



## Meeting & Event Resource Guide

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

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

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

**Hilton Waikoloa Village**  
**69-425 Waikoloa Beach Drive**  
**Waikoloa, HI 96738**

[www.Hilton.com](http://www.Hilton.com)  
[www.hiltonwaikoloavillage.com](http://www.hiltonwaikoloavillage.com)

**TABLE OF CONTENTS**

**General Information**

- Resort Overview
- Guest Room diagrams with specifications
- Suite Information and Descriptions
- Dining Information with Restaurant Descriptions
- Resort Shops Information
- Transportation

**Function Space and Banquets**

- Function Space Diagrams
- Catering Menus available separately

**Spa**

- Information
- Pricing available separately

**Resource Information**

- Resort specifics listed alphabetically

**Forms**

- Credit Application
- Credit Card Authorization
- Internet Request
- Phone Request
- Room Re-Key Request

## **GENERAL INFORMATION**

### Hilton Waikoloa Village®

Nestled among swaying palms and white sand beaches and overlooking the glistening blue Waiulua Bay lies the award-winning Hilton Waikoloa Village® on the sunny Kohala Coast of Hawaii's Big Island. A resort like no other, Hilton Waikoloa Village® is a destination within itself. This 62-acre oceanfront oasis blends exceptional resort accommodations with classic Hawaiian hospitality and "Aloha Spirit."

Experience breathtaking tropical gardens; abundant wildlife; three swimming pools; a four-acre, ocean-fed saltwater snorkeling lagoon; and an array of activities ranging from golf and tennis to an interactive dolphin program and the world-class Kohala Spa. Traverse the resort aboard mahogany canal boats or Swiss-made trams and discover an international selection of award-winning restaurants, diverse shopping, art, and culture. Hilton Waikoloa Village® boasts the largest and most flexible meeting space on the neighbor islands with more than 235,000 square feet of meeting, convention and outdoor function space. Hilton Waikoloa Village® is a pioneer among world-class destination resorts.

Winner of over 100 leisure, meetings and culinary awards, the oceanfront Hilton Waikoloa Village® beckons with warm Hawaiian hospitality and over 1,200 team members to serve you with Hilton Pride and "Aloha Spirit." The resort's three low-rise towers offer 1,240 elegantly appointed guest rooms and suites that occupy 62 acres woven around tropical gardens, exotic wildlife, cascading waterfalls and graceful Hawaiian culture. We offer the most space devoted to group use out of all resorts and hotels on the neighbor islands of Hawaii. With the largest amount of guest rooms on the island, we can also provide the largest committable block of guest rooms, allowing us to accommodate groups of almost any size.

Business in paradise is best accomplished with support from resort staff to conduct the meeting's agenda, complemented by a variety of opportunities to play hard when the work is done. And when the work is done at this resort destination, a 62-acre playground awaits with nine diverse restaurants, the "Legends of the Pacific" dinner show and luau, nine lounges, two championship golf courses, an 18-hole seaside putting course, eight PlexiCushion tennis courts, over 10 shops and boutiques, and the 25,000 square-foot Kohala Spa. You'll find nearly everything you need right here at the resort, including a Business Services Center, complete audio-visual services provided by Presentation Services, high-speed Internet access in all guest rooms, high-speed wireless Internet access in select common areas, and a seasoned Events Department ready to accommodate any group's function from 10 to 2,400.

## **GUEST ROOM ACCOMMODATIONS**

Hilton Waikoloa Village® has three low-rise towers, Ocean Tower, Palace Tower and Lagoon Tower that offer 1,240 guest rooms including 57 suites with the subtle elegance of Hawaiian splendor, luxury and comfort.

The **Lagoon Tower** offers a prime oceanfront location and features majestic views of the Pacific Ocean and the Waiulua Bay.

The **Palace Tower's** splendid entrance suggests the luxurious accommodations within, accented with art treasures from around the world.

The **Ocean Tower**, with its exotic-flora-filled atrium, boat landing area, food pavilion and adults-only pool, offers a variety of guest rooms and suites including Executive Level accommodations.

<b>Room Type</b>	<b>Lagoon</b>	<b>Palace</b>	<b>Ocean</b>
Dolphin and Hemmeter Owner Suite	2		
2 Bedroom Presidential Suite	1	3	1
1 Bedroom Royal Suite		5	
1 Bedroom Palace Suite		11	
1 Bedroom Bay Suite	6	5	22
King Bed – Junior Suite	1		
King Bed	135	184	397
Double Bed	101	185	180
▪ Cabana Room	28		
▪ King Bed - Accessible Room	5	7	7
▪ Double Bed - Accessible Room	5	4	8
▪ Tower Rooms			105
▪ Included in the King and Double Bed counts			

### **Room Amenities**

Radio	Cable Television	LodgeNet Movies
Walk-in Closet	Hair Dryers	Iron/Ironing Board
Coffee Maker	In-Room Safe	Bath/Shower Amenities
Mini Refrigerator	Telephone	
Private Lanai (Balcony)	High-Speed Internet Access	

Hilton Serenity Collection alarm clock radio with connection for MP3 player  
In-room controlled air-conditioning

## **RESTAURANT AND LOUNGES**

Discover a dining experience for every taste at Hilton Waikoloa Village®. From fine Pacific Rim cuisine with fabulous ocean views to Chinese and Japanese we offer a diverse, international selection of eight restaurants. Three lounges also abound. Fresh island ingredients are the inspiration behind our creative cuisine. Experience another reason why Hilton Waikoloa Village® is a destination within itself.

### **Kamuela Provision Company**

A breathtaking view provides the perfect atmosphere for Dinner at this popular restaurant, offering creative “Hawaiian Regional” cuisine featuring fresh, locally grown ingredients as well as fish, shellfish and steak entrees, served at the Kohala Coast’s most dramatic setting overlooking the blue Pacific. Dinner reservations, please. Evening resort attire for ladies, dress slacks and collared shirt for gentlemen preferred. Touch 54 or 2892.

Dinner	5:30 p.m. – 9:30 p.m.
Wine Bar	5:30 p.m.–10:00 p.m.
Sunset Celebration	4:30 p.m.-until the “180 seconds”

Don’t miss this innovative enhancement to Hilton Waikoloa Village’s “not-to-be-missed” list . . . Our Kamuela Provision Company Wine Bar offers wine flights designed to create a fusion of old world and new world wines from various regions and vintages. This is an ideal experience for the novice exploring wine for the first time, or for the seasoned wine enthusiast! Our knowledgeable staff will tailor this experience to fit your personal taste.

### **Imari Japanese Restaurant**

Experience Imari... where the art of Japanese cooking is demonstrated in a variety of styles: Teppanyaki, where chefs expertly prepare your meal before you; Shabu-Shabu, a traditional Japanese dining experience served table-side, or Sushi Bar, where you will enjoy a variety of fresh Japanese delicacies. Evening resort attire for ladies, dress slacks and collared shirt for gentlemen. Reservations recommended. Touch 54 or 2894.

Dinner	6:00 p.m. – 9:00 p.m.
--------	-----------------------

### **Kirin Chinese Restaurant**

Located just off the Palace Lawn on the second floor between Palace and Ocean Towers, Kirin Chinese Restaurant showcases intimate dining, with lanai seating, a private dining room, and decorated with one-of-a-kind Chinese artifacts as well as several 1000-year-old Chinese furnishings. Kirin’s signature Lunch cuisine is Dim Sum, and the Dinner menu features cooking styles from the regions of Hunan, Szechuan, Peking and Canton. Touch 54 or 1540.

Lunch	11:00 a.m. – 10:45 p.m.
-------	-------------------------

### **Palm Terrace**

Located in the courtyard of the Ocean Tower amidst lush, tropical foliage and cascading waterfalls, this open-air restaurant offers a lavish Breakfast buffet daily. Our Breakfast buffet will tempt you with freshly baked pastries, fresh island fruit, traditional American fare and a selection of Japanese specialty dishes. Casual attire. Footwear and cover-ups are required. Reservations suggested for parties of 8 or more.

Breakfast Buffet 6:30 a.m. – 11:00 a.m. Daily

▪ Continental Breakfast also available.

### **Orchid Marketplace**

Just off the Kona Pool deck you will find our newly renovated Market Place concept restaurant with a stone deck pizza oven as the focal point. The new layout consists of 140 self-service seats and approximately 40 seats for full table service. Offering a variety of “grab and go” and made-to-order selections from hot and cold sandwiches, Panini, pizzas, roasted chicken, and local Island options to bottles of wine, bags of chips, smoothies, ice cream, cold cuts, baked goods and candies, it is a true Market Place. Our new elevator brings guests from the upper level near the Rhino to the Kona Pool deck. New ADA compliant restrooms have been added to the back of the new restaurant.

Breakfast, Lunch & Dinner 7:00 a.m. – 5:00 p.m. Daily

### **Lagoon Grill**

Adjacent to the Dolphin Lagoon; choose from a menu of burgers and hot dogs, salads, cold sandwiches and exotic tropical fruits. Enjoy one of our famous “Smoothies” — a concoction of blended fruits, yogurt and ice cream offered in a variety of flavors, while watching your favorite sporting event on our TV sports channel.

Lunch & Snacks daily 11:00 a.m. – 7:00 p.m.

Live Entertainment 1:00 p.m. – 4:00 p.m.

### **Boat Landing Pavilion**

Located in the atrium at Ocean Tower; offering big burgers, sandwiches, salads, pizza, sweets and cocktails. Watch the game or pick-up a quick snack.

Open Daily 11:00 a.m. – 10:00 p.m.

### **Malolo Lounge**

Named after the SS MALOLO that made its maiden voyage from San Francisco to Hawaii in 1927, the Malolo Lounge offers the casual elegance reminiscent of the Kama’aina living room atmosphere found in the lounges aboard steamships bound for Hawaii during the late 1920’s. Hilton’s newest addition is the perfect gathering place to watch people come and go, sip a favorite cocktail, relax and listen to entertainment and meet up with friends and associates. Creative sandwiches, appetizers, salads, desserts and cocktails are featured.

Open Nightly 5:00 p.m. – 12:00 a.m. (Midnight)

Live Entertainment Nightly

**Legends of the Pacific Polynesian Spectacular (Tuesday and Friday)**

Experience the traditional Polynesian Dinner Show, “Legends of the Pacific” at Kamehameha Court. Enjoy the authentic dances, artisans and music of the islands of the South Pacific on Tuesday & Friday evenings while savoring our sumptuous buffet of Hawaiian specialties. Reservations recommended and can be made by dialing ext. 2877 or by visiting the Front Desk in the Main Lobby on Tuesdays and Fridays from 3:00pm-4:45pm. Casual evening attire.

Kamehameha Court doors open	5:30 p.m.
Imu Presentation	6:00–6:15 p.m.
Dinner Buffet	Begins after Imu Presentation
“Legends of the Pacific” Show	7:00 p.m.

**Ali'i Seating Available**

- Special line to get into Kamehameha Court with pre printed ticket
- Unlimited Drinks (Mixed Drinks, Hawaiian Drinks, Beer, Wine, Soda, Juice)
- Food served family style on platters at the table, guest don't have to get up to go to buffet line
- Front row seating
- Validated Valet parking

**Pool Bars**

Kona Pool Bar

Poolside cocktails and light menu.

Open Daily 11:00 a.m. – 5:00 p.m.

Kohala Pool Bar

Poolside cocktails and snacks on-the-go

Open Daily 11:00 a.m. – 5:00 p.m.

**Kimo Bean**

Specialty coffee, pastries and sandwiches; located in the Ocean and Lagoon Towers.

Open Daily 6:00 a.m. – 9:00 p.m.

**In-Room Dining**

In-Room Breakfast is available for your dining convenience from 6:00 a.m. to 11:30 a.m.

In-Room All Day Dining is available from 11:30 a.m. to 12:00 Midnight. Please touch the Room Service Button on guest room phone, or dial extension 1420.

Restaurant hours may change due to season or occupancy.

## **HOTEL SHOPS INFORMATION**

An abundance of fine shopping awaits you at Hilton Waikoloa Village®, with selections ranging from fine art to the latest fashions to simple sundries. The Kohala Spa shops feature our custom coco-mango line of bath and skin products. At The Gallery, local artists Tagami and Powell offer unique giclées.

### **Dancing Dolphins, Iolani Palace, Mauna Loa Village**

The three ultimate gift, sundry, and souvenir shops, one located in each tower, feature a complete line of hotel logo wear, the latest magazines, convenience items and more! Dancing Dolphins and Mauna Loa Village are open daily 8 a.m. - 10 p.m. and Iolani Palace is open daily 8 a.m. - 9 p.m.

### **Dolphin Quest Gift Shop**

The Dolphin Quest Gift Shop is located next to Lagoon Grill and open daily from 8:30 a.m. - 5 p.m. Here you will find Dolphin Quest memories from picture frames and apparel to postcards and jewelry.

### **HI Trend - The Sunglass Destination**

HI Trend features the islands largest selection of world class eyewear and accessories. Conveniently located in the Hilton Waikoloa Village's Lagoon Tower Concourse.

### **The Gallery - Hilton Waikoloa Village**

This innovative art gallery is different from the standard art gallery as it is committed to displaying first-rate, reasonably priced, original works of art by award-winning artists that reside in Hawaii, particularly from the Big Island. From the unique Artists in Residence program to the exclusive gift shop and the monthly featured artists, The Gallery showcases the passion and talent of local artists often inspired by the islands geographical diversity, natural beauty, and rich native culture. You'll find art work ranging from wood block prints and oil, acrylic, silk, pastel and watercolor paintings to wood turnings and sculptures in clay, wood, bronze and hand blown and fused glass. The Gallery is open Monday - Saturday from 10 a.m. to 10 p.m. and Sunday from 12 p.m. - 8 p.m. For art inquiries or more information contact Martina Stephens (808) 886-1234, extension 1747.

### **Kohala Bay Collections**

Kohala Bay Collections features the finest in resort wear and accessories for the whole family, with lines by Tommy Bahama, Tori Richard and Fresh Produce. This shop is located in the Lagoon Tower and open daily 9 a.m. - 10 p.m.

### **Kohala Spa Essence and Kohala Spa Retail Shop**

Kohala Spa Essence is located in the Main Lobby, and the retail shop is located in the Kohala Spa. Bring home your spa experiences with exclusive treatment products unique to the island. Visit one of our resort locations for our popular Coco-Mango Essences (a tropical blend with the essence of rich coconut and succulent mango) or order online at [www.KohalaSpa.com](http://www.KohalaSpa.com). Kohala Spa Essence is open daily 8 a.m. - 5:30 p.m. and the

Kohala Spa Retail Shop is open daily 9 a.m. - 6 p.m.

**Kohala Tennis Pro Shop**

The pro shop at Kohala Tennis features a full line of workout wear including Adidas, Tail, Prince, Wilson, and Cha-Ching. Located at the Kohala Tennis Gardens, the pro shop is open daily 7 a.m. - 6 p.m.

**Na Hoku**

Express yourself with an elegant watch or a piece of designer jewelry by Cartier, Movado, or Carrera y Carrera. Browse the spectacular collection of diamonds, pearls and precious gems. Na Hoku is located in the Lagoon Tower and open daily 9:30 a.m. - 10 p.m.

**Ocean Sports Gift Shop**

The Red Sail Sports Gift Shop features snorkel gear and sunscreen to simple sundries and souvenirs. The shop is open daily 8 a.m. – 5 p.m. and located next to Lagoon Grill.

**Sandal Tree**

From high style to high comfort, the Sandal Tree has "funwear for your feet!" Jeweled and glitzy or naturally neutral, there's a terrific selection for men and women. Sandal Tree is located in the Lagoon Tower and open daily 9 a.m. - 10 p.m.

**Things Hawaiian**

Discover Hawaiian quilts and jewelry along with great gifts and memories from the Big Island of Hawaii at Things Hawaiian. The shop is located in the Lagoon Tower and open daily 8 a.m. - 8 p.m.

## **TRANSPORTATION**

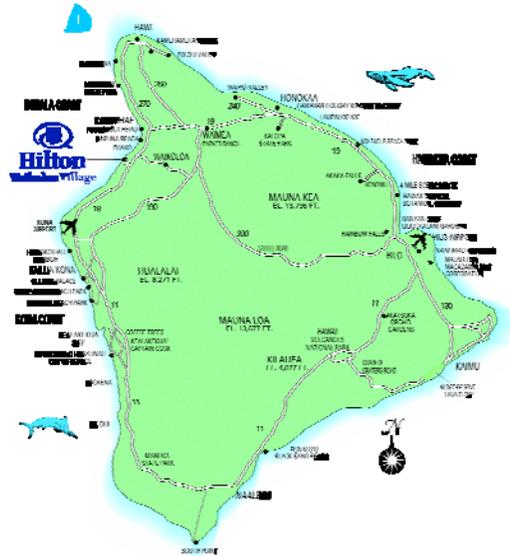
### **Getting to the Resort**

Hilton Waikoloa Village® is just 18 miles from the Kona International Airport.

When departing the Kona International Airport, turn left (north) onto Highway 19 for approximately 20 minutes. Continue until you see the Waikoloa Beach Drive turnoff to the left (west) of the highway. Along Waikoloa Beach Drive, you will pass three (3) four-way stop intersections. Just after the third stop sign, you will see the entrance to Hilton Waikoloa Village® on the left.

If other directions are needed, please contact the hotel concierge at (808) 886-1234, extension 2715 (8 a.m. to 4 p.m. daily, Hawaiian Standard Time), or by email: [info@hiltonwaikoloavillage.com](mailto:info@hiltonwaikoloavillage.com).

Additionally, A Budget Rental Car is located on property. For information call 808-886-2821.



### **While at the Resort**

Arriving guests can cruise on mahogany canal boats along tranquil waterways or travel by an air-conditioned Swiss-made tram to lavish accommodations. Guests may also travel by foot along the \$7 million Museum Walkway.

The Swiss-made trams run from 6:00a.m. – 1:00a.m.

The 24-passenger Disney-engineered boats run from 7:00a.m. – 11:00p.m.

## **FUNCTION SPACE**

Hilton Waikoloa Village® offers over 235,000 square feet of indoor and outdoor meeting space and is one of the premier meeting and convention resorts in the Pacific. We offer a convention center complete with a wide selection of first-class ballrooms, breakout rooms, pre-function areas, exhibit facilities, promenades, boardrooms and scenic outdoor venues. But it's not just our unsurpassed meeting facilities that keep many groups coming back year after year. It's also our dedication to service that defines the meaning of "Aloha", our meticulous attention to detail and our large staff of professionals determined to meet your every need, ensuring a successful program. Here are just a few reasons why we've earned a superior reputation as one of the premier meetings and convention resort in the Pacific.

### **Flexible Meeting Space**

Whether the requirements are a formal board meeting or a closing night banquet for 2,400, Hilton Waikoloa Village can provide a setting to match the need. From 21 meeting and banquet rooms to 11 extensive outdoor venues throughout, there is an abundance of flexibility and a wide variety in meeting space. Each event is tailored to specific requests. Hilton Waikoloa Village's® Convention Center offers over 60,000 square feet of elegant and flexible function space and is considered to be one of the premier meeting centers in the neighbor islands. All meeting facilities include new state-of-the-art lighting and sound systems and exquisite décor of traditional Hawaiian elegance. These extensive facilities are also used for events from concerts and craft fairs to galas and festivals.

### **Grand Ballroom (24,720 square feet)**

The elegant Grand Ballroom is the largest capacity ballroom in the neighbor islands and has the unique feature of three-stepped, tiered levels for seating. This optimal layout offers all participants an unobstructed view of the main stage. This regal ballroom can be divided into seven separate sections-the Monarchy section being the central and largest portion of the facility, flanked by the six King's and Queen's rooms, which can either be included in the wide-open Grand Ballroom, or partitioned off from it, as needed. The Grand Ballroom is also equipped with sophisticated, advanced audio/visual and lighting equipment to provide for successful presentations and performances, along with an enormous, grand chandelier that weighs 3.5 tons, measures 33 x 20 feet, and took a dozen workers two weeks to assemble. This venue is perfect for special events and concerts.

### **Monarchy Ballroom (12,785 square feet)**

The Monarchy Ballroom is the middle section of the Grand Ballroom and perfect for general sessions.

### **King's Grand Ballroom (5,973 square feet) and Queen's Grand Ballroom (5,973 square feet)**

The King's and Queen's rooms are each divisible into three breakouts with access from the Grand Ballroom. This space is utilized for exhibits, meal functions, and breakout sessions.

**Kohala Ballroom (9,822 square feet)**

The Kohala Ballroom is the second-largest facility available. Its familiar rectangular space is divisible into four sections of approximately 2,500 square feet each. Smaller functions are held here such as luncheons and general sessions.

**Kona Ballroom (8,517 square feet)**

The Kona Ballroom divides into five sections, with two as larger breakouts and three as smaller meeting rooms. Meal functions, exhibits, and breakout sessions are held in the Kona Ballrooms.

**Waikoloa Suites (718 square feet)**

Three Waikoloa Suites are utilized mostly for office and storage rooms or small boardroom-style setups.

**Water's Edge Ballroom (1,400 square feet)**

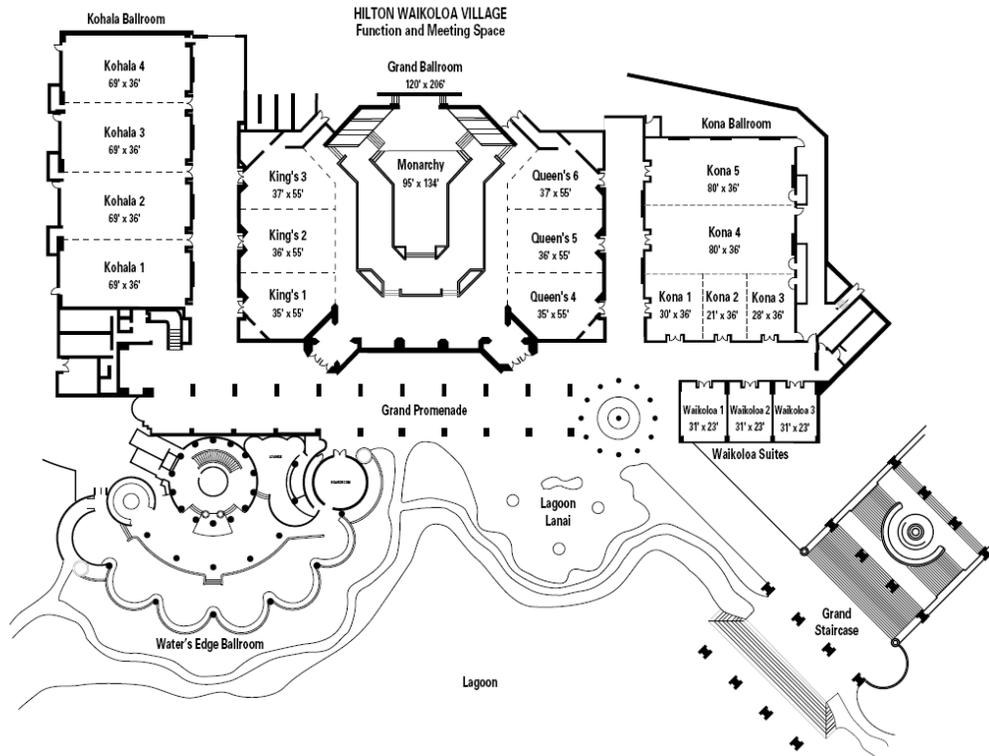
The Water's Edge Ballroom is a unique circular room with two-story floor-to-ceiling windows overlooking the Lagoon Lanai, a four-acre ocean-fed saltwater lagoon and waterfall. Cocktail reception and gala dinners are perfect for this space.

**Water's Edge Boardroom (615 square feet)**

The opulent Water's Edge Boardroom, with seating for up to 16, provides the perfect, intimate venue for an exclusive meeting.

**Grand Promenade (15,480 square feet), Kohala Promenade (5,071 square feet), Kona Promenade (3,840 square feet)**

All ballroom spaces are connected by the Grand, Kona, and Kohala Promenades. These pre-function areas are elegantly designed with Far East artwork and comfortable furniture groupings. They have proven to be perfect settings for exhibit setups, company displays, group registration and hospitality areas.



## **KOHALA SPA**



The 25,000 square foot Kohala Spa is a perfect compliment for your convention and meeting needs. Located on the lower level of Lagoon Tower, you will find everything you need to relax and indulge during your stay with us. The spa and full service salon offer the perfect blend of time-honored treatments and modern therapies including massages, body treatments, manicures, pedicures, and invigorating facials. Additionally, an innovative program is available for keiki (children) and teens featuring treatments specifically designed for Generation Y. The state-of-the-art fitness center offers a full range of cardio, strength, and conditioning equipment with a large selection of free weights. A wide range of fitness and wellness classes are also available. Men's and women's locker rooms are equipped with steam rooms, Jacuzzis, whirlpool baths, showers, lockers, and amenities. Signature products unique to the Island are available for purchase at the retail shop.

Hours of Operation: 6:00 a.m. to 7:00 p.m. daily  
Extended Fitness Hours: 5:00 a.m. to 11:00 p.m. daily (Key Access)

For more information on the group arrangements, please contact Kohala Spa at (808) 886-2828 ext. 1.

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

## **RESOURCE INFORMATION**

Advertising Opportunities

Affiliates

Airline Information

Amenities

Americans with Disabilities Act (ADA)

Audio/Visual

Automated Teller Machines

Baby-Sitting Services/CAMP MENEHUNE

Balloons

Banks

Banquet Beverage Selection

Banquet Curfews

Banquet Equipment

Banquet Menu Selection

Banquet Terms and Conditions

Bell Services

Billing

Box Lunches

Business Center

Bus Companies

Car Rental Agencies

Cash Paid Outs

Cash Paying Guests

Celebrity/ Dignitary Visits

Changing Facilities/Day Use

Check Cashing Privileges

Check-In and Checkout

Coffee Maker

Community Outreach

Concierge

Convention Center

Corkage

Credit Cards

Credit Policy

Currency Exchange

Dance Floor

Decorations

Destination Management Companies (DMC)

[Deposits](#)  
[Diagrams](#)  
[Dietary Requirements](#)  
[Dine Around](#)  
[Directions to the Hotel](#)  
[Doctors on Call](#)  
[Dressing/Green Rooms](#)  
[Drug Stores](#)  
[Dry Cleaning](#)  
[eEvents](#)  
[Electrical](#)  
[Elevators](#)  
[Emergency Procedures](#)  
[Entertainment](#)  
[Environmental Commitment](#)  
[Exhibits](#)  
[Fax Machines](#)  
[Fax Numbers](#)  
[Fire Codes](#)  
[Fitness Center](#)  
[Flags](#)  
[Floral/Florist](#)  
[Food Donations](#)  
[General Manager](#)  
[Gift Certificates](#)  
[Gift Ideas](#)  
[Golf Course Information](#)  
[Gratuities](#)  
[Group Reservations Identification Program \(GRIP\)](#)  
[Group Check-In, Arrival and Departures](#)  
[Guest List Manager](#)  
[Guest Rooms](#)  
[Guest Room Deliveries](#)  
[Guest Service Hotline](#)  
[Hair Salon](#)  
[HHonors](#)  
[Hilton Grand Vacations Club](#)  
[Hospitality Desks](#)  
[Hospitality Suites Functions](#)  
[Hotel Facts/History](#)  
[Hotel Map](#)  
[Housekeeping](#)  
[In Conjunction With \(ICW's\)](#)  
[Indemnification](#)  
[In-Room Dining](#)  
[Interpretation/Translation Services](#)

[Internet Services](#)  
[Key Cards](#)  
[Key Hotel Contacts](#)  
[Kosher](#)  
[Labor](#)  
[Laundry/Valet](#)  
[LEED](#)  
[Limousine Services](#)  
[Linen Selection](#)  
[Liquor Laws](#)  
[Load-In/Load Outs \(Production, Decor, & Staging\)](#)  
[Loading Dock](#)  
[Local Information](#)  
[Lost and Found](#)  
[Luggage Storage](#)  
[Mail Services](#)  
[Massage Therapy](#)  
[Master Accounts](#)  
[Medical Facilities/Services](#)  
[Meeting Room Capacities](#)  
[Meeting Room Deliveries](#)  
[Meeting Room Rental](#)  
[Meeting Room Set Standard](#)  
[Music/Musicians](#)  
[Newspapers/Publications](#)  
[Office Equipment/Supplies](#)  
[Off Premise Catering](#)  
[Parking](#)  
[Personalized On-Line Group Page \(POG\)](#)  
[Pets \(policies\)](#)  
[Photography](#)  
[Pianos](#)  
[Pools](#)  
[Post-Convention Meeting](#)  
[Post Event Report](#)  
[Posting of Events](#)  
[Pre-Convention Meeting](#)  
[Printing Services](#)  
[Production Guidelines](#)  
[Production Crew Meals](#)  
[Public Transportation](#)  
[Pyrotechnics](#)  
[Radios/Pagers/Nextels](#)  
[Recycling](#)  
[Registration Assistance](#)  
[Registration Desks](#)

Reservations (RAPID!)  
Resort Fee  
Restaurants/Lounges  
Restaurant Reservations  
Restrooms  
Resumes  
Rigging  
Ropes/Stanchions  
Rooming Codes/Rooming Lists  
Safes/Safety Deposit Boxes  
Security  
Shipping and Receiving  
Shopping  
Signage/Banners  
Site Inspection/Pre-planning  
Smoking  
Sound System  
Spa  
Special Meal Requests  
Storage  
Suites  
Sunrise/Sunset  
Taxes  
Taxicabs  
Team Member Recognition  
Telephones/Telecommunications  
Tents  
Theme Parties  
Tours/Sightseeing  
Trash Removal  
Tuxedo/Formalwear  
Voice Mail  
Weather  
Wheelchairs  
Wired Payment  
Worship Services  
Zip-Out Checkout

## **ADVERTISING OPPORTUNITIES**

The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

[Back to Resource Information](#)

## **AFFILIATES**

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

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

[Back to Resource Information](#)

## **AIRLINE INFORMATION**

<u>Airline</u>	<u>Nationwide</u>
Aero Mexico	1-800-237-6639
<b>Air Canada</b>	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
<b>American Airlines</b>	1-800-433-7300
Austrian Airlines	1-800-843-0002
British Airways	1-800-247-9297
Continental Airlines	1-800-525-0280
<b>Delta</b>	1-800-221-1212
Frontier	1-800-432-1359
<b>go! Airlines (Inter-Island Flights Only)</b>	1-888-435-9462
<b>Hawaiian Airlines</b>	1-800-367-5320
<b>Island Air</b>	1-800-652-6541
<b>Japan Airlines</b>	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
<b>North American Airlines</b>	1-800-359-6222
<b>Northwest (Domestic)</b>	1-800-225-2525
Northwest (International)	1-800-447-4747
Qantas	1-800-227-4500
<b>Ryan International Airlines (Suntrips)</b>	1-800-786-8747
Singapore Airlines	1-800-742-3333
Southwest Airlines	1-800-435-9792
<b>United Airlines</b>	1-800-824-6200
<b>United Airlines – Arrival &amp; Departure Info.</b>	1-800-241-6522
<b>United Airlines – Reservations</b>	1-800-864-8331
<b>USAirways</b>	1-800-428-4322
Varig	1-800-468-2744
Virgin Atlantic	1-800-862-8621

### **AIRPORT INFORMATION**

The nearest airport is the Kona International Airport at Ke’Ahole (KOA) located 18 miles, approximately 20 minutes from the Hilton Waikoloa Village®.

<http://www.hawaii.gov/dot/airports/hawaii/koa/>

[Back to Resource Information](#)

### **AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. Amenity selections and pricing available upon request or advise your Catering/Event Manager of your specific preferences or budgeting guidelines.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 22%. For a standard delivery, the fee is \$5.00.

[Back to Resource Information](#)

### **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.

### **Wheelchairs**

If guests find that they need a wheelchair at any time during their stay, we have several available with our Security Department at extension 2444. We ask that the chairs be returned to the Front Desk, or to any concierge desk.

### **In Room Devices**

Guests may request any of the following devices by contacting Housekeeping at extension 57.

- T.D.D Device for Telephone
- Closed Caption Television Decoder
- Front Door Alerting Device
- Telephone Alerting Device
- Vibrating Alarm Clock
- Audio/Visual Smoke Detectors
- Amplified Telephone Handsets
- Hand Held Shower Nozzles
- Bath Tub Benches and Rails
- Special Toilet Seats

### **Accessible Rooms**

The hotel has a number of rooms that have been modified to be in compliance with current ADA requirements and to accommodate guests in wheelchairs. They include bathtub railings, a raised toilet seat, a lower peep hole in the door, roll-in shower and much more. Please contact the Front Office at extension 2733 if you wish to reserve an accessible room.

- An Accessible Resource Guide is available upon request.

[Back to Resource Information](#)

### **AUDIO/VISUAL**

PSAV Presentation Services is the in-house audiovisual provider for the Hilton Waikoloa Village®. With over 30 years of audiovisual experience and an intimate knowledge of the Hilton's meeting and event capabilities, PSAV looks forward to working closely with our clients to make their dream meeting a reality and to ensure their event's success. PSAV Presentation Services may be reached by contacting:

Betty Jean Arias – Director of Sales – [barias@psav.com](mailto:barias@psav.com)  
David Ojeda – Director of Event Technology – [dojeda@psav.com](mailto:dojeda@psav.com)  
Direct – (808) 886-1685  
Fax – (808) 886-1778

### **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located in the Main Lobby of the Hotel and at the Kings' Shops in the Waikoloa Beach Resort area. There are also ATM locations in Waikoloa Village, Waimea/Kamuela and Kailua-Kona at all major bank locations.

[Back to Resource Information](#)

### **BABY-SITTING SERVICES**

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

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

Malihini Keiki Care  
Child Care Referral Service  
Serving the Big Island since 1994  
Phone: (808) 331-2909  
[mkcare@hawaii.rr.com](mailto:mkcare@hawaii.rr.com)  
[www.mkcare.com](http://www.mkcare.com)  
9:00AM-5:00PM HST

**CAMP MENEHUNE AT HILTON WAIKOLOA VILLAGE®**, offers day camps or night camps for children ages 5 through 12. We know what children like and each day at Camp Menehune we do something different. Daily activities include crafts, games and water activities geared toward the theme of the day. When you want to relax or have a grown-up adventure, let us take care of your keiki (child). They won't be bored, and we'll return them to you full of stories about their adventures.

## **CAMP MENEHUNE AT HILTON WAIKOLOA VILLAGE (CONTINUED)**

### **The camp room features:**

- A **Discovery Center** where children can touch and see creatures in our touch pool.
- A **Block/Game Center** for those who love playing foosball, ping pong, pool, board games or building with Legos and blocks.
- A **Hawaiian Dramatic Play Area** where children can dress up in aloha attire.
- A **Book Corner** for our avid readers who'd like to read stories about Hawaii or just get cozy and look at Hawaiian picture books.
- An **Art Area** where young aspiring artists can get creative using any of the art mediums that are set out on our fully stocked art bar.

Upon availability, we also welcome non-Hilton guests. Special accommodations and customized group programs are available upon request.

Reservations are required and can be made through our website or by calling (808) 886-1234, extension 1202. Reservations must be made at least 24 hours in advance.

[Back to Resource Information](#)

### **BALLOONS**

There is a minimum \$500.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. If disposable (one time use tanks) are used, it is the responsibility of the client to remove them from the property. If left behind, there will be a recycle fee of \$50.00 per tank. 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.

Please contact your Catering/Event Manager for vendor recommendations.

- Balloons are not permitted outdoors due to environmental ocean eco-system safety.

[Back to Resource Information](#)

### **BANKS**

**First Hawaiian Bank**  
Waikoloa Highlands C  
Waikoloa, HI 96738  
(808) 883-8555  
www.fhb.com

Monday-Thursday 8:30am to 4:00pm  
Friday 8:30am to 6:00pm  
Saturday Closed

**First Hawaiian Bank**  
74-5593 Palani Road  
Kailua-Kona, HI 96740  
(808) 329-2461  
www.fhb.com

Monday-Thursday 8:30am to 4:00pm  
Friday 8:30am to 6:00pm  
Saturday 9:00am to 1:00pm

**Bank of Hawaii**

67-1191 Mamalahoa Highway  
Kamuela, HI 96743  
(808) 885-7995  
www.bankofhawaii.com

Monday-Thursday 8:30am to 4:00pm  
Friday 8:30am to 6:00pm  
Saturday Closed

**American Savings Bank**

65-1158 Mamalahoa Highway  
Kamuela, HI 96743  
(808) 885-6016  
www.asbhawaii.com

Monday-Friday 9:00am to 6:00pm  
Saturday 9:00am to 1:00pm

**Bank of Hawaii**

75-5595 Palani Road  
Kailua-Kona, HI 96740  
(808) 326-3900  
www.bankofhawaii.com

Monday-Thursday 8:30am to 4:00pm  
Friday 8:30am to 6:00pm  
Saturday 9:00am to 1:00pm

**American Savings Bank**

75-5595 C-3 Palani Road  
Kailua-Kona, HI 96740  
(808) 329-5281  
www.asbhawaii.com

Monday-Thursday 8:30am to 4:00pm  
Friday 8:30am to 6:00pm  
Saturday Closed

[Back to Resource Information](#)

**BANQUET BEVERAGE SELECTION**

The Hilton Waikoloa Village® offers a choice of deluxe and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

**Premium Brands**

Smirnoff Vodka, Gordon’s Gin, Bacardi Light Rum, J&B Scotch, Jim Beam Bourbon, Sauza Gold Tequila, Canadian Club Whiskey

**Deluxe Brands**

SKYY Vodka, Beefeater Gin, Bacardi Light Rum, Dewar’s White Label, Jack Daniel’s Black Label, Jose Cuervo Gold Tequila, Canadian Club Whiskey

**Beer**

Budweiser, Bud Light, Coors Light, Heineken, Amstel Light, Corona, Kona Golden Ale Micro Brew

**House Wine**

Stone Cellars by Beringer \*Extensive Wine List available upon request

**Non-Alcoholic Beverages**

Coca Cola Products

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.

[Back to Resource Information](#)

## **BANQUET CURFEWS**

Outdoor venue curfew is 10:00 p.m. In accordance with Hawaii liquor laws, all alcoholic beverage sales will begin at 7:00 a.m. and conclude at 2:00 a.m.

[Back to Resource Information](#)

## **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 contact your Catering/Event Manager.

[Back to Resource Information](#)

## **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager thirty (30) days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

[Back to Resource Information](#)

## **STANDARD BANQUET TERMS AND CONDITIONS**

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

**2. GUARANTEE OF ANTICIPATED REVENUE:** At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 5% more than this guaranteed minimum.

- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 25 persons, we will add a labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final 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 CHARG:** 22% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.
- 6. PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.
- 7. SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel's inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors. Please refer to your Catering/Events Manager for additional set-up related fees.
- 8. OUTSIDE FOOD AND BEVERAGE:** Due to state law, you may not bring into the Hotel alcoholic beverages. You must obtain prior approval from us before you bring in any food or non-alcoholic beverages from outside sources. A Hold Harmless Agreement and Liability Insurance are required if food or beverage products not purchased and served by Hotel staff are brought in for consumption by your guests. Service fees will apply to any outside food or beverage served in our function space regardless if Hotel labor is required.
- 9. AUXILIARY AIDS:** The Hotel represents and you acknowledge that the Hotel facilities being rented for you including guest rooms, common areas and transportation services will be in compliance with our public accommodation requirements under the Americans with Disabilities Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.
- 10. PROMOTIONAL CONSIDERATIONS:** We have the right to review and approve any advertisements or promotional materials in connection with your function which specifically reference the Hilton name or logo. Hilton does not offer or accept any terms or conditions which provide commissions, rebates, HHonors points or other forms of compensation related to revenue for food, beverage, room or equipment rental.
- 11. CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our

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

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

[Back to Resource Information](#)

### **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. Portage charges will be set forth in your contract. The current rate is \$6.00+4.167% tax per person round trip, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with your Catering/Event Manager.

Golf bag storage should be coordinated with your Catering/Event Manager.

[Back to Resource Information](#)

### **BILLING**

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

[Back to Resource Information](#)

### **BOX LUNCHES**

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

[Back to Resource Information](#)

## **BUSINESS CENTER**

Hilton Waikoloa Village® offers the convenience of a full service business center, Business Works of Hawaii, located in the Lagoon Tower. Whatever your business needs are, they can all be accommodated through our in-house Business Center.

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

### **Business hours are:**

Monday through Sunday 7:00 a.m. - 7:00 p.m.  
24-Hour access with room key

### **Services**

- Black/white & color copying
- Full facsimile services
- High-speed T1 Internet access
- Computer workstation rental
- UPS & Federal Express shipping
- Office supplies
- Convention rentals & individual orders (Short term and long term rental plans avail.)

### **Contact Information**

Renee Delgado, Big Island Production Manager  
Phone: (808) 326-1169 ext. 213  
Toll-free: (800) 947-8500 ext. 213  
Fax: (808) 930-4691  
Email: [Renee@businessworkshawaii.com](mailto:Renee@businessworkshawaii.com)  
Website: [www.businessworkshawaii.com](http://www.businessworkshawaii.com)

[Back to Resource Information](#)

## **BUS COMPANIES**

### **Laura's Taxi**

(808) 326-5466 (7:00 a.m. – 11:00 p.m.)  
(808) 895-4727 (11:00 p.m. – 7:00 a.m.)  
Hours of operation: Available 24 hours a day/ seven days a week.  
Cost: \$51 each way to Kona International Airport; cash only  
Van: \$65 per hour, 2 hour minimum  
Limousine: \$90 per hour, 2 hour minimum  
Sedan: \$80 per hour, 2 hour minimum  
Extra bags: \$1 per piece; Surfboard, etc. \$3 per piece  
Groups: Gratuity will be added

A 4.16% state tax and 3% airport arrival tax will be added to the above rates.  
 Reservations are recommended; 72 hour cancellation notice on limousines and sedans.  
*Prices subject to change.*

**SpeediShuttle**

(877) 242-5777 • [www.speedishuttle.com](http://www.speedishuttle.com)

Hours of operation: Open during all arrival and departure flights  
 Shared ride; affordable transportation in Mercedes Benz Vans  
 Prices include tax; gratuity not included; all credit cards are accepted.  
 Reservations are recommended 24 hours in advance, but are not required.  
 Pick-up is at the shuttle-islands outside both Hawaiian and Aloha Airlines.

**From Kona International Airport to Hilton Waikoloa Village:**

<u># People / Cost</u>	<u># People / Cost</u>
One (1) / \$43.04	Six (6) / \$63.11
Two (2) / \$45.91	Seven (7) / \$81.77
Three (3) / \$53.08	Eight (8) / \$91.80
Four (4) / \$57.38	Nine (9) / \$100.42
Five (5) / \$58.81	Ten(10) / \$110.45

**From Hilton Waikoloa Village to Kona International Airport**

<u># People / Cost</u>	<u># People / Cost</u>
One (1) / \$41.79	Six (6) / \$61.27
Two (2) / \$44.57	Seven (7) / \$79.38
Three (3) / \$51.53	Eight (8) / \$89.13
Four (4) / \$55.71	Nine (9) / \$97.49
Five (5) / \$57.10	Ten (10) / \$107.24

*Prices subject to change.*

### **Charter Buses**

#### **JACK'S TOURS**

(808) 969-9507

Tour Planning Department

#### **ROBERTS HAWAII**

(808) 329-1688

Mr. Casey Ballas General Manager, Big Island

[Back to Resource Information](#)

### **CAR RENTAL AGENCIES**

Following are the three Hilton Waikoloa Village® preferred companies, their locations, and contact numbers:

#### **Avis Rent-A-Car**

Local phone number: (808) 327-3000

Toll Free: (800) 331-1212 and (800) 321-3712

Locations: Kona International Airport at Ke'Ahole

#### **Budget Rent-A-Car**

Local phone number: (808) 329-8511

Hilton Waikoloa Village: (808) 886-2821

Toll Free: (877) 283-2468

Locations: Kona International Airport at Ke'Ahole, Hilton Waikoloa Village

#### **Hertz Rent-A-Car**

Local phone number: (808) 329-3566 and (808) 329-3567

Toll Free: (800) 654-3011

Locations: Kona International Airport at Ke'Ahole

[Back to Resource Information](#)

### **CASH PAID OUTS**

Cash payouts may not exceed \$2,000.00 per day for any one group or any one individual. Paid outs are not guaranteed in advance and are subject to the approval of the Credit Manager.

Larger payouts for groups may be arranged if requested and the cash to be paid out is received in the form of wired funds at least two weeks in advance of the day the payout is required. Funds must be wired to the hotel's account and be clearly designated that they are to be used for the purpose of a payout. If specific denominations are required for the payout, these specifications must also be received two weeks prior to the group's arrival.

[Back to Resource Information](#)

### **CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Waikoloa Village® 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.

[Back to Resource Information](#)

### **CELEBRITY/DIGNITARY VISITS**

Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

[Back to Resource Information](#)

### **CHANGING FACILITIES/DAY USE**

Please contact your Catering/Event Manager regarding our changing facility availability. This facility includes all amenities of a standard hotel guestroom. Day-use fee is \$160.00+tax. The hours of guest room availability for day use will depend on occupancy of the hotel.

[Back to Resource Information](#)

### **CHECK CASHING PRIVILEGES**

Check cashing privileges may not exceed \$2,000.00 per day and are subject to the approval of the Credit Manager. The check must be imprinted with the guest's name and street address and made payable to Hilton Waikoloa Village. Checks drawn on credit card accounts will not be accepted. Travelers checks must include all required information. All checks must include both a home phone and work phone, which may be either imprinted or hand written.

Check cashing privileges can be guaranteed if the authorized group representative guarantees payment of all checks by authorizing in writing the hotel to charge to the master any checks returned unpaid for any reason to the hotel. However, the \$2,000.00 limit per day still applies.

[Back to Resource Information](#)

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

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

### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$100.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date, unless otherwise contracted.

### **Late Departure**

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

### **Satellite Check-In**

Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided seven (7) days in advance of major arrival. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

### **Zip Checkout**

With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 2737 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.

[Back to Resource Information](#)

### **COFFEE MAKER**

Our Cuisinart coffee makers are a standard amenity in our guestrooms. All rooms are equipped with Cuisinart dual cup single brew coffee makers. Guests receive one complimentary coffee packet per day; each additional packet is \$4.50++.

[Back to Resource Information](#)

### **COMMUNITY OUTREACH**

Hilton Waikoloa Village® depends on the community for many of its resources and gives back through: Signature fundraising events including "Dolphin Days Summer Fest", a benefit for Pacific Marine Life Foundation. The Hilton Waikoloa Village® outreach organization, "Na Lima Hana" (helping hands). Na Lima Hana is involved with fundraising efforts for organizations such as Hawaii Island Food Bank, united way and Lokahi Giving Tree Toy Drive through events such as the Hospitality Industry Charity Walk, Highway Cleanup, and the Na Lima Hana Craft Fair.

[Back to Resource Information](#)

## **CONCIERGE**

Please dial the concierge conveniently located in each guestroom tower, Palace Tower ext. 2750, Ocean ext. 2760, Lagoon Tower ext. 2740.

American Express Desk is also available at ext. 51 to accommodate your needs.

[Back to Resource Information](#)

## **CORKAGE/FOOD HANDLING CHARGES**

A corkage fee will apply to all non-alcoholic beverages brought into the Resort for service at 50% of retail price (as listed on current Catering Menus) plus 38% gratuity; no tax.

A corkage fee for a bottle of wine that a guest/client brings in from outside of the Resort for consumption in any of our Food and Beverage venues will be \$33.00 per bottle.

The fee for Food Handling, Heating, and Cooking is \$15.95 per plate/preparation, per person. A Hold Harmless Form must be completed prior to the service.

This charge applies to:

- Kosher Food brought in by our guests. This charge includes a salad and whole fruit.
- Any special Diet Food brought in by our guests.
- Fish caught on a Deep Sea Fishing Trip.

Please note that we are not permitted to store or cook Game Meat, either from Mammals or Game Birds, it is an infraction against the FDA.

Please contact your Catering/Event Manager if you plan to supply specialized beverages or special foods. Advance notice is required.

## **CREDIT CARDS**

The Hilton Waikoloa Village accepts most major credit cards including: VISA, Mastercard/Eurocard, American Express, Discover Card, Diners Club International, JCB-Japan Credit Bank

[Back to Resource Information](#)

## **CREDIT POLICY**

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

[Back to Resource Information](#)

## **CURRENCY EXCHANGE**

The Front Desk currently offers a currency exchange service that at present includes all major currencies including Japanese Yen, Euro, British Pound, Canadian Dollar, Australian Dollar at a variable determined rate.

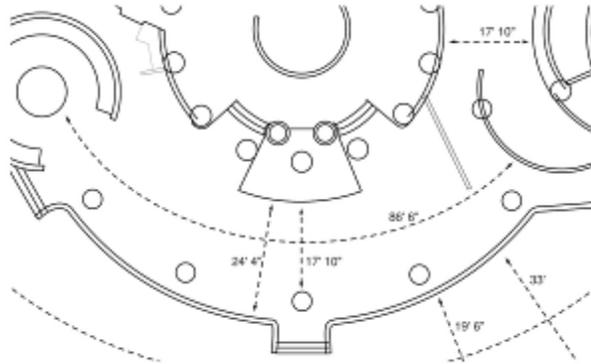
Each guest is limited to a currency exchange of \$250.00 per stay, with identification, and is subject to the approval of the Credit Manager. If larger amounts of money need to be exchanged, we strongly recommend handling the exchange through your home bank.

[Back to Resource Information](#)

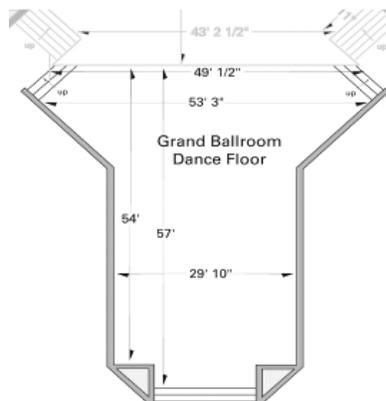
## **DANCE FLOOR**

Whenever possible, dance floor will be provided for your event at no extra charge. Our dance floor squares are 3' x 3'. Hotel reserves the right to determine actual size based on availability. Any rental costs incurred will be the responsibility of the client. Existing Dance Floors located in Water's Edge Ballroom and the Monarchy section of the Grand Ballroom:

### **Water's Edge Ballroom**



### **Monarchy Ballroom**



[Back to Resource Information](#)

## **DECORATIONS**

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

We are not responsible for any loss or damage to property belonging to you, your attendees, or outside vendors 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.

Trash removal fees may apply.

[Back to Resource Information](#)

## **DESTINATION MANAGEMENT COMPANIES (DMC)**

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

### **Kathy Clarke Meetings & Incentives**

Ms. Kathy Clarke  
66-1791 Alaneo Street, Box 2245  
Kamuela, HI 96743  
(808) 885-8060 • Fax: (808) 885-8045  
E-Mail: sales@kcmihawaii.com  
www.kcmihawaii.com

### **MC&A, Incorporated**

Ms. Mary Beth Kahn  
615 Piikoi Street, Suite 1000  
Honolulu, HI 96814  
(808) 589-5500 • Fax: (808) 589-5501  
E-Mail: mary\_beth\_kahn@mcahawaii.com  
www.mcahawaii.com

### **Chrysalis Events Hawaii**

Ms. Christy Yomes  
2051 Young Street #40  
Honolulu, HI 96826  
(808) 989-4728 • Fax: (808) 440-4526  
E-Mail:  
christy@chrysaliseventshawaii.com  
www.chrysaliseventshawaii.com

[Back to Resource Information](#)

## **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.

[Back to Resource Information](#)

## **DIAGRAMS**

Diagrams are available on our website or contact your Catering/Event Manager. If diagrams are not provided, room set-up will be at the discretion of the resort.

[Back to Resource Information](#)

## **DIETARY REQUIREMENTS**

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

[Back to Resource Information](#)

## **DINE AROUND**

Dine Arouns for your group may be scheduled through Restaurant Reservations by dialing (808) 886-2877.

[Back to Resource Information](#)

## **DIRECTIONS TO THE HOTEL**

Hilton Waikoloa Village® is just 18 miles from the Kona International Airport.

When departing the Kona International Airport, turn left (north) onto Highway 19 for approximately 20 minutes. Continue until you see the Waikoloa Beach Drive turnoff to the left (west) of the highway. Along Waikoloa Beach Drive, you will pass three (3) four-way stop intersections. Just after the third stop sign, you will see the entrance to Hilton Waikoloa Village® on the left.

If other directions are needed, please contact the hotel concierge at (808) 886-1234, extension 2715 (8 a.m. to 4 p.m. daily, Hawaiian Standard Time), or by email: [info@hiltonwaikoloavillage.com](mailto:info@hiltonwaikoloavillage.com).

[Back to Resource Information](#)

## **DOCTORS ON CALL**

**Emergency Hotline** dial extension 55 from any in-house phone for immediate assistance.

**Doctor on Call Service** call (808) 886-2993 for an appointment. After hours, dial the Hotel Operator at (808) 886-1234 or in-house extension 0.

[Back to Resource Information](#)

## **DRESSING/GREEN ROOMS**

Dressing room arrangements can be made through your Catering/Events Manager, based on availability.

[Back to Resource Information](#)

## **DRUG STORES**

### **Foodland Medicine Cabinet**

67-1185 Mamalahoa Highway  
Kamuela, HI 96743  
(808) 885-2022

### **K Mart Pharmacy**

74-5465 Kamaka'eha Highway  
Kailua-Kona, HI 96740  
(808) 326-1707

### **Kamuela Pharmacy - KTA**

65-1158 Mamalahoa Highway  
Kamuela, HI 96743  
(808) 885-0033

### **Longs Drug Store**

75-5595 Palani Road  
Kailua-Kona, HI 96740  
(808) 329-1632

### **Village Pharmacy – Waimea LLC**

65-1267 Kawaihae Road  
Kamuela, HI 96743  
(808) 885-4418

### **Waikoloa Pharmacy**

Post Office Box 385001  
Waikoloa, HI 96738  
(808) 883-8484

[Back to Resource Information](#)

## **DRY-CLEANING**

Laundry services are available by dialing extension 58. Garments picked up prior to 8:30a.m. are returned to guests between 5:00p.m. - 8:00p.m. the same evening. Garments picked up after 8:30a.m. will be returned the following day between 5:00p.m - 8:00p.m.

[Back to Resource Information](#)

## **eEVENTS**

Hilton Family's online booking channel for small groups and meetings, including up to twenty-five (25) guestrooms, meeting room, food and beverage and audio visual. Go to [www.hilton.com](http://www.hilton.com) and select "Groups and Meetings."

[Back to Resource Information](#)

## **ELECTRICAL**

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

A complete production package is also available through your Catering/Event Manager.

[Back to Resource Information](#)

## **ELEVATORS**

The Hilton Waikoloa Village® hotel has 18 guest elevators located as follows:

Main Lobby - 1  
Water's Edge Ballroom – 1  
Convention Center – 1  
Kirin – 1  
Kona Pool - 1  
Ocean Tower - 6  
Palace Tower - 3  
Lagoon Tower - 4

[Back to Resource Information](#)

## **EMERGENCY PROCEDURES**

The Hilton Waikoloa Village® 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 ext. 55.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number ext. 55 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately fifteen (15) minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: **North Hawaii Community Hospital** located in Waimea/Kamuela. Office hours Monday through Friday, 8:00a.m. – 5:00p.m. Emergency Room open 24 hours, seven days a week. Phone (808) 885-4444.
- Nearest hospitals: **North Hawaii Community Hospital** located in the town of Waimea/Kamuela. Office hours Monday through Friday, 8:00a.m. – 5:00p.m. Emergency Room open 24 hours, seven days a week. Phone (808) 885-4444. **Kona Hospital** located in Kealahou-Kona. Open 24 hours, seven days a week. Phone (808) 322-9311.

[Back to Resource Information](#)

## **ENTERTAINMENT**

The Hilton Waikoloa Village® has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The state requests that outdoor entertainment begin no earlier than 9:00a.m. and end no later than 10:00p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

**Recommended Entertainment Provider:**

Tihati Productions – On Hawaii’s “Big Island”  
Hoku Damaso, Sales Manager  
Phone (808) 882-1277 ext. 222  
Mobile (808) 960-2891  
Fax (808) 882-1604  
Email [hoku@tihati.com](mailto:hoku@tihati.com)  
Website [www.tihati.com](http://www.tihati.com)

[Back to Resource Information](#)

**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.

[Back to Resource Information](#)

**EXHIBITS**

Please request the hotel’s Hilton Waikoloa Village® Contractor/Vendor Working Guidelines from your Catering/Event Services Manager.

[Back to Resource Information](#)

**FAX MACHINES**

A guest fax machine is conveniently located in the Executive Business Center. Please contact your Catering/Event Manager for fax machine rental options.

[Back to Resource Information](#)

**FAX NUMBERS**

For Guests:	(808) 886-2900
Sales/Catering/Event Services office:	(808) 886-2901
Reservations office:	(808) 886-2902

[Back to Resource Information](#)

**FIRE CODES**

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

Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles or corridors shall be maintained leading directly to every exit and

shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel. The aisle needs to be as wide as or wider than the exit to which they are leading.

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

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

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

Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.

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

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

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

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

[Back to Resource Information](#)

## **FITNESS CENTER**

Located in the Kohala Spa (Lagoon Tower)

Hours of Operation: 6:00 a.m. to 7:00 p.m. daily

Extended Fitness Hours: 5:00 a.m. to 11:00 p.m. daily (Key Access)

Equipment Offerings: Treadmills, Elliptical Machines, Stationary Bicycles, Concept Rowing Machines, Versa Climber, Stair Masters and a selection of Free Weights.

Please contact the Kohala Spa for a current schedule of available Fitness Classes.

[Back to Resource Information](#)

## **FLAGS**

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

[Back to Resource Information](#)

## **FLORAL/FLORIST**

*Flowers at Waikoloa* is our in-house florist featuring beautiful tropical floral selections and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 9:00am to 4:00pm daily weekdays and on weekends as necessary. Please contact Mamo Ornellas at (808) 886-4848 or in-house extension 2613 for further information, or consult your Catering/Event Manager for assistance with a proposal for your special event.

[Back to Resource Information](#)

## **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, as we provide offerings to the Hawaii Food Bank.

[Back to Resource Information](#)

## **GENERAL MANAGER**

Debi Bishop joined the Hilton Waikoloa Village ohana August 2008 as General Manager. Most recently, Debi served as the Managing Director of the Sawgrass Marriott Resort and Spa, ranked among the country's best golf resorts located in Ponte Vedra Beach, Florida. Debi brings to Hilton Hotels over 20 years of hospitality experience. In addition to Debi's strong Operations background, she is diverse and accomplished: very strong in Sales & Marketing, Finance and Public Relations.

[Back to Resource Information](#)

## **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 your Catering/Event Manager 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 Catering/Event Manager for further details.

[Back to Resource Information](#)

## **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.kohalasp.com> – The Kohala Spa

[Back to Resource Information](#)

## **GOLF COURSE INFORMATION**

Strategically located on the sunny Kohala Coast of the Big Island, the golf capital of Hawaii, Waikoloa's two championship golf courses offer unparalleled opportunities for golfers of all levels. Whether you're looking for a challenging test of skills or a relaxing round with family or friends, the distinctive Beach and Kings' courses, created by some of the game's most renowned designers, will provide you with golf experiences that will linger in your memory forever.

### **Kings' Course**

For a rigorous test of golf skills, no facility on the Kohala Coast compares with Waikoloa's unique Kings' Course. Designed by former British Open champion Tom Weiskopf and Jay Morrish, the Kings' Course offers golfers the best of two worlds; golf in an island paradise, on a course that more closely resembles a layout along the coast of Scotland.

With stunning views of the towering volcanoes of the Big Island framed by palm trees and vibrant flowers, you'll have no trouble remembering that you're golfing in paradise. The 7,000-plus yard links-style course snakes over and around an ancient lava flow and is best known for its wide undulating fairways, multiple tee placements, and challenging pot bunkers. To complete the Scottish links experience there's even a double green at holes 3 and 6.

After the game the Scottish-themed Kings' Grille, overlooking the 18th hole of the championship Kings' Course, is an ideal setting for a quick lunch or a post-round serving of pupus and libations.

Par 72, 7074 yards, Slope: 135, Rating: 73.4

**Kings' Course**

600 Waikoloa Beach Drive  
Waikoloa, Hawaii 96738  
Phone (808) 886-7888  
Toll free (877) 924-5656

**Beach Course**

Winding its way through ancient lava fields along the breathtaking Kohala coastline, Waikoloa's Beach Course is, quite simply, resort golf at its finest. But don't let the swaying coconut trees and gentle ocean breeze lull you into a false sense of security. The Beach Course can also be a significant challenge for quality players. The classic Robert Trent Jones Jr. design was literally carved from the lava flow along the picturesque Waiulua Bay. Immaculate greens are well-guarded by numerous white sand bunkers and strategically placed water features. The crowning glory of the Beach Course is the 502-yard par 5 twelfth-known throughout the islands as the most spectacular oceanfront par-five in Hawaii. Not only is it a challenging golf hole, it's a great place to watch humpback whales and catch splendid views of the other Hawaiian Islands.

After the game, The Beach Grill, with a view of the first tee of the Beach Course, features a fine selection of island cuisine for lunch and dinner.

Par 70, 6566 yards, Slope: 134, Rating: 71.6

**Beach Course**

1020 Keana Place  
Waikoloa, Hawaii 96738  
Phone (808) 886-6060  
Toll free 877-WAIKOLOA (924-5656)

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

### **Seaside Putting Course**

At Hilton Waikoloa Village, guests can have putting contests and receptions at the 18-hole Seaside Putting Course, designed by renowned golf architect Robin Nelson of Nelson and Haworth. Challenging putting greens are interspersed with sand traps and water features. Building on the award-winning landscape design in place at the resort, the course has been planted with species indigenous to Hawaii's Big Island. Signage along the course offers an informative, self-guided botanical tour of some of these many interesting plant species. The beautiful pond on the course includes unique rock features and small waterfalls as well as flourishing rainbow-colored lilies and brightly colored koi (carp). Groups will find this area particularly attractive for sunset receptions and team-building golf events for all attendees, whether golfers or not.

The course is open to the public daily from 10 a.m. and play includes putter, golf balls, scorecards and ball markers. After the sun sets, enjoy a round of Glow Golf on select nights.

[Back to Resource Information](#)

### **GRATUITIES**

Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - \$1.50 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.*

All paid-outs and charges posted to an account (master, house, or guest) which are identified or known to be gratuities and/or specified as such will be taxed through the payroll system for all beneficiaries in accordance with all applicable regulatory requirements (city, state, and federal). For logistical purposes and in keeping with the spirit of integrity, equality, and accuracy; all such quantified disbursements as a rule will not only be taxed, but also disbursed through the payroll system on the next regular pay cycle.

[Back to Resource Information](#)

### **GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**

Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

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

[Back to Resource Information](#)

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

The Hilton Waikoloa Village Resort® has a specially designed group entrance to accommodate the needs of your group. It has ample room for bus loading and unloading. It is also conveniently located near the Hotel's Main Entrance and Front Lobby with access to the Grand Staircase located adjacent to the Convention Center. The Grand Staircase area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

\*Porterage fees may apply as contracted in the Sales Agreement.

[Back to Resource Information](#)

## **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 24 hours a day.

[Back to Resource Information](#)

## **GUEST ROOMS**

The hotel's current bedding breakdown is as follows:

- 774 King
- 466 Double

Hawaii 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.

[Back to Resource Information](#)

### **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - \$1.00+4.167% tax per envelope (\$2.50+4.167% tax if personalized) deliveries inside the room - \$2.50+4.167% tax up to (2) items & \$.50+4.167% tax for each additional item.

[Back to Resource Information](#)

### **GUEST SERVICE HOTLINE/PERFECT VACATION**

Guests with specific needs or requests may pick up a house phone and dial extension “0” or touch speed dial icon on guestroom telephone. A hotel operator will direct your needs to the appropriate hotel contact.

[Back to Resource Information](#)

### **HAIR SALON**

Located in the Kohala Spa. Please contact the Spa Receptionist for appointments at ext. 1228.

[Back to Resource Information](#)

### **HHONORS**

**We are happy to extend the following courtesies to valued Hilton Honors members:**

- First pot of in-room coffee, complimentary daily (excludes Room Service)
- Airline mileage with participating carriers when paying a qualifying rate
- Zip out check-out
- Extended 2:00 pm check out, upon availability
- Two bottled waters per stay (excludes Fiji water)

**Additional privileges for our VIP members:**

#### **Silver, Gold, Diamond, and Preferential Gold Members**

- Receive complimentary use of the Facilities, Locker
- Rooms and Workout Rooms in our Kohala Spa.
- Receive complimentary Breakfast Coupon for every morning of their stay. The Coupon is valid for one (1) Continental Breakfast at our Palm Terrace Restaurant. The Continental Breakfast includes choice of juice, coffee, tea or milk and three (3) breakfast pastries. The Coupon is not valid for Room Service Breakfast. The value can be applied toward the purchase of other breakfast items. Certificate is inclusive of tax, gratuity is not included.
- Turndown service upon request (Diamond and Gold Members only)

[Back to Resource Information](#)

## **HILTON GRAND VACATIONS CLUB**



Hilton Grand Vacations Club will help you make the most of your visit, whether for business or pleasure. Visit our Guest Welcome Center on the tram level of the beautiful Lagoon Tower for your complimentary Hilton Grand Vacations Club Tote. For more information, please call 808-886-1234 ext. 1527

[Back to Resource Information](#)

### **HOSPITALITY DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers.

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

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

[Back to Resource Information](#)

### **HOSPITALITY SUITES FUNCTIONS**

#### *SERVICE PROVIDED BY ROOM SERVICE*

Arrangements may be made through your Catering/Event Manager. Room Service Hospitality Menus available upon request.

[Back to Resource Information](#)

### **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Waikoloa Village®:

Location:	Kohala Coast, Big Island Hawaii
Address:	69-425 Waikoloa Beach Drive Waikoloa, HI 96738
Telephone:	(808) 886-1234
Facsimile:	(808) 886-2900
Reservations:	(808) 886-1234
Website:	<a href="http://www.HiltonWaikoloaVillage.com">www.HiltonWaikoloaVillage.com</a>
Rooms:	1240 in 3 Towers (Ocean, Lagoon, and Palace)

Size: 62 Acres  
Developer: Chris Hemmeter  
Managed By: Hilton Hotels Corporation  
Grand Opening: 1988 as a Hyatt Regency  
1993 became Hilton Waikoloa Village® (Hilton Hotels Corporation had partial ownership with Global Resort Partners)  
2002 Hilton Hotels Corporation took full ownership  
Last Renovation: Currently in Progress and Ongoing  
Employees: 1100 (includes full and part time)

**Brief Description:** Believe it or not, Hilton Waikoloa Village® was originally drafted on a simple cocktail napkin. Chris Hemmeter was a prolific developer of mega resorts and always preferred to start with a gigantic slate, which meant a lot of digging and grading through lava. The 62-acres of Hilton Waikoloa Village® are the amazing result of his endless imagination and vision.

However, our tropical paradise is different from most island destinations and vacation spots. While others may have swaying palm trees and warm sunshine, Hawaii's Big Island offers something else, and Hilton Waikoloa Village® captures this. We invite you to experience the *mana*, or power, of our island home. Feel the Aloha Spirit and explore the perfect blend of Asian, Western, and Oceanic cultures whose diverse beliefs and traditions have fused to make Hawaii so wonderfully unique. Discover the Big Island's natural beauty, geographical diversity, and rich cultural heritage at a resort that celebrates a greater understanding and provides an insight into the life of Hawaii.

**Awards:** Winner of over 100 leisure, meeting and culinary awards.  
Including:

**Association Meetings**

Inner Circle Award - 2004

**Carlson Marketing Group**

Spirit of Excellence - 2004

**Corporate & Incentive Travel Magazine**

Award of Excellence - 1989, 1990, 1991, 1994, 2001, 2005, 2006

**Corporate Meetings & Incentives Magazine**

Paragon Award - 1992, 1993, 1994, 1995, 1998

Golden Links Award - 1995, 1999

**Incentive Magazine**

Platinum Partner - 1999

**Insurance Conference Planner**

Premium Partner - 1999

### Meetings & Conventions Magazine

Gold Key Award - 1991, 1993, 1994, 1995, 1997, 1998, 1999, 2001, 2004, 2005

Gold Platter Award - 1990, 1992, 1994, 2001

Gold Tee Award - 1994, 1996, 1998, 2004

### Meetings in the West Magazine

Planner Choice Award - 2006

### Smart Meetings Magazine

Platinum Choice Award - 2006

### Successful Meetings Magazine

Pinnacle Award - 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2004, 2005

Ace Award - 1999, 2000

### Travel Industry Awards

Best Resort, Big Island of Hawaii - 1998

### TravelAge West

WAVE (Western Agent's Vote of Excellence) Award for Best Family Friendly Resort, Hawaii - 2006

### West Hawaii Today

Best Banquets on the Island - 2001

[Back to Resource Information](#)

## HOTEL MAP

Attendees receive a copy of the Hilton Waikoloa Village® Resort map in their key packet when they arrive at the hotel.



[Back to Resource Information](#)

## **HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 8:00a.m. and 4:00p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Event Manager.

The suggested housekeeping gratuity is \$1.50 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

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

Turndown service is available. Please contact your Catering/Event Managers for specific services and pricing.

[Back to Resource Information](#)

## **IN CONJUNCTION WITH (ICW'S)**

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

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

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

[Back to Resource Information](#)

## **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.

[Back to Resource Information](#)

### **IN-ROOM DINING**

Our In-room Dining is open 6:00am – 12:00am midnight daily 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 1420 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 22% and is posted automatically on all checks. There is also a delivery fee of \$5.00 per order.

[Back to Resource Information](#)

### **INTERPRETATION/TRANSLATION SERVICES**

Please contact your Catering/Event Manager for assistance.

[Back to Resource Information](#)

### **INTERNET SERVICES**

The Hilton Waikoloa Village® provides numerous Internet Services. AT&T is our Internet Service Provider. You may reach our IT Department at extension 2898 and they will be happy to answer any questions concerning your system.

Our entire Convention Center is high-speed internet wired including the Kohala, Kona, Queens, Kings, and Monarchy, Water's Edge Ballroom, Waikoloa Suites, Water's Edge Boardroom and Promenades with Ethernet running on Enhanced Cat-5 cabling with RJ-45 jacks. The speed of our network is 100mbps within the resort. Internet connectivity is provided through a T3 connection direct to the Internet at 45mbps.

Any wireless applications (802.11b/g Wi-Fi) need to be pre-approved by the Hilton Waikoloa Village® Information Technology department to avoid interference with current wireless activities within the resort.

Wireless access is available at the Malolo Lounge, Kona Pool and Ocean Tower Adult Pool.

[Back to Resource Information](#)

### **KEY CARDS**

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a \$70.00 charge per door/per room and you may be required to sign a hold harmless agreement.

[Back to Resource Information](#)

**(Customized) KEY CARDS**

Please contact your Catering/Event Manager if you would like custom keys for your group. They are an excellent way to market your organization. Key card production fees will be quoted by vendor direct contact:

**Plasticard Locktech International**

Ms. Fermina Fallesgon

Event Sales Representative

605 Sweeten Creek Industrial Park

Asheville, NC 28803

(800) 752-1017 ext 1293

ffallesgon@plicards.com

**KEY HOTEL CONTACTS**

The Hilton Waikoloa Village® Managing Committee consists of the following people:

General Manager	Debi Bishop
Resident Manager	Scott Ward
Director of Catering/Events	Angie Toailoa
Director of Finance	Maurice Test
Director of Food and Beverage	Abby Murtagh
Director of Front Office	Jim Russell
Director of Housekeeping	Marleen Okuno
Director of Kohala Spa	Michele Wilkin
Director of Marketing	Michael Donahue
Director of Property Operations	Rudy Habelt
Director of Revenue	Jennifer Bolstad
Director of Sales	Russ Kembel III
Executive Chef	Charles Charbonneau

[Back to Resource Information](#)

**KOSHER**

We offer a variety of Kosher Meals to our guests. These meals are prepared for us by Kosher on Wheels and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions. Kosher Meal requirements must be disclosed three (3) weeks in advance to ensure Kosher Meal service.

[Back to Resource Information](#)

## **LABOR**

The I.L.W.U Union local 142 is represented at the Hilton Waikoloa Village®.

[Back to Resource Information](#)

## **LAUNDRY/VALET**

Laundry services are available by dialing extension 58. Garments picked up prior to 8:30a.m. are returned to guests between 5:00p.m. - 8:00p.m. the same evening. Garments picked up after 8:30a.m. will be returned the following day between 5:00p.m - 8:00p.m.

[Back to Resource Information](#)

## **LEED**

In our continued effort to encourage energy conservation, Hilton Waikoloa Village® is participating in the Leadership in Energy and Environmental Design (LEED) program, encouraging more people in our community to be environmentally conscious.

The Leadership in Energy and Environmental Design (LEED) Green Building Rating System is the nationally accepted benchmark for the design, construction, and operation of high performance green buildings developed by the U.S. Green Building Council. LEED promotes a whole-building approach to sustainability by recognizing performance in these areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality.

As the recipient of the 2006 Hawaii Green Business Award, we are dedicated to conservation, waste reduction and pollution reduction. Our latest endeavor is the renovation of Dolphin Quest to fit the LEED program.

To continue our efforts of being a resort leader in energy conservation, Hilton Waikoloa Village® offers complimentary parking to property guests who arrive in a Hybrid vehicle.

[Back to Resource Information](#)

## **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service, as contracted in the Sales Agreement. Please contact your Catering/Event Manager to arrange. Laura's Taxi is our preferred service and can be reached at (808) 326-5466. Laura's Taxi can also arrange limousine transfers.

[Back to Resource Information](#)

## **LINEN SELECTION**

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

[Back to Resource Information](#)

## **LIQUOR LAWS**

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

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

[Back to Resource Information](#)

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

Prior to the actual load-in process, a walkthrough of the Loading Dock access route, service tunnel, entrances to back-of-house space and ballrooms (to include the condition of the above areas) must be made with the contractor/vendor, an Engineering representative, and Meetings & Conventions Floor staff representative. It is the responsibility of the subcontractor to schedule this walkthrough prior to granting any access to the Loading Dock and function space areas involved. At the same time, a complete diagram of staging, hang points, electrical requirements, fire permits, and any additional permits required by State or Federal regulations must be presented to and approved by our Engineering department.

All load-in activity from the Loading Dock to the Ballroom areas will be monitored by Hotel Personnel on a daily basis. All setups must be within approved Hotel guidelines and will be done in accordance with local fire codes and OSHA requirements.

The hotel Loading Dock is conveniently located for easy access to the service tunnel and the Ballroom/Convention Center areas.

[Back to Resource Information](#)

## **LOADING DOCK**

The loading dock is located off of Waikoloa Beach Drive. There are no deliveries or load-in/load out between the hours of 6:00a.m. - 2:00p.m. Please refer to The Vendor Guide for details.

### **Address**

Hilton Waikoloa Village  
69-425 Waikoloa Beach Drive  
Waikoloa, HI 96738

### **Access Measurements**

Height of Dock 3' 6"

Length of Dock 42'

Width of Dock 28'

Distance from Loading Dock to Queen's 6 Ballroom via Tunnel 505'

Lowest Point (top to bottom) of Tunnel Access 8' 1"

### **Access Hours**

Monday – Friday 2:00p.m. – 3:00a.m.

Saturday after 1:00p.m.

Sunday all day until 3:00a.m. the following Monday morning

- Bay 2 (ramp) is available after 4 PM on Monday through Saturday.

All contractors/vendors must check in with Security before loading and unloading. All Contractors/vendors must enter through the loading dock entrance and check into security during the entire program. The Group Lobby is not an authorized entrance for contractors/vendors for loading and unloading purposes. All contractors/vendors must supply their own transportation devices (forklifts, flatbed carts, hand trucks, pallet jacks, ramps, etc.) to move equipment in and out; carts or lifts should be electrical. Gas or propane propelled devices or vehicles will not be allowed for safety reasons. Load-in into the Ballroom/ Convention Area is restricted to the use of the Kona Promenade only.

[Back to Resource Information](#)

### **LOCAL INFORMATION**

From chill to sizzle, experience the most Hawaiian of the islands, where fiery red volcanoes coexist with lush green tropical rainforests and white sand beaches in a destination unlike any other on earth. Hawaii's healing island, the big island, is a historically rich and rewarding destination, where you can explore the turquoise waters by boat, the rolling green hills by horseback and the mountain ranges by helicopter.

The Big Island is known throughout the world for its richly flavored Kona coffee and delicate orchids. It is the state's largest producer of papayas, avocados, macadamia nuts and anthuriums. Here you will find about 1,660 species of flowering plants and 45 species of birds found nowhere else on Earth, along with Mauna Loa, the world's largest active volcano.

With such a diversity of natural wonders and activities, an ideal climate, world-class accommodations and the Aloha Spirit, the Big Island of Hawaii is truly the island "Jewel of the Pacific."

And just so you know, heading towards the mountains is Mauka and toward the ocean is Makai.

Informative websites:

[www.bigisland.org](http://www.bigisland.org)

[www.gohawaii.com](http://www.gohawaii.com) \*select "Big Island"

[Back to Resource Information](#)

## **LOST AND FOUND**

It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (up to one year for high value items, such as cameras) the found property will be donated to charity. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc. Lost and Found can be reached at extension 2502 when dialing from a guest room phone. When dialing from off property, Lost and Found can be reached at (808)886-1234 ext. 2502.

[Back to Resource Information](#)

## **LUGGAGE STORAGE**

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

[Back to Resource Information](#)

## **MAIL SERVICES**

Stamps are for sale at the Executive Business Center. The Executive Business Center offers FedEx Express and UPS services. No FedEx Ground Service is available. If you have a large number of items that need to be shipped, or require shipping materials, we suggest contacting the Executive Business Center in advance. They are located in the Museum Walkway just off the Main Lobby on the way to the Lagoon Tower and offer complete mail services, as well as materials.

They are open 7 days a week from 7:00a.m.- 7:00p.m. They can be reached at (808) 886-4020 and (808) 886-2900. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

The United States Post Office located in Waikoloa Village can be reached at (808) 883-1497. Their hours are 9:00a.m. – 4:30p.m. weekdays, and 10:00a.m. – 12:00p.m. noon on Saturdays.

[Back to Resource Information](#)

## **MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Kohala Spa offers several massage therapy treatments. Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Event Manager.

[Back to Resource Information](#)

## **MASTER ACCOUNTS**

Refer to Sales Agreement.

[Back to Resource Information](#)

## **MEDICAL FACILITIES/SERVICES**

### **Nearest emergency room:**

**North Hawaii Community Hospital** located in Waimea/Kamuela. Office hours Monday through Friday, 8:00a.m. – 5:00p.m. Emergency Room open 24 hours, seven days a week. Phone (808) 885-4444.

### **Nearest hospitals:**

**North Hawaii Community Hospital** located in the town of Waimea/Kamuela. Office hours Monday through Friday, 8:00a.m. – 5:00p.m. Emergency Room open 24 hours, seven days a week. Phone (808) 885-4444.

**Kona Hospital** located in Kealahou-Kona. Open 24 hours, seven days a week. Phone (808) 322-9311.

Medical Equipment may be rented from Bannix and they may be reached at (808) 885-1925.

[Back to Resource Information](#)

## **MEETING ROOM CAPACITIES**

<b>Room Name</b>	<b>Square Feet</b>	<b>Dimensions</b>	<b>Ceiling Height</b>	<b>Conference</b>	<b>Theater</b>	<b>Classroom</b>	<b>Reception</b>	<b>Banquet</b>	<b>Exhibit Booths 8'x10x</b>	<b>Exhibit Booths 10'x10'</b>
Grand	24,610	120x206'	13'10"-30"	NA	2,400	1,146	2,841	1,860	94	81
Ballroom										
Monarchy	12,730	95x134'	13'10"-30"	NA	950	480	1,469	720	32	29
King's Grand	5,940	55x108'	13'10"-16"	NA	675	379	686	456	27	
King's 1	1,925	35x55'	13'10"-16"	40	150	90	222	132	5	4
King's 2	1,980	6x55'	13'10"-16"	40	180	138	226	168	6	6
King's 3	2,035	37x55'	13'10"-16"	40	150	108	233	144	6	6
Queen's	5,940	55x108'	13'10"-16"	NA	675	379	686	456	27	33
Grand										
Queen's 4	1,925	35x55'	13'10"-16"	40	150	90	222	132	5	4
Queen's 5	1,925	36x55'	13'10"-16"	40	180	138	226	168	6	6
Queen's 6	2,035	37x55'	13'10"-16"	40	150	108	233	144	6	6

Room Name	Square Feet	Dimensions	Ceiling Height	Conference	Theater	Classroom	Reception	Banquet	Exhibit Booths 8'x10x	Exhibit Booths 10'x10'
Grand	15,480						1,780		56	56
Promenade										
Kona	3,840						440		22	22
Promenade										
Kohala	5,071						580		30	30
Promenade										
Kohala	9,936	64x144'	11'7"	NA	806	600	1,128	780	55	
Ballroom										
Kohala 1	2,484	69x36'	11'7"	58	220	165	281	180	11	10
Kohala 2	2,485	69x36'	11'7"	58	220	165	281	180	11	10
Kohala 3	2,486	69x36'	11'7"	58	220	165	281	180	11	10
Kohala 4	2,487	69x36'	11'7"	58	220	165	281	180	11	10
Kona	8,640	80x108'	11'7"	NA	800	520	78	696	48	
Ballroom										
Kona 1	1,080	30x36'	11'7"	28	74	57	121	72	5	4
Kona 2	792	22x36'	11'7"	28	59	30	86	60	3	2
Kona 3	1,008	28x36'	11'7"	28	80	66	114	72	6	
Kona 4	2,880	80x36'	11'7"	64	275	180	325	240	13	12
Kona 5	2,880	80x36'	11'7"	64	275	180	325	240	13	12
Waikoloa		31x23'	11'7"	14						

Suites 1, 2, 3

[Back to Resource Information](#)

### **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 Meetings and Conventions Staff for a charge of \$7.00 + tax per item/per move and \$50.00 + tax per pallet.

[Back to Resource Information](#)

### **MEETING ROOM RENTAL**

Please refer to Sales Agreement.

[Back to Resource Information](#)

## **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs (as specified)
- Linens
- Ice water
- Lectern (upon request)

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

[Back to Resource Information](#)

## **MUSIC/MUSICIANS**

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

The Big Island of Hawaii and the Hilton Waikoloa Village® requests that outdoor entertainment begins no earlier than 9:00a.m. and ends no later than 10:00p.m.

[Back to Resource Information](#)

## **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our Sundry Shops are:

New York Times (one day late)

Wall Street Journal

They are delivered to our Sundry Shops as listed below by 9:00a.m. daily:

Mauna Loa Village Sundry Shop - Lagoon Tower

Dancing Dolphins Sundry Shop - Ocean Tower

Travel Traders Sundry Shop - Palace Tower

Newspapers are available (including foreign publications) with advance notice. Please check with your Catering/Event Manager for special requests, availability and pricing.

[Back to Resource Information](#)

### **OFFICE EQUIPMENT/SUPPLIES**

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

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

Business Center hours are 7:00a.m. to 7:00p.m. 7 days a week Sunday through Saturday.

### **OFF PREMISE CATERING – FEES TO APPLY**

*\*Reservations must be confirmed in your sales agreement or contact your Catering/Event Manager to confirm availability and pricing.*

### **Anaeho'omalu Bay**

This off-site venue, often referred to as "A-Bay," is perfect for beach parties and is located just 1/2 mile from the resort.

### **12th Hole on Waikoloa Beach Course**

Located adjacent to Ocean View Terrace, groups enjoy playing glow golf on the signature 12th hole by the ocean. This venue is perfect for evening events as you can watch the sun set over the Pacific.

### **Kings' Driving Range**

For groups up to 5,000, the Kings' Driving Range is a great venue for concerts and large celebrations

Please contact your Catering/Event Manager for availability, pricing and coordination of off premise event arrangements.

### **PARKING**

The Hilton Waikoloa Village Resort® offers conveniently located self-parking. Self-parking is available at the rate of \$15.00 per car, per day. We also offer overnight valet parking at the rate of \$21.00 per car, per day. All parking prices are subject to change.

To continue our efforts of being a resort leader in energy conservation, Hilton Waikoloa Village Resort® offers complimentary parking to property guests who arrive in a Hybrid vehicle.

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

[Back to Resource Information](#)

## **PERSONALIZED ON-LINE GROUP PAGE (POG)**

POG is a personalized web page for your attendees to book reservations directly online.

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

[Back to Resource Information](#)

## **PETS (POLICY)**

Service animals are always welcome and must be accommodated.

Please contact your Catering/Event Manager for specific details.

[Back to Resource Information](#)

## **PHOTOGRAPHY**

Zac's Photo is a full-service photo and video company with a state of the art digital photo lab located inside the Hilton Waikoloa Village®. They can provide photography services for all occasions, special events, weddings, meetings and conventions.

### Services include:

Full Service State of the art Digital Photo and Video Lab

Fast and Efficient turn around time

Professional photographers with years of experience

Consistently provide superior service to cater to all types and sizes of conventions

### Convention / Event Photography and Videographers:

Photographers Available at \$200.00 per Hour (2 Hour Minimum)

Videographers Available at \$300.00 per Hour

Background and Lighting Setups starting at \$250.00

Photographer Assistants and Posers \$75.00 per Hour

Day Rates Available (call for details)

### Enhancements:

All images can be posted online for 30 days and password protected

Immediate turn around service available within as little as 2 hours

Print sizes from 4x6 inches to 12x36 inches

Company branding or logo can be added to photos

Panoramic group photos available (call for details)

Award and recognition photos

Photojournalistic and candid shots

Group shots (call for details, can accommodate all types of large groups)

Couple and family portraits

Company photo buy-out pricing available

Hi-Res CD of all images are available

On-Site full service digital photo and video lab

Please contact Zac's Photo direct for quote regarding your individualized needs:

Zac's Photo  
PO Box 3287  
Kona, HI 96745  
(808) 886-7007  
(800) 960-9111 Toll Free  
(800) 878-0544 Toll Free Fax  
zacsphoto@yahoo.com  
[www.zacsphoto.com](http://www.zacsphoto.com)

[Back to Resource Information](#)

### **PIANOS**

The Hilton Waikoloa Village® has one piano for use. The piano is provided at \$500.00+tax each. Please note that there is an additional labor fee of \$500.00+tax if you request a piano to be placed on top of portable staging. It is recommended that the piano be tuned prior to each use. The tuning fee is quoted on an as needed basis and requires advance notice. Please contact your Catering/Event Manager for piano tuner recommendations.

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

[Back to Resource Information](#)

### **POOLS**

#### **Kona Pool**

Easy access from all points of the resort by boat, tram or walking along the beautiful Pacific Ocean, this 22,180 square feet pool includes waterfalls, a 176-foot twisting waterslide, Jacuzzis, grottos, sand volleyball, a rope bridge and much more. The sandy bottom keiki (child) pool is a part of the Kona Pool and provides a shallow swimming area for our younger guests.

This is an ideal location for Welcome Receptions to Pacific Rim theme parties and has proven most popular for any size group.

Pool hours: Open daily 8:00 a.m. to 11:00 p.m.

#### **Kohala River Pool**

Four pools about ½ acre in size, are connected by a gentle, flowing river current and several water slides. This is an ideal location to watch ocean views and sunsets. Located near the Ocean Tower.

Pool hours: Open daily 8:00 a.m. to 11:00 p.m.

### **Ocean Pool**

Located in the Ocean Tower, this quiet pool setting is the ideal peaceful retreat for adults to lounge and relax under the Hawaiian sun.

Pool hours: Open daily 8:00 a.m. to 4:00 p.m.

### **Lagoon**

Teeming with tropical fish and rare green sea turtles, the four-acre ocean fed lagoon is a protected oasis perfect for snorkeling and swimming. Guests can rent kayaks, suncats, paddleboats, water bikes, and more to discover new sealife and adventures.

[Back to Resource Information](#)

### **POST-CONVENTION MEETING**

We encourage our customers to meet with our General Manager and/or Director of Events/Catering during or after the meeting to provide and review feedback. Your Event Manager will coordinate a convenient time.

[Back to Resource Information](#)

### **POST EVENT REPORT**

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

[Back to Resource Information](#)

### **POSTING OF EVENTS**

Events will be posted on Channel 4 in each guest room daily. Please inform your Catering/Event Manager of your Event posting requirements.

[Back to Resource Information](#)

### **PRE-CONVENTION MEETING**

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

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

[Back to Resource Information](#)

### **PRINTING SERVICES**

Most printing jobs can be accommodated through our in-house Executive Business Center. Prices are quoted on an individual basis. In an effort to address your specific group's needs, please refer to the Executive Business Center or discuss with your Catering/Event Manager. Executive Business Center hours are Sunday – Saturday 7:00a.m. – 7:00p.m.

[Back to Resource Information](#)

### **PRODUCTION GUIDELINES**

Your Catering/Event Manager will provide you with the hotel's Contractor/Vendor Working Guidelines.

[Back to Resource Information](#)

### **PRODUCTION CREW MEALS**

Please contact your Catering/Event Manager regarding production crew dining in the hotel employee cafeteria, or for arranging meals in the show area.

[Back to Resource Information](#)

### **PUBLIC TRANSPORTATION**

The Hilton Waikoloa Village® does not offer shuttle service. Please contact your Catering/Event Manager for transportation recommendations.

[Back to Resource Information](#)

### **PYROTECHNICS**

For the safety of persons and property, no fireworks, smoke and fog machines or incendiary devices may be used indoors at the resort. You agree to indemnify us for any damage caused to any resort property as a result of drayage related to your event, whether caused by you, your agents, employees or contractors.

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.

Please contact your Catering/Event Manager to coordinate pyrotechnics outdoors.

[Back to Resource Information](#)

### **RADIOS/PAGERS/NEXTELS**

We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please contact the Executive Business Center for assistance.

[Back to Resource Information](#)

## **RECYCLING**

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.

[Back to Resource Information](#)

## **REGISTRATION ASSISTANCE**

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

[Back to Resource Information](#)

## **REGISTRATION DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group in the Convention Center. Phones may be arranged in advance with either in-house extensions or direct dial numbers.

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

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

[Back to Resource Information](#)

## **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
- Due at your contracted cut-off date

[Back to Resource Information](#)

### **ALOHA FUN PASS (OPTIONAL )**

In response to feedback from our valued guests, we have created the Aloha Fun Pass Program for \$25.00 + tax. This optional, value added program includes all services listed below and is included in your package complimentary throughout your stay. Our standard a la carte prices are listed below.

#### **Daily Fitness for Two People at the Kohala Spa**

Includes cardiovascular/weight rooms. Minimum age requirement is 16 years old. Lockers, Steam Room, Jacuzzi and Sauna are not included. Without Aloha Fun Pass \$14.00 for access per person per day.

#### **\$25.00 Daily Credit for Lagoon Beach Toys**

Includes one and two person kayaks, paddle boats, water cycles, sea view belly boards, snorkel, fins and masks. \*Does not include motorized toys. Usage may be limited due to demand. Credits can not be accumulated and no cash or substitutions will be given for any unused credit.

#### **One Hour Court Time per day at the Kohala Tennis Garden**

\*Reservations required. Usage may be limited due to demand. Equipment rental available at Pro Shop for an additional fee. Without Aloha Fun Pass \$30.00 per hour.

#### **Seaside Putting Course**

Complimentary round of golf for 2 people per day. Without Aloha Fun Pass \$15.00 adults - \$9.00 children.

#### **Parking**

Complimentary self parking or valet parking \$7.00 per day. Without Aloha Fun Pass \$15.00 – Valet Parking \$21.00 per day.

[Back to Resource Information](#)

### **RESTAURANTS/LOUNGES**

#### **Kamuela Provision Company**

A breathtaking view provides the perfect atmosphere for Dinner at this popular restaurant, offering creative “Hawaiian Regional” cuisine featuring fresh, locally grown ingredients as well as fish, shellfish and steak entrees, served at the Kohala Coast’s most dramatic setting overlooking the blue Pacific. Dinner reservations, please. Evening resort attire for ladies, dress slacks and collared shirt for gentlemen preferred. Touch 54 or 2892.

Dinner 5:30 p.m. – 9:30 p.m.

Wine Bar 5:30 p.m.–10:00 p.m.

Sunset Celebration 4:30 p.m.-until the “180 seconds”

Don’t miss this innovative enhancement to Hilton Waikoloa Village’s “not-to-be-missed” list . . . Our Kamuela Provision Company Wine Bar offers wine flights designed to create a fusion of old world and new world wines from various regions and vintages. This is an ideal experience for the novice exploring wine for the first time, or

for the seasoned wine enthusiast! Our knowledgeable staff will tailor this experience to fit your personal taste.

### **Imari Japanese Restaurant**

Experience Imari... where the art of Japanese cooking is demonstrated in a variety of styles: Teppanyaki, where chefs expertly prepare your meal before you; Shabu-Shabu, a traditional Japanese dining experience served table-side, or Sushi Bar, where you will enjoy a variety of fresh Japanese delicacies. Evening resort attire for ladies, dress slacks and collared shirt for gentlemen. Reservations recommended. Touch 54 or 2894.

Dinner 6:00 p.m. – 9:00 p.m.

### **Kirin Chinese Restaurant**

Located just off the Palace Lawn on the second floor between Palace and Ocean Towers, Kirin Chinese Restaurant showcases intimate dining, with lanai seating, a private dining room, and decorated with one-of-a-kind Chinese artifacts as well as several 1000-year-old Chinese furnishings. Kirin's signature Lunch cuisine is Dim Sum, and the Dinner menu features cooking styles from the regions of Hunan, Szechuan, Peking and Canton. Touch 54 or 1540.

Lunch 11:00 a.m. – 10:45 p.m.

### **Palm Terrace**

Located in the courtyard of the Ocean Tower amidst lush, tropical foliage and cascading waterfalls, this open-air restaurant offers a lavish Breakfast buffet daily. Our Breakfast buffet will tempt you with freshly baked pastries, fresh island fruit, traditional American fare and a selection of Japanese specialty dishes. Casual attire. Footwear and cover-ups are required. Reservations suggested for parties of 8 or more.

Breakfast Buffet 6:30 a.m. – 11:00 a.m. Daily

▪ Continental Breakfast also available.

### **Orchid Marketplace**

Just off the Kona Pool deck you will find our newly renovated Market Place concept restaurant with a stone deck pizza oven as the focal point. The new layout consists of 140 self-service seats and approximately 40 seats for full table service. Offering a variety of “grab and go” and made-to-order selections from hot and cold sandwiches, Panini, pizzas, roasted chicken, and local Island options to bottles of wine, bags of chips, smoothies, ice cream, cold cuts, baked goods and candies, it is a true Market Place. Our new elevator brings guests from the upper level near the Rhino to the Kona Pool deck. New ADA compliant restrooms have been added to the back of the new restaurant.

Breakfast, Lunch & Dinner 7:00 a.m. – 5:00 p.m. Daily

### **Lagoon Grill**

Adjacent to the Dolphin Lagoon; choose from a menu of burgers and hot dogs, salads, cold sandwiches and exotic tropical fruits. Enjoy one of our famous “Smoothies” — a concoction of blended fruits, yogurt and ice cream offered in a variety of flavors, while

watching your favorite sporting event on our TV sports channel.  
Lunch & Snacks daily            11:00 a.m. – 7:00 p.m.  
Live Entertainment                1:00 p.m. – 4:00 p.m.

### **Boat Landing Pavilion**

Located in the atrium at Ocean Tower; offering big burgers, sandwiches, salads, pizza, sweets and cocktails. Watch the game or pick-up a quick snack.  
Open Daily                            11:00 a.m. – 10:00 p.m.

### **Malolo Lounge**

Named after the SS MALOLO that made its maiden voyage from San Francisco to Hawaii in 1927, the Malolo Lounge offers the casual elegance reminiscent of the Kama'aina living room atmosphere found in the lounges aboard steamships bound for Hawaii during the late 1920's. Hilton's newest addition is the perfect gathering place to watch people come and go, sip a favorite cocktail, relax and listen to entertainment and meet up with friends and associates. Creative sandwiches, appetizers, salads, desserts and cocktails are featured.

Open Nightly                        5:00 p.m. – 12:00 a.m. (Midnight)  
Live Entertainment Nightly

### **Legends of the Pacific Polynesian Spectacular (Tuesday and Friday)**

Experience the traditional Polynesian Dinner Show, "Legends of the Pacific" at Kamehameha Court. Enjoy the authentic dances, artisans and music of the islands of the South Pacific on Tuesday & Friday evenings while savoring our sumptuous buffet of Hawaiian specialties. Reservations recommended and can be made by dialing ext. 2877 or by visiting the Front Desk in the Main Lobby on Tuesdays and Fridays from 3:00pm-4:45pm. Casual evening attire.

Kamehameha Court doors open        5:30 p.m.  
Imu Presentation                        6:00–6:15 p.m.  
Dinner Buffet                            Begins after Imu Presentation  
"Legends of the Pacific" Show        7:00 p.m.

Ali'i Seating Available

- Special line to get into Kamehameha Court with pre printed ticket
- Unlimited Drinks (Mixed Drinks, Hawaiian Drinks, Beer, Wine, Soda, Juice)
- Food served family style on platters at the table, guest don't have to get up to go to buffet line
- Front row seating
- Validated Valet parking

### **Pool Bars**

Kona Pool Bar  
Poolside cocktails and light menu.  
Open Daily                            11:00 a.m. – 5:00 p.m.  
Kohala Pool Bar  
Poolside cocktails and snacks on-the-go  
Open Daily                            11:00 a.m. – 5:00 p.m.

### **Kimo Bean**

Specialty coffee, pastries and sandwiches; located in the Ocean and Lagoon Towers.  
Open Daily 6:00 a.m. – 9:00 p.m.

### **In-Room Dining**

In-Room Breakfast is available for your dining convenience from 6:00 a.m. to 11:30 a.m.  
In-Room All Day Dining is available from 11:30 a.m. to 12:00 Midnight. Please touch the Room Service Button on guest room phone, or dial extension 1420.

Restaurant hours may change due to season or occupancy.

[Back to Resource Information](#)

### **RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants at Hilton Waikoloa Village® whether it is for a table of four or a dine-around for 250. Call Restaurant Reservations at (808) 886-1234, extension 54.

[Back to Resource Information](#)

### **RESTROOMS**

Public restrooms are located in the following areas:

- Main Lobby
- Museum Walkway between Malolo Lounge and Budget Rental Car
- Museum Walkway between Convention Center and Palace Tower
- Museum Walkway across from Kirin Restaurant
- Ocean Tower near Dancing Dolphins Sundry Shop
- Kona Pool near the Waterslide in the Cave area
- Kona Pool near Orchid Marketplace
- Kohala Pool near the Towel Desk
- Convention Center on the North End of the Grand Promenade near the Kohala Ballroom and the stairs / elevator leading to the Museum Walkway
- Convention Center on the South End of the Grand Promenade near the Waikoloa Suites
- Lagoon tower/Lower level Across from Tennis shop

[Back to Resource Information](#)

### **RESUMES**

Resumes are developed for all groups and include specific details necessary for our team to provide you with a successful meeting. To ensure a flawless event, please provide your Catering/Event Manager with your specifications no later than thirty (30) days prior to your arrival date.

[Back to Resource Information](#)

## **RIGGING**

Your Catering/Event Manager will provide you with the Contractor/Vendor Working Guidelines.

[Back to Resource Information](#)

## **ROPES/STANCHIONS**

Ropes and Stanchions are available for your use based on inventory availability. For more information on banquet equipment, please see your Catering/Event Manager.

[Back to Resource Information](#)

## **ROOMING CODES/ROOMING LISTS**

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

**NS** - Non Smoking Room requested

**SR** - Smoking Room requested

**RL** – Rollaway Bed requested

**HF** – High Floor requested

**LF** – Low Floor requested

**GF** – Ground Floor requested

**EA** - Early Check-in requested

**LD** – Late Check-out requested

**NE** - Near Elevator requested

**CB** – Crib requested

**CR** – Accessible Room requested

**WC** – Wheelchair requested

**SF** - Same Floor requested

**CX** - Connecting Room requested

**KB** - King Bed requested

**DD** - 2 Double Beds requested

**DPET** – Traveling with Service Animal

**RTM** – Room & Tax to Master

**ACM** – All Charges to Master

**IPO** – Individual Pay Own

**ROR** - Run of Resort - Includes a variety of scenic views in the following categories: Golf/Mountain, Partial Ocean View, and Deluxe Ocean View, based upon availability.

**ROO** - Run of Ocean - A variety of ocean views in the following categories: Partial Ocean View and Deluxe Ocean View, based upon availability.

[Back to Resource Information](#)

### **SAFES/SAFE DEPOSIT BOXES**

Safes are available in each guest room at no additional charge. Safety Deposit Boxes are available at the Front Desk, upon request.

[Back to Resource Information](#)

### **SECURITY**

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

[Back to Resource Information](#)

### **SHIPPING AND RECEIVING**

Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are limited. Do not ship valuables. We are not 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  
Attention (your Catering/Event Manager contact)  
Hilton Waikoloa Village  
69-425 Waikoloa Beach Drive  
Waikoloa, HI 96738  
Phone (808) 886-1234  
Number of packages in that shipment

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

Receiving, handling and shipping charges may apply: \$50.00+tax/pallet, \$7.00+tax/box and/or \$2.50+tax/envelop. No COD packages will be accepted. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

### **Shipping from the Hilton Waikoloa Village**

The Hilton Waikoloa Village® utilizes FedEx Express and UPS for our shipping needs. Please see Executive Business Center for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

[Back to Resource Information](#)

## **SHOPPING**

### **Hilton Waikoloa Village®**

#### **Dancing Dolphins, Iolani Palace, Mauna Loa Village**

The three ultimate gift, sundry, and souvenir shops, one located in each tower, feature a complete line of hotel logo wear, the latest magazines, convenience items and more! Dancing Dolphins (Ocean Tower) and Mauna Loa Village (Lagoon Tower) are open daily 8 a.m. - 10 p.m. and Iolani Palace (Palace Tower) is open daily 8 a.m. - 9 p.m.

#### **Dolphin Quest Gift Shop**

The Dolphin Quest Gift Shop is located at Dolphin Quest Village and open daily from 8:30 a.m. - 5 p.m. Here you will find Dolphin Quest memories from picture frames and apparel to postcards and jewelry.

#### **HI Trend - The Sunglass Destination**

HI Trend features the islands largest selection of world class eyewear and accessories. Conveniently located in the Hilton Waikoloa Village's Lagoon Tower Concourse.

#### **The Gallery - Hilton Waikoloa Village®**

This innovative art gallery is different from the standard art gallery as it is committed to displaying first-rate, reasonably priced, original works of art by award-winning artists that reside in Hawaii, particularly from the Big Island . From the unique Artists in Residence program to the exclusive gift shop and the monthly featured artists, The Gallery showcases the passion and talent of local artists often inspired by the islands geographical diversity, natural beauty, and rich native culture. You'll find art work ranging from wood block prints and oil, acrylic, silk, pastel and watercolor paintings to wood turnings and sculptures in clay, wood, bronze and hand blown and fused glass. The Gallery is open Monday - Saturday from 10 a.m. to 10 p.m. and Sunday from 12 p.m. - 8 p.m. For art inquiries or more information contact Martina Stephens (808) 886-1234, extension 1747.

#### **Kohala Bay Collections**

Kohala Bay Collections features the finest in resort wear and accessories for the whole family, with lines by Tommy Bahama, Tori Richard and Fresh Produce. This shop is located in the Lagoon Tower and open daily 9 a.m. - 10 p.m.

#### **Kohala Spa Essence and Kohala Spa Retail Shop**

Kohala Spa Essence is located in the Main Lobby, and the retail shop is located in the Kohala Spa. Bring home your spa experiences with exclusive treatment products unique to the island. Visit one of our resort locations for our popular Coco-Mango Essences (a tropical blend with the essence of rich coconut and succulent mango) or order online at [www.KohalaSpa.com](http://www.KohalaSpa.com). Kohala Spa Essence is open daily 8 a.m. - 5:30 p.m. and the Kohala Spa Retail Shop is open daily 9 a.m. - 6 p.m.

### **Kohala Tennis Pro Shop**

The pro shop at Kohala Tennis features a full line of workout wear including Adidas, Tail, Prince, Wilson, and Cha-Ching. Located at the Kohala Tennis Gardens, the pro shop is open daily 7 a.m. - 6 p.m.

### **Na Hoku**

Express yourself with an elegant watch or a piece of designer jewelry by Cartier, Movado, or Carrera y Carrera. Browse the spectacular collection of diamonds, pearls and precious gems. Na Hoku is located in the Lagoon Tower and open daily 9:30 a.m. - 10 p.m.

### **Ocean Sports Gift Shop**

The Red Sail Sports Gift Shop features snorkel gear and sunscreen to simple sundries and souvenirs. The shop is open daily 8 a.m. – 5 p.m. and located next to Lagoon Grill.

### **Sandal Tree**

From high style to high comfort, the Sandal Tree has "funwear for your feet!" Jeweled and glitzy or naturally neutral, there's a terrific selection for men and women. Sandal Tree is located in the Lagoon Tower and open daily 9 a.m. - 10 p.m.

### **Things Hawaiian**

Discover Hawaiian quilts and jewelry along with great gifts and memories from the Big Island of Hawaii at Things Hawaiian. The shop is located in the Lagoon Tower and open daily 8 a.m. - 8 p.m.

### **Kings' and Queens' Shops (located in the Waikoloa Beach Resort)**

The Big Island's most exciting collection of shopping, dining and services can be found at Kings' and Queens' Shops. Visitors and residents enjoy one-stop shopping that includes everything from high-end boutiques and one-of-a-kind jewelry to art galleries and activity centers to designer wear and spectacular gifts. Kings' and Queens' Shops is also home to an array of dining options, from award-winning Pacific Rim cuisine to on-the-go snacks. The 75,000-square-foot shopping, dining and entertainment complex also features a number of hands-on Hawaiian cultural activities throughout the week, combining culture, education and entertainment.

Waikoloa's Kings' and Queens' Shops is also home to several special events throughout the year – in fact, many visitors plan their vacations around these fun-filled events that include the annual Great Waikoloa Ukulele Festival, Great Waikoloa Rubber Duckie Race & 4th of July Extravaganza, Aloha Festivals Ho'olaule'a, and Passport to International Cultures. [Click here for calendar of special events.](#)

Kings' and Queens' Shops is located 20 minutes north of Kona International Airport within Waikoloa Beach Resort on the Kohala Coast. It is open daily from 9:30 a.m. to 9:30 p.m. For more information, call (808) 886-8811.

### **Blue Ginger**

*Resort Apparel*

(808) 886-2020

Exotic flowers... the Hawaiian rainforest... fascinating sea creatures... the everyday wonders of the Pacific provide endless inspiration for Blue Ginger's colorful fashions. The soft cotton and rayon batik fabrics are designed in Hawaii, then crafted into easy-care clothing and accessories for the entire family, including tropical ladies wear, with matching outfits for babies and girls, and handsome aloha shirts for men and boys. Found only in Hawaii, Blue Ginger first opened in Lahaina, Maui in 1983 and since then has increased in popularity with islanders and visitors alike.

### **Tommy Bahama**

*Apparel for Men & Women*

(808) 886-8865

Seek paradise by taking a trip through a Tommy Bahama store. Explore the broad range of refined men's and women's collections of island-inspired sportswear, swimwear, home décor and accessories.

### **Cinnamon Girl**

*Apparel for Women & Girls*

(808) 886-0241

Famous for its original print dresses, skirts and blouses for women and girls, you can find beautiful outfits for both elegant and casual moments. Cinnamon Girl offers a unique collection of jewelry, hats, hair clips, slippers and Cinnamon Girl logo products and wonderful home and bath items. All Cinnamon Girl dresses are designed in Hawaii.

### **Crazy Shirts**

*T-shirts and Casual Apparel*

(808) 886-9303

Be original, be crazy! Crazy Shirts features T-shirts and resort apparel for men, women and children. In addition to classic and contemporary Hawaiian-themed designs, Crazy Shirts also offers specialty dye shirts featuring Kona Coffee, Pale Ale, Chile and Money. Customers also enjoy an array of accessories, including hats, stickers, plush toys and key chains. More than just a summer fad, Crazy Shirts has ridden the wave of success for 40 years. It's not just fashion - it's a cool way of life.

### **Giggles**

*Children's Boutique*

(808) 886-0014

The name says it all – this store is fun! The unique children's boutique specializes in quality fashions and fun Hawaiian gifts for kids. There are also toys, books, puppets, kites and so much more. You are sure to find those special gifts the children will love.

### **Honolua Surf Co.**

*Casual Apparel for Men & Women*

(808) 886-6422

Surf's up! Founded in 1995, Honolua Surf Co. brings function, fashion and service to the homeland of surfing. Customers enjoy hip, high quality clothing for men and women as well as surfboards and accessories, Sunny Hawaii purses and other products, gifts and mementos.

### **Honolua Wahine**

*Casual Apparel for Women*

(808) 886-1019

Honolua stores feature innovative, quality surf and beach products that enhance local and visitor enjoyment of the Hawaiian Islands. Catering to women, Honolua Wahine features sweatshirts, tops, rash guards, Capri pants, Cow-chick hats, handbags and fabulous footwear.

### **Kubuku**

*Resort Sarong Apparel*

(808) 886-8581

This is the store for beautiful sarong skirts, our famous sash wrap styles, rattan hats and bags and a variety of Hawaiian-style slippers. Both long and short sarong styles are available in silk, cotton, rayon and voile. Kubuku also sells tapa cloth from Fiji, Samoa, Papua New Guinea and Irian Jaya.

### **Macy's**

*Resort and Contemporary Apparel*

(808) 886-5385

Ralph Lauren and Carol Little are just two of the many designer labels available at Macy's. Appealing to visitors and residents alike, Macy's offers a popular mix of resort and contemporary fashions, including dresses, pants, shirts, shorts, swimwear and a multitude of accessories.

### **Making Waves**

*Women's Swimwear*

(808) 886-1814

Offering the best selection of swimwear in Hawaii, Making Waves features the latest trends in bathing suits for miss sizes up to 28 as well as the cutest Island styles for children. Our trained staff will help accessorize your trip to the beach with pareos, hats, bags, sandals and more.

### **Noa Noa Hawaiian Shirts**

*Resort Apparel for Men & Women*

(808) 886-5449

- Hand printed batik fabrics in silk, linen cotton and rayon.
- Styles of comfort and beauty for men and women.
- Pacific Island artifacts, textiles and jewelry.

### **Merriman's Market Cafe**

*Major Restaurant - Lunch & Dinner*

(808) 886-1700

Merriman's Market Cafe offers Italian and Mediterranean-Style cuisine by famed Chef Peter Merriman. As one of the founders of Hawaii Regional Cuisine, Merriman features locally grown produce, meats, and fish prepared in distinctive style that reflects the multicultural influence of the Hawaiian Islands. Both indoor and outdoor dining is available in addition to a full-service bar and gourmet delicatessen counter offering takeout selections of fresh fish and steaks among other specialty dishes.

Hours of Operation:

Lunch 11:00 a.m. – 2:00 p.m.

Dinner 5:00 p.m. – 9:30 p.m.

### **Roy's Waikoloa Bar & Grill**

*Major Restaurant - Dinner*

(808) 886-4321

This dining hot spot features Euro-Asian food and a full-service bar by Roy Yamaguchi. A world-renowned chef and restaurateur who has received numerous awards from top ranking restaurant and dining publications, Yamaguchi was named best chef in the Pacific Northwest in the James Beard-Perrier Jouet Restaurant Awards. With moderate prices and its casual atmosphere, Roy's has a strong local following while simultaneously attracting visitors who want to enjoy the enticing cuisine.

Hours of Operation:

Dinner 5:30 p.m. to 9:30 p.m.

### **Island Fish & Chips**

*Fish & Seafood Specials*

Located lakeside of the Food Pavilion, Island Fish & Chips features delicious Island and combination baskets like coconut shrimp, deep fried oyster, and fish and chips that include wedge fries and pineapple coleslaw.

Hours of Operation: 9:30 a.m. to 9:30 p.m.

### **Starbucks**

*Coffee House*

(808) 886-1717

Starbucks roasts high-quality whole bean coffees and features fresh, rich-brewed Italian style espresso beverages, a variety of pastries and confections, and coffee-related accessories and equipment.

Hours of Operation: 6:00 a.m. to 9:30 p.m.

## **Coach**

*Handcrafted Collection of High-Quality Leather Goods*

*(808) 886-4201*

From handbags to backpacks, each style features signature details such as distinctive hardware, double-needle stitching and bound edges. In addition, the store offers a wide range of pieces including briefcases, organizers, planners, a luxurious assortment of durable and functional luggage, and travel accessories. Beyond these collections, Coach offers a variety of handbags and accessories encompassing a wide range of material and updated designs.

## **Dolphin Galleries - Art**

*Fine Art*

*(808) 886-5000*

Featuring fine art including bronze and glassware, as well as fine jewelry, Dolphin Galleries emphasizes good style and taste. Art offerings include works from pop icon, Peter Max, Paris street scenes by Thomas Pradzynski, impressionism by James Scoppetone, and great names in island art such as George Allan, Betty Hay Freeland, Edgardo Garcia, and Douglas Chun.

## **Genesis Gallery**

*Fine Art Gallery*

*(808) 886-7770*

Genesis Gallery offers an impressive line up of international and local artists, including Tabora and Walfrido, who are second generation artists that represent Hawaii with masterful seascapes and landscapes. The gallery also showcases glass sculptors as well as bronze and stainless steel sculptors.

## **Indochine**

*Jewelry & Fine Arts*

*(808) 886-8383*

Fashion vintage and new jewelry, fine art, and objects d'art with an Asian flair are among the eclectic mix of merchandise found at Indochine.

## **Island Shells**

*Shell Gifts and Jewelry*

*(808) 886-1820*

Shells are beautiful reminders of one's trip to Hawaii. At Island Shells, patrons will be delighted by a wide selection gifts from jewelry to wind chimes – all made of shells.

## **Louis Vuitton**

*Ready-to-Wear Clothing, Shoes & Accessories*

*(808) 886-0262*

Louis Vuitton showcases an impressive selection of the traditional hard luggage, leather goods, writing accessories, and textiles for which it has become renowned. In addition, the shop offers ready-to-wear clothing and shoes designed by Marc Jacobs exclusively for Louis Vuitton.

### **Pacific Rim Collections**

*Gifts & Collectibles*

(808) 886-0495

Authentic works of art from the exotic islands of the South Pacific and the legendary lands of the Far East. Our buyers have scoured the islands to offer you only the best in furniture, clothing, jewelry, exotic wood carvings, and colorful mobiles and kites.

### **Sunglass Hut International**

*Sunglasses, Fashion Eyewear & Accessories*

(808) 886-0593

This internationally renowned distributor of sunglasses, fashion eyewear and accessories can meet all your eyewear needs. Sunglass Hut offers consumers the latest brand products at competitive prices, including Oakley, Gucci, Killer Loop and Revo.

### **The Ukulele House**

*Ukuleles & Assorted Gift Items*

(808) 886-8587

Experience the world's happiest musical instrument, the ukulele. Hawaii's first, and foremost ukulele specialty store, has been serving up Ukuleles, and Aloha around the world since 1998. We offer a wide variety of more than 150 ukuleles, from reasonably-priced to vintage collector's items, as well as ukulele accessories and more.

### **Under the Koa Tree**

*Unique Hawaiian Arts and Gifts/Fine Koa Furniture and Accessories*

(808) 886-7444

Showcasing Hawaii's leading artisans, Under the Koa Tree allows visitors and residents to discover the essence of Hawaii with its selection of art, woodwork, and gift items. The specialty store features fine Koa furniture, accessories and genuine, handmade Hawaiian quilts in addition to beautiful original works of art by Avi and Wishard.

### **Walking in Paradise**

*Resort Shoe Apparel*

(808) 886-2600

Walking in Paradise offers footwear that satisfies your need for comfort as well as style. The extensive range of styles includes the largest selection of Mephisto in the state-and great accessories, too.

### **Whaler's General Store**

*Sundries, Gifts, Automated Teller Machine*

(808) 886-7057

This upscale, visitor-oriented convenience store is owned and operated by Food Pantry, Hawaii's retail food store giant. In addition to gifts, souvenirs and beach items, Whaler's provides groceries for breakfast, lunch, picnics, and snacks, plus a convenient Bank of America ATM.

## **Queens' MarketPlace**

### **Waikoloa Cultural Gardens - Waikoloa Queens' MarketPlace - The Big Island of Hawaii's newest cultural creations**

A place for families, a place for entertainment, a place for romance, a place for fun, a place for Aloha! Three spectacular concepts intertwined on 28 acres of fun, serenity, culture, entertainment, shopping and restaurants.....

**Waikoloa Cultural Gardens**, The dawning of The Big Island of Hawaii's newest shopping, dining and entertainment extravaganza and the place families vacation memories will be created... where the story of Hawaii's melting pot is told through a meandering trail of lush landscaping and treasures of the cultures.....the diverse ethnic groups that immigrated to Hawaii hundreds of years ago.....their stories of why Hawaii was so appealing. Their contributions to Hawaii's food, music, traditions and much more.....

**Waikoloa Performance Garden**, where entertainers will dazzle audiences for years to come. From famed entertainers to Hawaii's own, the stage will light up with song and dance.....whether it is a concert for Island residents or a hotel incentive group gig, the Performance Garden will showcase why Hawaii is the host culture of this magnificent botanical Garden.

An International Hula Festival choreographed by Nani Lim-Yap will bring over 3,000 hula dancers from Japan, competing against Merrie Monarch winners and qualifying halau from the mainland.....the magic is sure to shine brightly over the mystic Hawaiian skies.

**Waikoloa Queens' MarketPlace**, 135,000 square feet of upscale retail, restaurants and services to complete the community we all know and LOVE as Waikoloa Beach Resort. The 20,000 square foot gourmet grocery store will be Hawaii Island's first taste of what the mainlanders and international visitors expect. There will be an entertainment coronation pavilion set amongst the common area where local keiki halau and kupuna alike will show their graceful moves while shoppers and diners meander through the unique boutiques and name brand retailers.

## **QUEENS' MARKETPLACE RESTAURANTS**

### **CHARLEY'S THAI CUISINE**

Craving cuisine as exotic as your surroundings? Satisfy your hunger for Pad Thai or Satay, at Charlie's Thai Cuisine. Just one of many delicious new offerings at Queens' MarketPlace, Charlie's Thai Cuisine serves up fresh and original Thai dishes made with shrimp, chicken, meats and fish.

Open for lunch 11:00am-2:30pm  
Carryout 2:00pm-3:00pm and 9:00pm-9:30pm  
Dinner 5:00pm-9:00pm  
(808) 886-0591

### **ISLAND GOURMET MARKET**

Grand Emporium of Gourmet foods, wines and cheeses (23,627 sq ft) Queens' MarketPlace's new anchor tenant, Island Gourmet Markets offers a selection of delicious gourmet foods and fine wines, including imported delicacies never before available on the Big Island. The new gourmet market also offers shoppers the opportunity to explore a variety of both locally produced and internationally imported organic and specialty foods, an extensive assortment of dry-aged beef, smoked seafood and more than 250 different artisan cheeses as well as in-store wine tasting rooms.

808-886-3577

### **ROMANO'S MACARONI GRILL**

Macaroni Grill offers signature Italian dishes prepared with fresh ingredients and a unique twist by chefs in our open kitchen. An inviting atmosphere located in the Queens' MarketPlace. For menu details, we invite you to visit us online at [www.macaronigrill.com](http://www.macaronigrill.com). Reservations will be accepted for lunch and dinner. Take out and family style meals to go available.

Phone: 443-5515

Hours: 11:00am – 10:00pm daily

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

### **SANSEI SEAFOOD RESTAURANT & SUSHI BAR**

A locally and nationally recognized favorite of foodies all over Hawaii, Sansei Seafood Restaurant & Sushi Bar caters to shoppers looking for quality seafood in a relaxed and upscale atmosphere. Specializing in New Wave Sushi and Contemporary Japanese Specialties, Sansei has received awards from Honolulu Magazine, the Honolulu Advertiser, Wine Spectator magazine and the Gayot website. For reservations, please call (808) 886-6286.

Open for dinner 5:30pm-10:00pm

## **QUEENS' MARKETPLACE FOOD COURT**

### **ARBY'S**

Specializing in slow-cooked roast beef sandwiches Arby's serves a variety of to-go menu items, including the Light Menu, a line of chicken sandwiches, as well as Market Fresh salads, sandwiches and wraps and fresh, toasted subs. Arby's also currently offers a large selection of sides including mozzarella sticks, loaded potato bites, jalapeno bites, curly fries and potato cakes to help complement your favorite meal.

10:00am-9:30pm

886-0686

### **DAIRY QUEEN/ORANGE JULIUS**

For shoppers who need a short break from all the retail therapy, Dairy Queen/Orange Julius has just the thing to put a little bounce back in your step. This dual store concept has something for everyone offering favorites like the Dilly Bar and Blizzard, along with sundaes, cones and the original Orange Julius and Orange Julius Smoothie.

9:30am-9:30pm

(808) 886-1029

### **KING'S KITCHEN**

Offering up a daily serving of established Chinese favorites, Kings' Kitchen is a convenient eatery for quick and delicious Chinese take-out. Stop by the Food Pavilion for an order of BBQ roast pork, roast duck, egg rolls or chow mein and crab rangoon.

Open 9:30am-9:30pm

(808) 886-6668

### **MARBLE SLAB CREAMERY®**

Specializing in soothing customers with favorite cool and creamy desserts to beat the balmy Hawaii weather, Marble Slab has a massive selection of candy, fruit and nut toppings which are hand-mixed with your favorite rich and delicious ice cream flavor. Mmmmm.

### **PARADISE PIZZA & GRILL**

Paradise Pizza & Grill serves up a medley of enticing popular favorites, perfect for large families and groups with different tastes and cravings. Shoppers can stop by for a quick bite and choose from grilled fish, pork adobo, hamburger steak and kalua pig as well as established Mexican favorites, pizza, burgers and salads.

9:30am-9:30pm

(808) 886-7700

### **QUEEN'S DELI**

Queen's Deli in the Food Pavilion provides quick-service and ono local favorites for

shoppers on the move. Visit them in the Food Pavilion and choose from their long list of breakfast entrees and local food.

Open 7:30am-9:30pm

(808) 886-0500

### **STARBUCKS**

Starbucks has been roasting high-quality whole bean coffees for over 37 years and features fresh, rich-brewed Italian style espresso beverages as well as teas, cold blended beverages, a variety of pastries, sandwiches, desserts and coffee-related accessories and equipment. Recognized around the world for its premium, high-quality whole bean coffees, Starbucks is also considered a casual gathering place for friends and family.

(808) 886-1888

Open 6:00am-9:30pm

### **SUBWAY SANDWICHES & SALADS**

Provides a wide variety of mouthwatering, made to order sandwiches, salads and wraps.

It all starts with Freshly baked bread then piled high with fresh veggies! Also, choose from delicious Cookies, Brownies, Chips and Drinks all at affordable prices!

Open 7:30am-9:30pm

(808) 886-7488

### **THE NOODLE HOUSE**

Shoppers stop by The Noodle House for quick and tasty Asian-style noodles in a variety of different preparations, including homemade gyoza, hot soups, cold and fried noodles. Slurp to your heart's content!

Open 9:30am-9:30pm

(808) 886-0700

### **Blue Ginger Family**

*Apparel for Women, Children and Men (956 sq ft)*

Unique soft cotton and rayon batik designed in Hawaii, then crafted into easy-care clothing and accessories for the entire family: tropical ladies wear with matching outfits for babies and girls, handsome aloha shirts for men and boys. Blue Ginger designs are clothes you can play in, work in, and best of all, relax in.

### **Blue Wilderness Dive Adventures**

*Dive Shop (600 sq. ft)*

Specializing in sales and services of diving products, dive packages and diving instructions.

### **Claire's**

*Specialty retailer of costume jewelry, accessories and cosmetics (1,275 sq ft)*

A leading international specialty retailer offering value-priced costume jewelry, accessories and cosmetics for fashion-aware teens and young adults.

### **Coldwell Banker**

*Real Estate Showroom (582 sq ft)*

Visit their showroom for information on high quality real estate brokerage services.

### **Giggles**

*Children's Boutique (1,260 sq ft)*

Fun Hawaiian gifts and fashions for kids. Toys, books, puppets, kites and so much more. You will be assured to find those special gifts the children will love.

### **Hilton Grand Vacations Club**

*Activities of the Big Island (212 sq ft & 120 sq ft kiosk & 1,211 sq. ft Office Space)*

Find out how you can purchase a piece of beautiful Waikoloa Beach Resort on Hawaii's Big Island and partake in a multitude of fun activities as an added bonus.

### **Island Pearls**

*Fine Jewelry Store (784 sq ft)*

Precious pearls and other fine jewelry, including collections of South Seas pearls, Tahitian black pearls, and 14 and 18-karat jewelry.

### **King & Queen Day Spa**

*Spa including nail and hair salon (1,200 sq ft)*

This creation of relaxation and unadulterated pampering will cater to the resident base as well as the visitor. From facials to full body massages, manicures, pedicures and the latest hair styles you will leave feeling cleansed and rejuvenated.

### **Lids**

*Specialty retailer of official licensed headwear (593 sq ft)*

Specializing in official licensed and branded athletic fashion headwear. Offering a vast assortment of college, MLB, NBA, NFL, and NHL teams, as well as other specialty fashion categories all in the latest style and colors.

### **Local Motion**

*Men's, Women's & Children's Wear (1,260 sq ft)*

Hip, high quality, casual wear with the surfer image in mind; Local Motion captures the essence of island living with a fresh approach to casual, comfortable clothing using quality prints and unusual fabrics.

### **Pac Sun**

*Surf Shop (4,000 sq ft)*

This fun and exciting store is focused on the everyday casual apparel, accessories and footwear designed to meet the lifestyle needs of active teens and young adults. Store fashion influence is driven by surfing, skateboarding, and snowboarding and brand names associated with these sports.

### **Pacific Nature**

*Jewelry (1,274 sq ft)*

A specialty jewelry and novelty store specializing in fine silver and costume jewelry.

**Persimmon**

*Boutique (1,200 sq ft)*

A small assortment of mixed goodies such as letter press cards, wrapping paper, candles, jewelry and clothing.

**Quiksilver**

*Surf Shop & Clothing Store (2,880 sq ft)*

This well known surf shop offers a diverse line of products including surfboards, a complete clothing collection, accessories, eyewear, watches, wetsuits and a Winter Sports Division with snowboarding apparel and hard goods designed for high performance enthusiasts.

**Reyn's**

*Fine quality sportswear for men & women (707 sq. ft.)*

Reyn's has remained Hawai'i's leader in fine quality sportswear for men and women, catering to both local and visitor markets. Promoted as offering the freshest and largest selection of world famous Reyn Spooner® in Hawai'i. Their line has now expanded to include men's shorts and accessories, a women's line that offers dresses and coordinates, and a line of shirts and dresses for boys and girls.

**Sunglass Hut International**

*(510 sq ft)*

This internationally renowned distributor of sunglasses, fashion eyewear, accessories and watches can meet all eyewear and watch needs.

**Trinity Financial**

*Mortgage Services Office (800 sq ft)*

This upstairs office will service the community at large by providing mortgage services. There will be a friendly staff ready, willing and able to assist with high quality customer care.

**The Studio**

*Cultural and Performing Arts Haven (14,205 sq ft)*

There is nothing like it on these Hawaiian Islands....it will showcase the many Cultures that make up the Melting Pot of Hawaii with Bishop Museum displays, individual cultural instruction, live stage performances and more. Truly the Gathering Spot of the Big Island this magnificent venue will garner a diverse mixture of entertainment, learning and enrichment, Hawaiian Style.

**Waikoloa Realty**

*Real Estate Office (460 sq ft)*

This upstairs office will provide visitors and residents information on high quality real

estate brokerage services.

[Back to Resource Information](#)

### **SIGNAGE/BANNERS**

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

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

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of \$75.00+tax each. Banners requiring the creation of special wooden frames or a power lift to hang will require the assistance of our Property Operations Department. Please contact your Catering/Event Manager for price quote. Three week advance notice is required.

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

[Back to Resource Information](#)

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

The resort provides complimentary room nights for site inspections and pre-planning visits on a space available basis, as agreed in the Sales Agreement. Please contact your Sales or Event Manager for details. To ensure your complete satisfaction with our menus, tastings may also be arranged.

[Back to Resource Information](#)

### **SMOKING**

The State of Hawaii's Smoke-Free Law went into effect November 16, 2006, prohibiting smoking in enclosed and partially enclosed areas, within 20 feet of doorways and requires signage upon entry to buildings. Hilton Waikoloa Village® is a non-smoking resort. Smoking is permitted in designated outdoor locations and specific floors in specific towers only. Please contact your Catering/Event Manager for further information.

[Back to Resource Information](#)

### **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The PSAV Audio Visual Services Director can be reached at 808-886-1685.

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 9:00a.m., and all outdoor evening functions must end no later than 10:00p.m..

[Back to Resource Information](#)

## **SPA**

Relaxation is an important element of our resort experience. If you want to take that experience to the next level and include health, wellness and rejuvenation, we have some unique options for all our guests. The Kohala Spa gives you an unparalleled opportunity to relax, rejuvenate and rediscover your essential vitality. The luxurious 25,000-square-foot facility features an exclusive selection of specialized massages, facials, scrubs, wraps, hydrotherapy treatments, sports enhancement training programs, and salon services.

### **Spa Facility Features**

- **Lounge & Locker Facilities** - Offers a calming retreat equipped with an inhalation steam room, lava rock heated sauna, outdoor garden whirlpool, relaxation lounges, spa wardrobe and refreshments.
- **Sports Enhancement Center** - This center is a fully equipped facility for state-of-the-art computerized fitness testing and evaluations, including gas exchange analyzers.
- **Performance Golf Programs** - Learn highly specialized golf-specific strength and flexibility exercises to improve areas of your game such as hitting accuracy, shot distance, power transfer, and muscle memory.
- **Pilates/Yoga Studio** - Located in our Spa, this beautifully appointed room accommodates our Yoga, Pilates and Meditation programs.
- **Cardiovascular and Strength Rooms** - Offers a complete line of strength training and cardiovascular equipment featuring Body Masters weights, machines, a complete line of Ivanko dumbbells, and state-of-the-art TechnoGym Cardiovascular equipment including: treadmills, elliptical trainers, recumbent and upright bikes, Precor and Concept row machines, Cyber Arc Trainer and Versa Climber.
- **Kohala Spa Salon** - Our full service salon features hair care, nail care and finishing touch makeup applications.
- **Professional Astrology** - Professional astrology analysis by a certified astrologer
- **Fitness and Wellness Classes** - A variety of fitness classes are available from Pilates and Gyrokinesis to Sports Pump and New York Ballet Conditioning. Complimentary classes include Aqua Fit and Outdoor Circuit Adventure.

### **Hours of Operation**

**Facilities:** 6:00 a.m. to 7:00 p.m.

**Fitness Center:** 6:00 a.m. to 7:00 p.m.

**Treatments:** 8:00 a.m. to 7:00 p.m.

**Salon Services:** 9:00 a.m. to 6:00 p.m.

(Hours of operation subject to change)

## **Reservations**

Guests are encouraged to make arrangements in advance. Please call (808) 886-2828, fax (808) 886-2953, or e-mail us at [info@kohalaspa.com](mailto:info@kohalaspa.com).

For more information regarding detailed Kohala Sports Club and Spa services and products please visit [www.kohalaspa.com](http://www.kohalaspa.com)

[Back to Resource Information](#)

## **SPECIAL MEAL REQUESTS**

Please consult with your Catering/Event Manager for any special meal requests. The Executive Chef is pleased to accommodate your requests.

[Back to Resource Information](#)

## **STORAGE**

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

[Back to Resource Information](#)

## **SUITES**

Explore the ultimate in Hilton Waikoloa Village® accommodations, our collection of 57 magnificent suites. Ranging from the well-appointed Bay Suites to the incredible themed Dolphin and Hemmeter Suites.

### **Bay Suites**

Approximately twice the size of a standard guest room with one bedroom, one bath and separate living area. Ocean and/or mountain views available.

### **Palace Suites**

Approximately three times the size of a standard guest room with one bedroom and one and one-half bathrooms. Ocean and/or mountain and golf course views available.

### **Royal Suite**

Approximately four times the size of the standard guest room with one bedroom and one and one-half bathrooms. All have ocean and/or mountain and golf course views.

### **Presidential Suites**

Each of the five Presidential Suites (Duke Kahanamoku, 'Iolani, King Kalakaua, Monarchy and Waiulua), is approximately six times the size of a standard room (over 3,000 square feet) with two bedrooms, and two and one-half bathrooms. Suites offer living, dining, kitchenette, sauna, Jacuzzi, bedroom and dressing areas as well as spacious, private lanais and spectacular ocean views.

### **Dolphin and Hemmeter Suites**

These two luxurious suites are the crown of the five suite types available at Hilton Waikoloa Village®. The split-level suites each encompass 2,000 square feet with a large private lanai and Jacuzzi overlooking the dolphin lagoon.

[Back to Resource Information](#)

### **SUNRISE/SUNSET**

#### **Sunrise & Sunset Chart for 2009**

Date	Sunrise	Sunset	Date	Sunrise	Sunset
January 4, 2009	7:10 AM	6:02 PM	July 5, 2009	5:54 AM	7:18 PM
January 11, 2009	7:12 AM	6:07 PM	July 12, 2009	5:57 AM	7:17 PM
January 18, 2009	7:12 AM	6:12 PM	July 19, 2009	6:00 AM	7:16 PM
January 25, 2009	7:11 AM	6:17 PM	July 26, 2009	6:02 AM	7:14 PM
February 1, 2009	7:09 AM	6:21 PM	August 2, 2009	6:05 AM	7:10 PM
February 8, 2009	7:06 AM	6:25 PM	August 9, 2009	6:08 AM	7:06 PM
February 15, 2009	7:02 AM	6:29 PM	August 16, 2009	6:10 AM	7:02 PM
February 22, 2009	6:58 AM	6:32 PM	August 23, 2009	6:12 AM	6:56 PM
Date	Sunrise	Sunset	Date	Sunrise	Sunset
March 1, 2009	6:52 AM	6:36 PM	August 30, 2009	6:14 AM	6:50 PM

March 8, 2009	6:47 AM	6:38 PM	September 6, 2009	6:16 AM	6:44 PM
March 15, 2009	6:40 AM	6:41 PM	September 13, 2009	6:18 AM	6:37 PM
March 22, 2009	6:34 AM	6:43 PM	September 20, 2009	6:20 AM	6:30 PM
March 29, 2009	6:28 AM	6:45 PM	September 27, 2009	6:22 AM	6:24 PM
April 5, 2009	6:21 AM	6:47 PM	October 4, 2009	6:24 AM	6:17 PM
April 12, 2009	6:15 AM	6:50 PM	October 11, 2009	6:26 AM	6:11 PM
April 19, 2009	6:09 AM	6:52 PM	October 18, 2009	6:28 AM	6:05 PM
April 26, 2009	6:04 AM	6:55 PM	October 25, 2009	6:31 AM	6:00 PM
May 3, 2009	5:59 AM	6:57 PM	November 1, 2009	6:35 AM	5:56 PM
May 10, 2009	5:56 AM	7:00 PM	November 8, 2009	6:38 AM	5:52 PM
May 17, 2009	5:52 AM	7:03 PM	November 15, 2009	6:42 AM	5:50 PM
May 24, 2009	5:50 AM	7:06 PM	November 22, 2009	6:47 AM	5:48 PM
May 31, 2009	5:49 AM	7:09 PM	November 29, 2009	6:51 AM	5:48 PM
June 7, 2009	5:49 AM	7:12 PM	December 6, 2009	6:56 AM	5:49 PM
June 14, 2009	5:49 AM	7:14 PM	December 13, 2009	7:00 AM	5:51 PM
June 21, 2009	5:50 AM	7:16 PM	December 20, 2009	7:04 AM	5:54 PM
June 28, 2009	5:52 AM	7:18 PM	December 27, 2009	7:07 AM	5:57 PM

[Back to Resource Information](#)

### **TAXES**

The current Hawaii State General Excise Tax is 4.167%. The current Hawaii State Hotel Tax is 11.4166% (includes state tax).

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

[Back to Resource Information](#)

### **TAXICABS**

There are many taxi companies available to our guests. The Hilton Waikoloa Village® recommends Laura's Taxi at (808) 326-5466.

The standard rate for transfers from the Ke'ahole Airport to the Hilton Waikoloa Village® is approximately \$66.00 plus gratuity. Prices subject to change.

[Back to Resource Information](#)

### **TEAM MEMBER RECOGNITION**

The Hilton Waikoloa Village® has many team member recognition programs in place. Specific to Events, we have created the Gold Pineapple Award.

The Pineapple is a symbol of friendship and hospitality. History states Pineapples have become known to express a sense of welcome, good cheer, human warmth and family affection. It is only fitting that we use the Pineapple as our symbol for recognizing our team member's efforts. This symbolizes Hilton Waikoloa Village's commitment to hospitality, friendship and Ohana (family). As individuals, they represent generosity and service. Their kind spirit and attentive approach to others brings joy to everyone they meet.

[Back to Resource Information](#)

### **TELEPHONES/TELECOMMUNICATIONS**

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

\$170.00 + tax installation and removal.

\$180.00 + tax for phone rental up to 3 days (\$20.00 + tax daily from 4<sup>th</sup> day).

#### **House phones**

Used for in-house, local and toll-free calls only. Price is \$70.00 plus tax for installation and removal of phone. Current local call price is \$1.50 plus tax per call.

#### **DID Lines**

The installation fee is \$70.00 plus tax for installation and removal of phone plus price of all calls. Plus \$180.00 plus tax phone rental charge for first 3 days. This fee applies for one and/or two day rentals as well; the rate cannot be pro-rated. A fee of \$20.00 plus tax will be added for 4<sup>th</sup> day rental and for each additional day. DID lines can be used for Long Distance, minimal PC and fax can work as well.

#### **DID Lines**

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

Speaker Phone @ \$100.00 per day, hardware rental only, price does not include phone line.

Voicemail capabilities @ \$20.00 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.

The fee is \$500 weekly plus price of all calls.

Please inquire for current telephone and Internet pricing.

## Internet Access

Service Options	One Time Activation Charge	Daily Usage Charge
1 to 4 Devices	\$200	\$250 - \$400
5 to 9 Devices	\$400	\$450 - \$650
10 to 19 Devices	\$600	\$700 - \$1150
20 or more Devices	negotiated	negotiated
Static IP Usage	-	\$50
Switch Rental	\$75	-
Wireless Access Point Setup & Rental	\$200 per AP	\$500 per AP
Late Setup Charge	\$100 + activation & daily use charge	-

## Guest Room Calls

Type of Call	Instructions	Rates
Direct Dial		Bill to Room
EMERGENCY	9+911	No Charge
Room to Room	7+Room Number	No Charge
Local	9+Number	\$1.50
<small>\$.10 per minute after 60 minutes</small>		
800/888/8xx toll free	9+1+Number	\$1.50
<small>1st 60 minutes \$.10 per minute thereafter</small>		
Long Distance	9+1+Number	AT&T
<small>Operator assisted rate less 50%</small>		
International	9+011+CC+CC+Number	AT&T
<small>Operator assisted rate (by country)</small>		

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

Applicable Taxes will be added ▪ Rates subject to change.

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

Federal Communications Commission, FCC Enforcement Division;

CCB Room 6202; Washington, DC 20554.

State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223  
(800) 342-3377

## Voice Mail

Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out.

To hear messages, if the red light is flashing on your guest room telephone:

1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

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

### **Video Teleconferencing**

We have video conferencing equipment - can be installed in all Convention Center rooms. Polycom 512 with up to four (4) ISDN lines is available. The fee for installation, removal and testing is \$75.00+tax. The charge for use of the Polycom 512 is \$500.00 +tax for the first hour, and \$100.00+tax for each additional hour for incoming initiated calls and we are the recipient. Should the call be initiated from the Hilton Waikoloa Village, there will be an additional charge of \$100.00+tax per hour. Please contact your Catering/Event Manager to schedule and arrange.

[Back to Resource Information](#)

### **TENTS**

Please contact your Catering/Event Manager regarding rental of small tents. Large tents can be installed at various outdoor locations. Tents are provided by Big Island Tents.

Big Island Tents  
P.O. Box 1725  
Kamuela HI, 96743  
Telephone: (808) 885-3534  
<http://www.bigislandtents.com/>

[Back to Resource Information](#)

### **THEME PARTIES**

The Hilton Waikoloa Village® is proud to present a complete package of signature theme parties. Please discuss themes with your Catering/Event Manager and ask for a copy of our latest and most popular menus and productions.

[Back to Resource Information](#)

### **TOURS/SIGHTSEEING**

Ocean Sports is Hawaii’s most experienced watersports operator. Located on the Kohala Coast of the Big Island of Hawaii, Ocean Sports hosts guests out of neighboring Anaho’omalua Bay. They provide guests with experienced, professional and friendly

staff, state of the art equipment, and an assortment of exciting island activities.

[Back to Resource Information](#)

### **TRASH REMOVAL**

Trash will be removed from your meeting area on a daily basis. For more frequent removal contact your Catering/Event Manager.

[Back to Resource Information](#)

### **TUXEDOS/FORMAL WEAR**

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

The following company offers tuxedo rentals:

#### **ATTRACTIONS**

Bridal & Formal Wear

Phone: (808) 326-1113

Fax: (808) 329-4392

Email: [info@attractionshawaii.com](mailto:info@attractionshawaii.com)

[Back to Resource Information](#)

### **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. A service charge of \$1.00+tax per room will be assessed. Please discuss any specific requests with your Catering/Event Manager.

[Back to Resource Information](#)

### **WEATHER**

The Hawaiian Island climate is pleasant year-round. Temperatures can range from a daytime high of 91 degrees Fahrenheit in the summer months, to a low of 63 degrees Fahrenheit during the nighttime hours of the winter months. The coldest months are generally January and February. The warmest months are generally August and September. Before visiting the Hilton Waikoloa Village® we recommend that guests check the local listings to determine the weather conditions.

### **Kohala Coast Weather**

Average daily highs and lows for the month are shown in degrees Fahrenheit. Monthly precipitation is shown in rainfall inches.

<u>MONTH</u>	<u>TEMPERATURE</u>	<u>RAINFALL</u>
January	83.8 / 63.8	1.3
February	84.3 / 63.6	0.6
March	86.0 / 64.3	0.7
April	86.5 / 65.8	0.1
May	88.1 / 67.2	0.2
June	87.9 / 69.3	0.1
July	90.3 / 70.4	0.2
August	90.8 / 70.6	0.1
September	91.9 / 69.6	0.4
October	89.9 / 70.9	0.3
November	86.4 / 68.0	0.4
December	85.6 / 65.0	0.9

[Back to Resource Information](#)

### **WHEELCHAIRS**

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

The following company has wheelchairs for rent and will deliver to the Hilton Waikoloa Village®:

BANNIX (808) 885-1925

[Back to Resource Information](#)

### **WIRED PAYMENT**

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

[Back to Resource Information](#)

### **WORSHIP SERVICES**

The following is a list of nearby locations.

#### **Baptist**

First Baptist Church

Waimea

(808) 885-4749

Waikoloa Baptist Church	Waikoloa	(808) 883-8080
Halelewa Baptist Church	Kailua-Kona	(808) 329-5530
Kona Baptist Church S.B.C.	Kailua-Kona	(808) 322-3355
<b>Buddhist</b>		
Soto Zen Buddhist Temple	Kailua-Kona	(808) 322-3524
<b>Catholic</b>		
Ascension	Puako	(808) 885-4196
St. Michael's Church	Kailua-Kona	(808) 326-7771
St. Benedict's Catholic Church	Honaunau	(808) 328-2227
<b>Christian</b>		
New Hope Christian Fellowship	Kamuela	(808) 885-5510
A New Harvest Christian Fellowship	Waikoloa	(808) 883-0360
Kona Christian Church	Kailua-Kona	(808) 334-1077
<b>Christian Science</b>		
Christian Science Church	Kailua-Kona	(808) 329-1935
<b>Church of Christ</b>		
Church of Christ	Kamuela	(808) 889-5499 (808) 896-7593
<b>Congregational</b>		
Hokuloa United Church of Christ	Puako	(808) 883-8295
Imiola Congregational	Waimea	(808) 885-4987
Mokuaikaua Church	Kailua-Kona	(808) 329-0655
<b>Episcopal</b>		
St. James	Kamuela	(808) 885-4923
Christ Church Episcopal	Kealahou	(808) 323-3429
<b>Jehovah's Witness</b>		
Jehovah's Witnesses	Kailua-Kona	(808) 322-1851
<b>Jewish</b>		
Kona Beth Shalom Congregation	Holualoa	(808) 322-0659
<b>Lutheran</b>		
Lutheran Church of the Holy Trinity	Kailua-Kona	(808) 329-5733
<b>Methodist</b>		
Kona United Methodist Church	Kailua-Kona	(808) 329-5842
<b>Mormon</b>		
The Church of Jesus Christ of Latter-Day Saints	Waimea	(808) 885-4684
	Kailua-Kona	(808) 329-1822
<b>Pentecostal</b>		
Door of Faith & Bible School	Kamuela	(808) 885-4711

[Back to Resource Information](#)

### **ZIP-OUT CHECKOUT**

With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 2737 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

[Back to Resource Information](#)