavern serves up casual dining with an innovative flair. Classic dishes handcrafted from the freshest local ingredients. Diverse wines. A setting that's warm and contemporary. Liberty Tavern brings you home cooking with style.

#### **Hours and days of operation**

Monday through Sunday:

Breakfast- 7am - 11am

Lunch- 11am - 4pm

Dinner- 4pm - 10pm

Bistro Menu 11am - midnight



***Hilton Branson Convention Center Hotel***

- Trofi/Details to follow
- Java Jive/Details to follow

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**RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the Hotel and in Branson whether it is for a table of four or a dine-around for 250.

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**RESTROOMS**

Public restrooms are located in the following areas:

**First Level outside Taneycomo Ballroom pre-function**

Ladies room- 16 stalls

Men's room- 8 stalls 8 urinals

**Exhibit Hall B First Level**

Ladies room 10 stalls

Men's room 2 stalls 3 urinals

**Exhibit Hall A First Level**

Ladies room 10 stalls

Men's room 2 stalls 3 urinals

**Second Level near Registration**

Ladies room 7 stalls

Men's room 3 stalls 4 urinals

**Second Level near Concourse**

Ladies room 7 stalls

Men's room 3 stalls 3 urinals

**Second Level near Concourse**

1 Family restroom

**Total**

Ladies room **50 stalls**

Men's room **18 stalls and 21 urinals**

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**RESUMES**

Your Event Manager will coordinate the development of your specific group's convention resume for distribution to Hotel staff to prepare for your group's arrival. All information should be gathered for Hotel distribution 14 days prior to group arrival.

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**RIGGING**

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

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**SAFES/SAFE DEPOSIT BOXES**

There are in-room safes for your convenience in the Hilton Convention Center Hotel as well as our safety deposit box room located adjacent to the Front Desk in both the Hilton Convention Center Hotel and the Hilton Promenade.

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**SECURITY**

In our sole judgment, if security personnel are required because of the size and/or nature of your function, you will provide such personnel at your expense. Security Personnel must be supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, and 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 Event Manager for storage. Please note that the Hotel storage facilities are extremely limited.

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

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

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

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

Receiving, handling and shipping charges will 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 Hiltons of Branson**

The Hiltons of Branson utilizes Viper Tradeshow Services for our shipping needs. Please see the Business Center for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from the Business Center located in the Convention Center and completely filled out for shipping.

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### **SHOPPING**

Discover uncharted waterfront shopping at Branson Landing, located on the waterfront of beautiful Lake Taneycomo in downtown Branson.

At Branson Landing, you will have a whole new world to explore, with Belk Department Store, Bass Pro Shops and over 100 specialty stores and restaurants. For a listing of all shops, go to [www.bransonlanding.com](http://www.bransonlanding.com).

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### **SHOE SHINE**

For shoe shine needs, please see our Guest Service Agent for information.

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## **SIGNAGE/BANNERS**

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

- Please review your signage placement plan with your Event Manager. Written approval for all placements must be obtained from your Event Manager prior to any signage being hung. It is our intention to keep the number of signs displayed on easels in the public areas of the Center/Hotel to a minimum. In an effort to keep our facility hazard free, we reserve the right to remove excessive signage.
- Signage is not permitted in the Hotel lobbies, any elevator bank or the exterior of any Center/Hotel building without the prior approval of your Event Manager. Gummed stickers or election banners/signage are prohibited.
- All banners or any sign or decoration to be attached to the ceiling or roof structure of the Facility must be attached and removed by Center/Hotel personnel. All rules and regulations outlined in “RIGGING GUIDELINES” in the Production Resource Guide, will apply. The Production or AV Company is responsible for all costs related to installing or removing signs, banners, or decorations.
- Any banners or signage that you provide must be professionally printed and are subject to approval by your Event Manager. No handwritten signage will be allowed anywhere within the Center/Hotel. All banners and signs that are flown or hung overhead need to be constructed of vinyl or cloth fabric. Paper is not allowable by fire code. Hard materials can only be suspended in ballrooms and will require attachment to building steel.
- All banners will be flown with the bottom a minimum of 8 feet above the floor. Banners will be suspended and the top horizontal edge reinforced using battens provided by the Center/Hotel at no additional cost to you. Grommets on banners are recommended but not required. Stiffeners and dowels for banner bottoms are not permitted.
- Hanging banners outside of the building is strongly discouraged because of unpredictable winds. Requests for outside rigging will be carefully evaluated case by case.
- You may not tape, tack or affix signage in any way to Center/Hotel walls or any part of the Center/Hotel or furnishings. If you have signage that needs to be hung, please contact your Event Manager for pricing and charges. Charges will be assessed based on number and size of signs/banners.
- Per Branson Fire Marshall Regulations, signage is not allowed in the guest room hallways. Signage at elevator banks is limited and subject to approval by your Event Manager.

The Hotel bears no responsibility for your signage/banners/posters left in the Facility or any other area of the Hotel; either prior to, during or after a function.

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### **SITE INSPECTION/PRE-PLANNING**

Please refer to your Sales Agreement regarding site inspections and pre-planning meetings. Tastings will be coordinated with your assigned Event Manager.

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### **SMOKING**

Smoking is not permitted in any meeting/function space or public area and must be restricted to only the following areas of the facility:

- The privacy of your designated smoking accommodation (limited accommodations available on the 4<sup>th</sup> floor)
- Outdoor patio at Trofi Restaurant/Hotel Lounge.

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### **SOUND SYSTEM**

Some Hotel meeting rooms and ballrooms have a basic sound system. Please contact your Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the Hotel's noise curfews: No sound system functions can take place outdoors before 10am, and all outdoor evening functions must end no later than 11 pm.

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### **SPECIAL MEAL REQUESTS**

Please consult with your Event Manager for any special meal requests. The Hiltons of Branson Executive Chef is pleased to accommodate reasonable requests.

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### **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the Hiltons of Branson. 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. Hotel cannot provide security. If shipping valuables, please make arrangements to hire and pay for outside security.

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## **SUITES**

The Hiltons of Branson offer 146 suites to meet any need for in suite entertaining. Please contact your Event Manager for specific availability, entertainment and menu needs.

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## **TAXES**

The current state and local tax on guestrooms at Branson Landing is 12.6%.

The current state and local tax on food and beverage at Branson Landing is 9.975%.

The current state and local tax on meeting room rental and audiovisual items at Branson Landing is 9.6%.

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

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## **TAXICABS**

The city of Branson offers one taxi company, plus several shuttle and limousine services. Please contact our Concierge for further details.

The standard rate for transfers from the Hilton to the Airport in Springfield is approximately \$75.00 each way, plus gratuity.

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## **TELEPHONES/TELECOMMUNICATIONS**

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

### **House phones**

- Used for in-house, local and toll-free calls only. Price is \$65.00+ tax per day.

### **DID Lines**

Installation fee, including instrument if needed, is \$175.00 plus tax plus price of all calls. DID lines can be used for long distance, minimal PC and fax.

### **DID Enhancements**

The following are enhancements that can be added to a DID Line:

PolyCom speakerphone, includes line, at \$225.00 per day, plus tax and calls.

Voicemail capabilities at \$75.00 per week, enhancement price only, does not include phone line.

### **B1 Telephone Lines**

Outside line, not connected to the Hotel switchboard. (Dedicated Number)

This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.

The Hotel operators need (2) days notice before we can activate the lines. The phone company/Hotel operators require minimum (2) weeks notice for more than (2) lines. Please consult your Event Manager on pricing structure.

**Internet Access**

Broadband Access: A Metro Ethernet circuit capable of T1 – DS3 speed (1.5M to 45M) is available. Network access with first device - The set-up fee is \$295.00 per room/day for the first personal computer and \$100.00 (one-time fee) for each additional personal computer. A detailed quote is available and required for network access.

**Guest Room Calls**

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
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	9+1+Number	Toll Free \$.10 per minute after 60 minutes
Long Distance	9+1+Number	AT&T Operator assisted rate less 50%
International	9+011+CC+CC+#	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. 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, press the \* key at any time.

### **Video Teleconferencing**

Video conferencing is available upon request. Certain requirements must be met - please inquire by contacting SwissCom Hospitality Services through your Event Manager.

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### **THEME PARTIES**

The Hiltons of Branson can assist with the planning of signature theme parties. Local vendors (see below) provide décor and decorating services, and our extensive menu offers creative specialty meals. Our Executive Chef will also customize menus for your group. An extensive selection of colored and themed linens are available for rental from a national linen house – see your Event Manager for details.

Accents

[www.onlineaccents.com](http://www.onlineaccents.com)

417-335-2203

417-598-0712

Petals

[www.bransonpetals.com](http://www.bransonpetals.com)

1-800-441-5328

1-417-334-5118

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### **TRASH REMOVAL**

Please contact your Event Manager should you require shredding services or special handling of trash services. Extraordinary amounts of trash may require additional fees to cover the cost of dumpster removal and replacement.

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### **TUXEDOS/FORMAL WEAR**

If you are anticipating a large delivery of tuxedos on site, please advise your Event Manager in advance.

The following companies offer tuxedo rentals:

S&K Menswear

209 Branson Landing Blvd

Branson, MO 65616

1-417-335-3608

[www.skmenswear.com](http://www.skmenswear.com)

Hours: Monday-Saturday 9:00am-9:00pm, Sunday 10:00am-7:00pm

S&K Menswear

Factory Merchants Branson  
1000 Pat Nash Drive, Box A9, Building 14  
Branson, MO 65616  
(417) 337-9880  
[www.skmenwear.com](http://www.skmenwear.com)  
Hours: Monday-Saturday 9:00am-9:00pm, Sunday 10:00am-7:00pm

Touch of Class  
4550 Gretna Road  
Branson, MO 65616  
1-417-334-0303  
[www.touchofclassformals.net](http://www.touchofclassformals.net)

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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 with your Event Manager.

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### **WEATHER**

Depending on the season, the weather at the Hiltons of Branson varies from a low of 15 degrees to a high of 100 degrees. Before visiting the Hiltons of Branson we recommend that guests check the local listings or go to <http://www.branson.com/weather/> to determine the weather conditions.

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### **WHEELCHAIRS**

If a guest requires a wheelchair or motorized scooter, we can arrange rental for them at their own expense. If a guest requests that we rent durable medical goods, please note that we can coordinate the rental, but will be unable to cover the expense.

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### **WIRED PAYMENT**

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

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## **WORSHIP SERVICES**

The following is a list of nearby locations.

- ***Baptist***

Bee Creek Baptist Church  
1788 Bee Creek Rd  
Branson, MO 65616  
1-417-336-2482  
Sunday Morning Classes 9:30am  
Sunday Morning Worship 10:30am  
Sunday Evening Service 6:00pm

- ***Baptist***

First Baptist Church  
400 S Sunshine  
Branson, MO 65616  
1-417-334-7437  
Sunday Worship 10:15am

- ***Catholic***

Our Lady of the Lake Catholic Church  
203 Vaughn Drive  
Branson, MO 65616  
1-417-334-2928  
Saturday Worship 5:00pm  
Sunday Worship 8:00am and 10:30am

- ***Christian***

Branson Christian Church  
213 South Commercial Street  
Branson, MO 65616  
1-417-334-3453  
Sunday Worship 10:30am

- ***Church of God***

Branson Hills Assembly of God  
256 Church Road  
Branson, MO 65616  
Phone: 417-335-2424  
Website: <http://www.bhag.us>  
E-Mail: [hb@bhag.com](mailto:hb@bhag.com)  
Worship Service - 10:00am, Sunday Evening Service 6:00pm, Wednesday Evening  
"Family Night" 6:30pm

- ***Episcopal***

Episcopal Church the Shepherd of the Hills  
Walnut & Highland  
Branson, MO 65616

Phone: 417-334-3968  
Sunday Worship 10:00am

- ***Jehovah's Witness***

Jehovah's Witness – North Oaks Congregation  
1965 Bee Creed Rd  
Branson, MO 65616  
Phone: 417-334-5507

- ***Lutheran***

Faith Lutheran Church  
221 Malone  
Branson, MO 65616  
Phone: 888-777-3059  
Website: <http://www.faithlutheranbranson.com>  
E-Mail: [faithbranson@juno.com](mailto:faithbranson@juno.com)  
Saturday - 6:00pm, Sunday - 8:00am, Sunday - 10:30am

- ***Methodist***

Branson United Methodist  
1208 Hwy 76  
Branson, MO 65616  
Phone: 1-417-561-0777  
Sunday Worship 8:15am and 10:45am

- ***Mormon***

Church of Jesus Christ of Latter Day Saints  
150 Church Rd  
Branson, MO 65616  
Phone: 1-417-335-6106  
Sunday Worship 11:00am

- ***Pentecostal***

Cedar Valley Pentecostal Church  
599 Cedar Valley Road  
Branson, MO 65616  
Sunday Worship 11:00am and 6:30pm

- ***Presbyterian***

First Presbyterian Church  
420 West Main Street  
Branson, MO 65616  
1-417-334-3468  
Sunday Worship 8:30am and 11:00am

For a full listing of churches, go to <http://directory.branson.com/Branson/Churches>

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### **ZIP-OUT CHECKOUT**

With Zip-Out 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 50 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 bell desk.

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