



## **Hilton Orlando Bonnet Creek 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 Orlando Bonnet Creek  
14100 Bonnet Creek Resort Boulevard  
Orlando, FL 32821**

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

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## **GENERAL INFORMATION**

A perfectly situated hotel near Disney World

Nothing causes sheer awe and admiration like the unveiling of a property such as **Hilton Orlando Bonnet Creek**. This is Hilton at its very best, a triumph of contemporary design, restful accommodations, and outstanding conference facilities. The size and scope alone push the envelope in every direction, surpassing innovative concepts of what Hilton's marquee resort in Orlando should be.

- Located in the center of 482 pristine acres in Bonnet Creek
- Surrounded on three sides by **Walt Disney World® Resort**
- Complimentary direct transportation to and from Disney theme parks and Downtown Disney
- Adjacent to Waldorf Astoria Orlando, the first Waldorf Astoria to built outside the flagship property in New York City
- Only 30 minutes from Orlando International Airport (MCO)
- Just 10 miles from the Orlando Convention Center

## **FUNCTION SPACE AND BANQUETS**

Bonnet Creek features more than 150,000 square feet of combined meeting and pre-function space - ideal for unforgettable Orlando conferences and special events.

- More than 150,000 square feet of combined meeting and pre-function space
- 122,000 square feet of meeting space, easily accommodating any event
- Pre-function area in 51 meeting rooms, perfect for all functions
- Bonnet Creek Ballroom, offering 36,000 square feet of space
- Floridian Ballroom, featuring an impressive 27,300 square feet of function space
- The Waldorf Astoria Orlando, offering an additional 28,000 square feet of meeting space
- Grand Ballroom at Waldorf Astoria Orlando, providing the perfect spot for opulent gatherings

## **SPA**

The Waldorf Astoria Spa by Guerlain® features 23 luxuriously appointed indoor treatment rooms and six outdoor treatment areas affording an opulent hotel guest room experience, each adjoined by private bath and changing rooms to provide a completely cocooned experience with a seamless pre-and post-treatment transition.

## **THE DISNEY DIFFERENCE**

### **Disney Event Group**

*Walt Disney World*® Event Professionals bring the creativity of the world's premier entertainment company together with your message and vision, to deliver a meeting or event like no other. Partnering with Hilton and Disney provides you with a wealth of creative talent and resources including entertainment, décor and theme parties, networking and team building activities, creative media solutions, photography & video, floral, linens & gift baskets, specialty merchandise and more.

### **Special Meeting/Convention Theme Park Tickets**

- Multiple ticket options are designed to accommodate any meeting agenda and are NOT available at Theme Park gates.
- Tickets can be purchased in bulk or by an individual attendee.
- Fulfillment is easy. Choose purchase options by mail, phone, or online.
- Multi-day, After 2:00 p.m. and After 4:00 p.m. tickets allow attendees to make the most of their free time: [www.disneyconventionear.com/wabc2011](http://www.disneyconventionear.com/wabc2011)
- Save money on select tickets with advance purchase

### **Disney Offsite Events**

The *Walt Disney World*® Resort offers the perfect backdrop for networking and teambuilding experiences, and Disney's talented Cast will produce an unforgettable event in select locations that your attendees will be raving about for years.

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## **ADVERTISING OPPORTUNITIES**

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

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

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## **AFFILIATES**

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

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

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## **AIRLINE INFORMATION**

<u>Airline</u>	<u>Nationwide</u>
Aero Mexico	1-800-237-6639
Air Canada	1-888-247-2262
Air Jamaica	1-800-523-5585
Air Tran	1-800-247-8726
Alaska Airlines	1-800-426-0333
American Airlines	1-800-433-7300
British Airways	1-800-247-9297
Continental Airlines	1-800-525-0280
Delta	1-800-221-1212
Frontier	1-800-432-1359
Jet Blue	1-800-538-2583
Lufthansa	1- 800-645-3880
Midwest Airlines	1-800-452-2022
Southwest Airlines	1-800-435-9792
United Airlines	1-800-521-0810
US Air	1-800-428-4322
Virgin Atlantic	1-800-862-8621

### **Airport Information**

The nearest airport is the Orlando International Airport located 21 miles, approximately 26 minutes from the Hilton Orlando Bonnet Creek Hotel.

Orlando International Airport  
[www.orlandoairports.net](http://www.orlandoairports.net)

Flight Status  
[www.flightarrivals.com](http://www.flightarrivals.com)

<b>Type – Mears Transportation</b>	<b>Typical Minimum Charge From Airport</b>	<b>Typical Minimum Charge To Airport</b>
Limo	\$203.25	\$178.25
Luxury Fleet (Sedan, SUV, Vans)	\$78	\$63
Taxi	\$60-\$65	\$60-\$65
Shared Ride Shuttle (Additional stops before arrival to the hotel)	\$20 \$33.00 (Round Trip)	\$20

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### **AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. You may choose from the list of amenities below or advise your 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 \$3.00.

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

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

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## **AUDIO/VISUAL**

Presentation Services is our on-site preferred Supplier Partner for the Waldorf Astoria Orlando and the Hilton Orlando Bonnet Creek. Presentation Services provides complete in-house event technology with state of the art equipment and professional technicians. They have a proven record of service excellence and competitive pricing and are committed to providing a seamless experience and value for you, your speakers and attendees. Customer references are available upon request.

Ishree Singh  
**Director, Event Technology**  
**PSAV® Presentation Services**  
**Mobile: 407-947-7962**  
Fax: 407-827-6369  
[isingh@psav.com](mailto:isingh@psav.com)

Todd Jones  
**Sales Manager, Event Technology**  
**PSAV® Presentation Services**  
Mobile: 407- 947-7955  
Fax: 407-827-6369  
[tjones@psav.com](mailto:tjones@psav.com)

If an outside vendor is selected, they must follow all rules and regulations of the Hotel. Please refer to this entire document for specific requirements for security, insurance, hold harmless, personnel, load in procedures, etc.

PSAV will be the exclusive provider of microphones and sound equipment when using the house sound systems. Outside production or A/V companies will not be able to patch into the house sound system and use their own microphones. Outside production or A/V companies will be permitted to use their own floor or truss supported sound systems, if so desired. All outside vendors are responsible for the security of its own equipment at all times.

Presentation Services is the exclusive provider in specific areas of the Hotel:

- All Guest Rooms
- All Hospitality Suites and Hotel Suites
- Waldorf Astoria Orlando Boardrooms (Astor & Barclay)
- Hilton Orlando Bonnet Creek Boardrooms (De Soto & Duval)
- All Outdoor Locations

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## **AUTOMATED TELLER MACHINES**

There are two ATMs at the Hilton Orlando Bonnet Creek. One located behind the Front Desk by the Guest Elevators and the second one by the Convention space next to the Gift Shop. There are also ATM locations in Orlando at all major bank locations.

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## **BABY-SITTING SERVICES**

The following childcare company is 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.

Kids Night Out  
Phone: 407-828-0920 x0  
Toll-free: 1-800-696-8105 x0  
Fax: 407-828-0918  
Email: [officecontract@kidsniteout.com](mailto:officecontract@kidsniteout.com)  
[www.kidsniteout.com](http://www.kidsniteout.com)  
8:00am – 9:00pm 7 days a week

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### **BALLOONS AND CONFETTI**

There is a clean up fee for the use of balloons and confetti. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information. Clean up fee amounts are at the discretion of the Event Manager.

**The Balloon Connection**  
2005 Tree Fork Lane, Ste 105  
Longwood, FL 32750  
407-830-5300  
[www.ballooncon.com](http://www.ballooncon.com)

**Balloons by Renee**  
PO Box 574564  
Orlando FL 32857-4564  
407-275-2232  
[www.balloonsbyrenee.com](http://www.balloonsbyrenee.com)

**Disney Floral & Gifts**  
Andrew Lammes  
Senior Event Sales Manager  
407-597-3634  
[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

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## **BANKS**

### **Chase ATM**

1050 Century Drive  
Lake Buena Vista, FL  
877-682-4273

### **AmSouth**

50 Blake Boulevard  
  
321-939-0810

### **SunTrust Bank**

74 Blake Boulevard  
Kissimmee, FL  
321-939-3970

### **Bank**

700 Celebration Avenue  
Celebration, FL  
321-939-7677

2941 North Poinciana Boulevard

407-397-7400

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## **BANNERS**

Refer to Signage/Banners section of this guide

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## **BANQUET BEVERAGE SELECTION**

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

### **Premium Brands**

Absolut Vodka  
Tanqueray Gin  
Cruzan Light Rum  
Jose Cuervo Especial Tequila  
Johnny Walker Red  
Jack Daniel's Bourbon  
Canadian Club Blended Whiskey  
Kahlua  
Bailey's Irish Cream  
Hennessey VSOP

### **Super Premium Brands**

Gray Goose Vodka  
Bombay Sapphire Gin  
Barcardi Superior Rum  
Jose Cuervo 1800 Reposado  
Dewar's White Label Scotch

Makers Mark Bourbon  
Crown Royal Blended Whiskey  
Kahlua  
Bailey's Irish Cream  
Remy Martin VSOP

**Domestic Beers**

Budweiser  
Coors Light  
Miller Lite  
Blue Moon  
O'Doul's

**Imported Beers**

Corona Extra  
Heineken Lager

**Premium Wine**

Canyon Road, Banrock Station  
Chardonnay, Sauvignon Blanc, Cabernet Sauvignon, White Zinfandel

**Super Premium Wine**

Beaulieu Vineyards "Signet Collection"  
Chardonnay, Cabernet Sauvignon, Merlot

**Non-Alcoholic Beverages**

Assorted Coca Cola Soft Drinks  
Juice  
Iced Tea  
Bottled Water

All banquet bars serve blended drinks, wines, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beer.

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**BANQUET CURFEWS**

There is an outdoor function curfew of 10:00pm. In accordance with Florida liquor laws, all alcoholic beverage sales will begin at 7:00am and conclude at 12:00am.

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**BANQUET EQUIPMENT**

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

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

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## **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Event Manager 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 Event Manager in advance with any special dietary requirements.

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## **STANDARD BANQUET TERMS AND CONDITIONS**

- 1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Event Order (“EO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the EO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.
- 2. GUARANTEE OF ANTICIPATED REVENUE:** Ten (10) working days prior to all food functions, the Hotel requires the customer to submit an expected number of guests for each scheduled event. The expected number of guests cannot be reduced by more than 10% at the time the Hotel receives the guaranteed number of guests. The guaranteed number of guests for all food functions must be submitted to the Catering Department by Noon, three (3) business days prior to the event date. The guarantee cannot be reduced after this time. If no guarantee is received, the expected number of guests will be the basis for billing purposes. Group will be charged the guaranteed attendance, or the number of guests served, whichever is greater. The guarantee becomes the minimum number of guests used in calculating the amount to be charged and the maximum number for food preparation. On plated Food and Beverage functions, the Hotel will set seating for 5% over the guarantee for all group events under 500 guests and 3% for all events over 500 guests.
- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 50 persons, we will add a \$250.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests; invitees and other persons vacate the designated event space at the end time indicated on the final BEO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

**5. GRATUITY & SERVICE CHARGE:** 24 % of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

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

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

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

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

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

**11. CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, you agree to pay the liquidated damages outlined in your sales agreement, if any, or the guarantee amount as set forth in paragraph 2, whichever is greater. As products and services must be



purchased and scheduled in advance, notification seven (7) business days or less before the event will require all charges (including labor and service fees, rentals and applicable taxes) for the final guarantee or contracted number of guests will be charged. Additional damages may be owed for cancellation of your sleeping room contract.

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

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### **BELL SERVICES**

**Prepaid Porterage:** Prepaid groups will begin at a minimum price of \$6.00 **per person** one way and \$12.00 **per person** round trip.

**Room Deliveries:** The rate is \$2.50 **in room (.50 additional item)** \$1.50 outside the room (.50 additional item)

**Storage:** Any **round trip prepaid group** will be provided storage complimentary. If the group is not prepaid and would like manned storage it is \$25.00 per hour.

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### **BILLING**

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

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### **BOX LUNCHESES**

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

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## **BUSINESS CENTER**

Whatever your business needs are they can all be accommodated through IKON 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 contact the Business Center at 407-597-3804. 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.

The Business Center specializes in a range of quality services to suit your needs:

- ❖ Production Color and B&W copies
- ❖ Production Color and B&W printing
- ❖ Fax Services
- ❖ Scanning Services via email or burn to CD
- ❖ Internet Services (both regular and wireless)
- ❖ Packaging and Shipping
- ❖ Overnight shipping services via Federal Express, UPS, USPS
- ❖ In-house equipment rentals (B&W/Color printers, Facsimiles, B&W/Color MFP copiers, and PC rentals)
- ❖ Scooter rentals

Business hours are:

7:00am- 7:00pm Monday through Friday

8:00am - 5:00pm Saturday and Sunday

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## **BUS/BUS COMPANIES**

### **Mears Transportation**

Contact: Justin Moore

Sales & Operations Manger

Direct: 407-597-5247

Cell: 407-509-2331

[jmoore@mearstransportation.com](mailto:jmoore@mearstransportation.com)

Complimentary private direct transportation to Magic Kingdom, Epcot, Hollywood Studios, Animal Kingdom and Downtown Disney is available during park operating hours (schedule varies seasonally).

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## **CAR RENTAL AGENCIES**

Hertz Rent-A-Car is conveniently located at the Hilton Orlando Bonnet Creek lobby near the concierge desk. The desk hours are 8:00am – 6:00pm and the direct number is 407-597-3692.

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### **CASH PAID OUTS**

Group paid-outs that are \$501.00 to \$3,000.00 must be approved the Credit Manager, ADOF, or the Accounting Managers. Paid outs of these amounts must be communicated to the Finance Team at least **five business days** in advance of the required date via resume or client letter. Paid-outs can be provided by the Front Desk up to \$500.00 without Finance approval. Paid-outs that are \$500.00 or less will be posted to the group master account by the Front Desk.

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### **CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Orlando Bonnet Creek, will require full payment in advance for room and tax charges. In addition, there will be a \$100.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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### **CELEBRITY/DIGNITARY VISITS**

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

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

Please contact your Event Manager regarding our changing facility.

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

Hotel check-in is 3:00pm, and checkout is 11:00am. All guests arriving before 3:00pm 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 one night's room and tax early departure fee assessed in the event the guest departs prior to their confirmed departure date.

#### **Late Departure**

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

### **Satellite Check-In**

Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 10 days in advance of major arrival. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

### **Zip Checkout**

With zip checkout, your room folio can be verified by using the television remote or dialing extension 24 to check-out. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

### **Kiosks**

The Hilton Orlando Bonnet Creek offers Kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout as well as printing their boarding passes.

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### **COFFEE MAKER**

The Hilton Serenity Collection in-room coffee system will feature world-renowned Lavazza® coffee from Italy, and an exclusive Cuisinart® duel-cup, single-brew coffeemaker.

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### **CONCIERGE**

The Concierge staff is pleased to assist our guests with restaurant reservations, car rental and limousine services, sightseeing tours and excursions, flower arrangements and delivery, local area information and flight reservations and purchases. Concierge desk is located in the Main Lobby.

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### **CONVENTION CENTER**

Orange County Convention Center

9860 Universal Boulevard

Orlando, FL 32819-8706

Main Number: 407- 685-9800

Toll Free: 800-345-9845

Email: [info@occc.net](mailto:info@occc.net)

Website: [www.occc.net](http://www.occc.net)

Approximate 10 miles to convention center

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## **CORKAGE**

No food and beverage of any kind will be permitted to be brought into the Hotel by the patron or any of the patron's guest or invitees without the General Manager's approval. Corkage fees are applicable. Please see your Event Manager for approvals and pricing.

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## **CREDIT CARDS**

The Hilton Orlando Bonnet Creek accepts most major credit cards including American Express, Visa, Master Card, Discover, JCB and Diners Club

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## **CREDIT POLICY**

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

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## **CURRENCY EXCHANGE**

The front desk currently exchanges cash or travelers check at the prevailing rate from Foreign Currency Exchange Corp for the following currencies: Australian Dollar, Canadian Dollar, English Pound, Euros, Japanese Yen, New Zealand Dollar, Norwegian Krone, and Swiss Franc.

Each guest is not limited to a currency exchange per day, however identification is required. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

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## **DANCE FLOOR**

The hotel has 100 sections of 4' x 4' wood dance floor available for indoor events. Exhibitions or Events requiring additional dance floor, may be arranged with your Event Manager.

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## **DECORATIONS**

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

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

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

#### **CPS – Convention Planning Services**

Hope Valentine  
2453 Orlando Central Parkway  
Orlando, FL 32809  
407-393-6144 Direct  
321-287-3514 Mobile  
[Hope.valentine@cpsorlando.com](mailto:Hope.valentine@cpsorlando.com)  
[www.cpsflorida.com](http://www.cpsflorida.com)

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### **DEPOSITS**

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

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### **DIAGRAMS**

Diagrams are available on our website at [www.bonnetcreekmeetings.com](http://www.bonnetcreekmeetings.com) or thru Aerial Rigging at [http://aerialrigging.com/hotel\\_cads\\_wd\\_hilton.asp](http://aerialrigging.com/hotel_cads_wd_hilton.asp)

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### **DIETARY REQUIREMENTS**

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

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### **DINE AROUND**

Dine Arouns for your group are scheduled through your Event Manager or your Destination Management Company.

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## **DIRECTIONS TO THE HOTEL**

Directions from the Orlando International Airport:

From: Orlando International Airport (MCO) 1 airport blvd Orlando, Fl 32827

To: Hilton Orlando Bonnet Creek, 14100 Bonnet Creek Resort Lane, Orlando, Fl 32821

1. Start out going south on airport blvd toward s access rd (.90 miles)
2. Take ramp toward south exit/SR-417-toll (.23miles)
3. Turn slight right to stay on S Access Rd (3.32 miles)
4. Turn slight left onto Boggy Creek Rd (.58 miles)
5. Merge onto fl-417 s/central Florida Greenway toward Tampa/Disney World (portions toll) (10.80 miles)
6. Take the International Dr exit – exit 6 - toward SR-535/I-4 E/SR (.61 miles)
7. Take World Center Dr ramp toward SR-536/SR-535/I-4/Tampa/Disney World (.06 miles)
8. Merge onto FL-536 W (2.11 miles)
9. Stay straight to go onto Epcot Center Dr (1.23 miles)
10. Take the ramp toward Disney/Hollywood studios/Epcot resort area/Wide World of Sports (.30 miles)
11. Merge onto E Buena Vista Dr (.24 miles)
12. Turn left onto Chelonia Pkwy
13. Turn right onto Bonnet Creek Resort Lane, property immediately to your right

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## **DOCTORS ON CALL**

The Medical Concierge provides medical and dental in-room hotel calls.

### **East Coast Medical Network**

Susan Gentry, President

407-648-5252

[sgentry@themedicalconcierge.com](mailto:sgentry@themedicalconcierge.com)

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

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## **DRUG STORES**

### **CVS/pharmacy**

8242 World Center Drive

Orlando, FL 32821

- -

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

13502 South Apopka Vineland Road

Orland

- -

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

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### **DRY-CLEANING – See Laundry/Valet**

Laundry services are available by dialing extension 0. Garments picked up prior to 9:00am are returned to guests by 5:00pm the same evening. Garments picked up after 9:00am until 12:30pm can be returned to guests by 5:00pm the same evening with a \$30.00 service charge fee. Otherwise, garments picked up after 9:00am will be returned the following day by 5:00pm.

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

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### **eEVENTS**

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

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### **ELECTRICAL**

All electrical distribution must meet National Electrical Code and Orange County safety requirements. Edlen Electrical can assist you to ensure compliance. All power hookups will be the responsibility of the Hilton Bonnet Creek and Waldorf Astoria through Edlen Electrical. Backstage cabling across exits and walkways must be covered with rubber mats and taped down to ensure safe egress. Frequently, the Fire Marshal representative will visit the hotel during productions to ensure these requirements are met.

All power cords must be clear of doorways and bridged or otherwise secured. Back-of-the-house entrances/exits are used by the Banquet Staff for service purposes. The Hotel requires the use of beige tape to tape down all cords on the floor. Black tape should be used for riser sections only.

#### **Edlen Electrical**

Louise Murray, Vice President of Operations

11483 Rocket Blvd

Orlando, FL 32824

407-854-9991

[lmurray@edlenelectrical.com](mailto:lmurray@edlenelectrical.com)

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### **ELEVATORS**

The Hilton Orlando Bonnet Creek hotel has 9 guest elevators for guest rooms and one elevator in the convention area. In addition, there are 2 parking garage elevators located at each end of the parking garage.

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## **EMERGENCY PROCEDURES**

The Hilton Orlando Bonnet Creek 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 22.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 22 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5-10 miles 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 hospital: Celebration Hospital located approximately 7 miles from the Hilton Orlando Bonnet Creek

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## **ENTERTAINMENT**

The city requests that outdoor entertainment begin no earlier than 9:00am and end no later than 10:00pm.

### **Peyton Entertainment Productions**

Trina Day  
1601 Park Center Drive, Suite 11  
Orlando, FL 32835  
Toll Free: 866-299-1836  
407-299-0996  
407-299-5606  
[info@peytonentertainment.com](mailto:info@peytonentertainment.com)  
[trina@peytonday.com](mailto:trina@peytonday.com)

### **EC Model & Talent Agency**

**(Entertainment Caterers, Inc.)**  
Jessica Larmore, Sales and Marketing  
Director  
8810 Commodity Circle, Suite 36  
Orlando, FL 32819  
407-926-1840  
407-926-1841 Fax  
[www.TalentAgencyOrlando.com](http://www.TalentAgencyOrlando.com)  
[Jessica@ECTalentAgency.com](mailto:Jessica@ECTalentAgency.com)

### **Disney Event Group**

Andrew Lammes  
Senior Event Sales Manager  
407-597-3634  
[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

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## **ENVIRONMENTAL COMMITMENT**

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

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## **EXHIBITS**

Please reference the Exhibit and Production Guidelines.

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## **FAX MACHINES**

For rental of fax machine please refer to Business Center section of this guide.

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## **FAX NUMBERS**

For Guests:	407-597-3601
Event Services Office:	407-597-3701
Sales Office:	407-597-3701

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## **FIRE CODES**

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

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

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

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

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

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

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

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

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

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

Please refer to the Exhibit and Production Guidelines for additional information.

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### **FITNESS CENTER**

Our luxurious fitness center is located on the lower lobby of the Hilton Orlando Bonnet Creek, featuring some of the very latest exercise stations. Access is complimentary for hotel guests and it is open 24 hours.

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### **FLAGS**

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

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## **FLORAL/FLORIST**

### **Special Event Floral**

Cheryl & John Dunning

407-872-0099

[sefloral@bellsouth.net](mailto:sefloral@bellsouth.net)

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

### **Greenery Productions**

Mickey Grier

1751 Directors Row

Orlando, FL 32809

Phone: (407) 363-9151 x 321

Fax: (407) 363-9501

[mickeygrier@greeneryproductions.com](mailto:mickeygrier@greeneryproductions.com)

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

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### **Foliage Connection**

Richard Painter

407-888-9238

[Richard@wizardconnection.com](mailto:Richard@wizardconnection.com)

### **Disney Floral & Gifts**

Andrew Lammes

Senior Event Sales Manager

407-597-3634

[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

## **FOOD DONATIONS**

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

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## **FREIGHT ELEVATOR**

Refer to the Exhibit and Production Guidelines for further information

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## **GENERAL MANAGER**

Tracy Walker joined the Hilton Orlando Bonnet Creek in the month of May 2009 as General Manager. She has been in the hotel industry for over 20 years, previously holding positions as General Manager at Newark Airport Hilton, Hotel Manager at Fontainebleau Hilton and Director of Meetings and Conventions at Hilton Chicago.

Tracy Walker is thrilled to welcome your group to the Hilton Orlando Bonnet Creek and is accessible as needed.

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## **GIFT CARDS**

A gift card is a wonderful way to reward your attendees, staff or sporting event winners. Gift cards are available for purchase through the Front Desk or through our website. Gift cards may be used for goods, services and amenities at Hilton Orlando Bonnet Creek including accommodations, restaurants, Waldorf Astoria Golf Club and Waldorf Astoria Spa by Guerlain®

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## **GIFT IDEAS**

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

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

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## **GOLF COURSE INFORMATION**

Designed with a five-tee system for all playing abilities, yet quite challenging, the **Waldorf Astoria Golf Club** provides a truly exceptional setting for Orlando golf. The course is open to the public seven days a week. For more information and reservations please visit the website [www.waldorfastoriaorlando.com/golf/](http://www.waldorfastoriaorlando.com/golf/) or call 407-597-3738

### **Facilities**

- 18-hole course designed by Rees Jones
- 7108 yards with a Par 72, Slope 139, and 74.6 rating from its Professional Tees
- Waldorf Astoria Golf Club featuring The Clubhouse Grille as the 19th hole
- Pro Shop equipped for all your golfing needs

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## **GRATUITIES**

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

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

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

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

The Hilton Orlando Bonnet Creek has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

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## **GUEST LIST MANAGER**

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

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## **GUEST ROOMS**

The hotel's current bedding breakdown is as follows:

1,001 guestrooms, including 36 Suites

King	329
2 Queens	636
Parlor	30
Executive Suite	4
Presidential Suite	2

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

Hilton is pleased to present "The Serenity Collection", today's premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night's sleep? Visit [www.hiltontohome.com](http://www.hiltontohome.com) or call 877-3HILTON to order your own Serenity bed.

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### **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. Please refer to Bell Services section of this guide.

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### **GUEST SERVICE HOTLINE**

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

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### **HAIR SALON**

Services are available through Waldorf Astoria Spa by Guerlain® . For appointments please call 407-597-5630.

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### **HOSPITALITY DESKS**

Your Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please refer to Telephones/Telecommunications section of this guide for pricing. Note that all hospitality desks will be taken down each evening and reset for the next day's use.

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

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

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### **HOSPITALITY SUITES FUNCTIONS**

Please contact your Event Manager to plan Hospitality Suite Functions.

### **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Orlando Bonnet Creek

Location: Orlando, Florida  
Address: 14100 Bonnet Creek Resort Lane, Orlando, FL 32821  
Telephone: 407-597-3600  
Facsimile: 407-597-3601  
Reservations: 1-888-353-2013  
Website: [www.hiltonbonnetcreek.com](http://www.hiltonbonnetcreek.com)  
Developer: KUD International LLC  
Managed by: Hilton  
Grand Opening: October 1, 2009  
Architects: Smallwood, Reynolds, Stewart, Stewart & Associates, Inc.

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## **HOTEL MAP**

Attendees may receive a hotel map in their key packet when they arrive at the hotel. Please refer to Posting of Events section of this guide for additional information.

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## **HOUSEKEEPING**

Daily housekeeping services, which consist of general cleaning, take place between 8:30am and 4:30pm Monday thru Friday, 9:30am and 5:30pm Saturday and Sunday. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Event Manager.

The suggested housekeeping gratuity is \$2.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

Each guest room is provided with several special service amenities either at no charge or for a nominal fee. These items include: an iron and ironing board, coffee makers, hairdryers, in-room safe, bath/shower amenities, and extra pillows. Additional bedding available for children: cribs and rollaways.

Turndown service is for VIP Rooms. Turndown service is also available upon request, call Housekeeping at extension 0.

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## **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.

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## **INDEMNIFICATION**

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

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## **IN-ROOM DINING**

Our In-room Dining is open 24 hours a day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 3650 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 \$3.00 per order.

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## **INTERPRETATION/TRANSLATION SERVICES**

### **ProLingo Interpretation**

5075 Forsyth Commerce Road  
Orlando, FL 32807  
Toll-Free: 800-287-9755  
Main Telephone: 407-658-2040  
Main Fax: 407-658-9433/407-658-2040  
[www.prolingo.com](http://www.prolingo.com)

### **British Consulate**

Sun Trust Center, Suite 2110  
200 South Orange Avenue  
Orlando, FL 32801  
407.254.3300  
[www.ukinusa.fco.gov.uk](http://www.ukinusa.fco.gov.uk)

### **French Consulate**

7657 Mount Carmel Dr.  
Orlando, FL 32835  
407-294-5844  
[www.consulfrance-miami.org](http://www.consulfrance-miami.org)

### **Consulate of the Kingdom of the Netherlands**

4248 Town Center Blvd  
Orlando, FL 32837  
407.702.6620  
[www.netherlands-embassy.org](http://www.netherlands-embassy.org)

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## **INTERNET SERVICES**

The Hilton Orlando Bonnet Creek provides numerous Internet Services. XpoNet is our Internet Service Provider for all guests' networks and will answer any questions concerning your internet needs. XpoNet can be reached at 407-597-3839.

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### **Consulate of Mexico**

Orlando Executive Center  
2550 Technology Dr.  
Orlando, Florida 32804  
407-422-0514  
<http://portal.sre.gob.mx/orlando/>

### **Consulate of Italy**

109 Weeping Elm Lane  
Longwood, FL 32779  
407-869-9702  
[www.italyemb.org](http://www.italyemb.org)

### **Consulate of Haiti**

1616 East Colonial Dr.  
Orlando, FL 32803  
407-897-1262

## **KEY CARDS**

Please contact your Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock re-keyed there will be a \$120.00 per room for (5) keys and \$10.00 for each additional key thereafter. You will be required to sign a hold harmless agreement.

## **(Customized) KEY CARDS**

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

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## **KEY HOTEL CONTACTS**

The Hilton Orlando Bonnet Creek Managing Committee consists of the following people:

Managing Director	Peter Kacheris
General Manager	Tracy Walker
Director of Food & Beverage	Francis Metais
Director of Finance	Ken Bell
Director of Front Office	William Friedrich
Executive Chef	Bernard Fiemeyer
Director of Housekeeping	Steve Mulloy
Director of Engineering	Marty Gerbac
Director of Sales	Jason Furniss
Director of Marketing	Thomas Parke
Director of Catering & Events	Brian Leadbeater

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## **KOSHER**

Kosher meals are prepared for us by Kosher Culinary of Orlando Florida and are “Glatt Kosher”. Please ask your Event Manager for kosher suggestions.

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## **LABOR**

The Hilton Orlando Bonnet Creek is a non-union hotel.

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

Laundry services are available by dialing extension 0. Garments picked up prior to 9:00am are returned to guests by 5:00pm the same evening. Garments picked up after 9:00am until 12:30pm can be returned to guests by 5:00pm the same evening with a \$30.00 service charge fee. Otherwise, garments picked up after 9:00am will be returned the following day by 5:00pm.

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

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## **LIGHTSTAY**

LightStay is our sustainability performance measurement system that extensively measures utility and operational performance across our global portfolio. The system also has tools that allow the property to communicate to customers via customized property reports or a meeting impact calculator to support clients who are mandating information. For more information please contact your Catering/Event Manager.

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## **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel by limousine or town car, or through an outside service. Mears Transportation is our preferred service and can be reached at 407-597-5247 for all transportation needs.

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## **LINEN SELECTION**

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

Linen colors: White and Ivory

Napkins: White, Ivory and Black

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## **LIQUOR LAWS**

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

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

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

Please refer to the Exhibit and Production Guidelines.

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## **LOADING DOCK**

The loading dock is located on the ground level. Please refer to the Exhibit and Production Guidelines for additional information.

Dimensions:

6 Bays            12' (W) x 14'8" (H) with (3) hydraulic levelers available

Doorway        4'10" (W) x 7'10" (H)

Clearance to Service Elevators:

### **Small Freight Elevator**

For Access to: Ballroom Level

Dimensions: 7' (W) x 11'4" (L) x 10' (H)

Door opening: 9'10" (W) x 8'11" (H)

Capacity: 6,000 lbs

### **Large Freight Elevator**

For Access to: Ballroom Level

Dimensions: 7'11" (W) x 18' (L) x 10' (H)

Door opening: 9'10" (W) x 8'11" (H)

Capacity: 12,000 lbs

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## **LOCAL INFORMATION**

Hilton Orlando Bonnet Creek Resort is your gateway to Orlando's renowned attractions. Our Concierge will gladly acquaint you with the area and assist in planning an itinerary perfectly suited to your needs.

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## **LOST AND FOUND**

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

Lost and Found department is open daily from 9:00am – 5:00pm. Contact number 407-597-3885 or cell number 321-239-5477

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## **LUGGAGE STORAGE**

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

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## **MANAGER ON DUTY (M.O.D.)**

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

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## **MAIL SERVICES**

Stamps are for purchase at the gift shop. If you have a large number of items that need to be mailed, or require shipping materials, we suggest our Business Center. They are located in the lower level and offer complete mail services as well as materials.

They are open Monday through Friday from 7:00am - 7:00pm, and Saturday and Sunday from 8:00am- 5:00pm. They can be reached at 407-597-3804. Please refer to your Event Manager if you would like to arrange an on-site service for your group.

The United States Post Office is located at address below:

8536 Palm Parkway  
Orlando, FL 32836  
800-ASK-USPS

Hours of Operation:

9:00am – 4:00pm      Monday through Friday  
9:00am – 12:00pm    Saturday  
Closed                      Sunday

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## **MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Waldorf Astoria Spa by Guerlain® offers several massage therapy treatments including Swedish massage, Reflexology, Deep Tissue and many more. Reservations are suggested. For booking massages as a group activity option, contact the Spa directly at 407-597-5360.

The following is a sampling of treatment rates:

- Swedish Massage (60 - 90 min.)                      \$180.00 - \$270.00
- 4-Hand Imperial Massage (60 - 90 min.)            \$360.00 - \$540.00
- Facials (60 – 120 min.)                                  \$180.00 - \$420.00
- Intensive Body Therapy (120 min.)                   \$360.00
- Complete Hand or Foot Therapy (60 min.)           \$110.00

Tax and Gratuity is included in pricing. Pricing is subject to change without notice.

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## **MASTER ACCOUNTS**

See Sales Agreement.

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## **MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

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

- **Centra Care Walk-in Medical Care/Florida Hospital**  
12500 S. Apopka-Vineland Road  
Orlando, FL 32836  
407-934-2273  
  
Monday through Friday 8:00 am – 12:00 am  
Saturday and Sunday 8:00 am – 8:00 pm  
\*\*Travel time from the hotel is about 12 minutes\*\*
- **Dr. P. Phillips Hospital**  
9400 Turkey Lake Road  
Orlando, FL 32819  
407-351-8500  
  
Available 24 hours a day  
\*\*Travel time from the hotel is about 18 minutes
- **Florida Hospital Celebration Health**  
400 Celebration Place  
Celebration, FL 34747  
407-303-4000  
  
Available 24 hours a day  
\*\*Travel time from the hotel is about 13 minutes\*\*

### **Hospital**

- **Dr. P. Phillips Hospital**  
9400 Turkey Lake Road  
Orlando, FL 32819  
407-351-8500  
  
Available 24 hours a day  
\*\*Travel time from the hotel is about 18 minutes\*\*
- **Florida Hospital Celebration Health**  
400 Celebration Place  
Celebration, FL 34747  
407-303-4000  
  
Available 24 hours a day  
\*\*Travel time from the hotel is about 13 minutes\*\*

## **Ambulance**

- **The Reedy Creek Fire Fighters Association**  
Local 2117  
P.O. Box 22829  
Lake Buena Vista, FL 32830  
407-560-1962

Available 24 hours a day

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## **MEETING ROOM CAPACITIES**

Visit our website at [www.bonnetcreekmeetings.com](http://www.bonnetcreekmeetings.com) for all meeting rooms' capacity charts.

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## **MEETING ROOM DELIVERIES**

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area should be shipped directly to the hotel. The business center will receive and deliver the package upon the guest's request. Please refer to Shipping and Receiving section for fees.

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## **MEETING ROOM RENTAL**

Please ask your Event Manager for rates based on room size and hours of use.

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## **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Natura Water
- Lectern

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

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## **MUSIC/MUSICIANS**

Please refer to Entertainment section of this guide.

The city of Orlando requests that outdoor entertainment begins no earlier than 9:00am and ends no later than 10:00pm

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## **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our Hilton Sundry store are:

Daily Mail

Wall Street Journal

New York Times

Orlando Sentinel

The USA Today is delivered to all guest rooms Monday through Friday

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## **OFFICE EQUIPMENT/SUPPLIES**

IKON 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 Event Manager.

Business Center hours are Monday through Friday from 7:00am - 7:00pm, and Saturday and Sunday from 8:00am- 5:00pm.

For large quick printing or copying jobs, we recommend calling the Business Center at 407-597-3804

Nearest office supply store:

### **Office Depot**

4161 Town Center Blvd

S. John Young Pkwy & Town Center Blvd

Orlando, FL 32837

407-812-5855

Monday – Friday: 8:00am – 9:00pm

Saturday – Sunday: 10:00am – 7:00pm

3.48 miles

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## **PACKAGE ROOM**

Please refer to Shipping and Receiving section of this guide.

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## **PARKING**

The Hilton Orlando Bonnet Creek offers self-parking in the hotel's attached parking garage.

Current prices are as follows:

Overnight Valet \$20.00

Day Valet \$12.00

Overnight Self Parking \$13.00

Day Self Parking 0-20 min - Free

20-2hrs - \$ 5.00

2-4hrs - \$ 7.00

4-6hrs - \$ 9.00

6-8hrs - \$10.00

8-24hrs - \$12.00

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

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

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

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

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## **PETS (POLICY)**

Service animals are always welcome and must be accommodated.

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## **PHOTOGRAPHY**

### **Christie's Photographic Studios**

6314 Kings Pointe Parkway

Suite 1

Orlando, Florida 32819

Office: (407) 345-1100

Fax: (407) 345-1304

[christiesphoto@bellsouth.net](mailto:christiesphoto@bellsouth.net)

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

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### **Disney Photographic & Video Services**

Andrew Lammes

Senior Event Sales Manager

407-597-3634

[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

## **PIANOS**

### **Warehouse Pianos**

2610 Taft Avenue  
Orlando, FL 32804  
Steve Riesen  
407-423-2779  
321-303-9390 cell

### **Bob & Elliott's Piano Shoppe**

8204 Crystal Clear Lane  
Orlando, FL 32809  
Bob Kenney  
407-857-7700  
[rkpianos@aol.com](mailto:rkpianos@aol.com)  
[www.bobandelliottspiano.com](http://www.bobandelliottspiano.com)

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## **POOLS**

The Hilton Orlando Bonnet Creek offers a free form lagoon-style pool with zero entry and action water slide.

- Beautiful zero-entry lagoon-style pool
- Areas for swimming laps, playing with the kids, and for water exercise
- Exciting winding waterslide (must be at least 48" tall to ride without a life jacket and 40" tall to ride with a life jacket)
- Tube rentals are available for \$5.00 per day. Guests may also purchase them at the Splash Shop or bring their own.

Pool Hours: 6:00am – 12:00am

Waterslide Hours: 9:00am – 9:00pm

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## **POST-CONVENTION MEETING**

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

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## **POST EVENT REPORT**

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

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## **POSTING OF EVENTS**

The posting of events is on the Reader Boards in the Public Function space. Let your Event Manager know which events you would like posted on the reader boards and what the proper posting should read. Touch Screen Reader Boards are available throughout the convention area. These Reader Boards are interactive, capable of giving directions to specific functions.

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## **PRE-CONVENTION MEETING**

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

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

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## **PRINTING SERVICES**

Please refer to Business Center Section of this guide

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## **PRODUCTION GUIDELINES**

Your Event Manager will provide you with the hotel's Exhibit and Production Guidelines.

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## **PRODUCTION CREW MEALS**

Please contact your Event Manager regarding production crew dining.

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## **PUBLIC TRANSPORTATION**

There is no public bus service in the Hilton Orlando Bonnet Creek. Concierge desk can assist in getting a taxi cab. Mears Transportation is also available.

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## **PYROTECHNICS**

Pyrotechnics are not permitted inside the meeting space. For outside locations the approved locations are along the pond near the 18<sup>th</sup> green and between the 14<sup>th</sup> and 15<sup>th</sup> hole at the Waldorf Astoria Gold Club.

Approved vendors:

### **Creative Pyrotechnics**

E.J Weppel-Owner  
14747 Baltusrol Drive  
Orlando FL 32828  
407-234-0270  
[www.creativepyro.com](http://www.creativepyro.com)

### **Santore & Sons, Inc**

2546 Hwy 305 S.  
Bunnell, FL 32110  
1-800-749-6757  
[sales@santorepyro.com](mailto:sales@santorepyro.com)  
[www.santorepyro.com](http://www.santorepyro.com)

### **Disney Event Group**

Andrew Lammes  
407-597-3634  
[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

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

We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Event Manager for assistance. There are a limited number of complimentary Nextels available for Meeting Planner use. Walkie-talkie radios can be rented through PSAV.

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### **RECYCLING**

The Hilton Orlando Bonnet Creek recycles food products, paper, card board, cans, bottles and plastic.

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### **REGISTRATION ASSISTANCE**

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

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### **REGISTRATION DESKS**

There are eight portable Registration Counters available for use. Please consult your Event Manager to reserve them.

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### **RESERVATIONS RAPID!**

#### **Reservations Automated Processing Input And Delivery System**

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

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

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### **RESORT FEE**

The Hilton Orlando Bonnet Creek does not have a resort fee

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## RESTAURANTS/LOUNGES

### Restaurants at Hilton Orlando Bonnet Creek



Enjoy modern Italian cuisine by Napa Valley famed chef Donna Scala. The menu features dishes inspired by traditional family recipes that have been handed down for generations.

Open daily 5:00pm – 11:00pm



Serving breakfast, lunch and dinner, **Harvest Bistro** is a family-friendly American bistro. The menu offers a healthy cuisine of dishes made from farm-fresh ingredients, so the flavors burst upon the palate.

Dinner buffet served Thursday, Friday and Saturday.  
Open daily 7:00am – 10:00pm



Pool-side **Beech** is known for its upbeat atmosphere, perfect for a poolside lunch of casual dinner. Overlooking the lazy river, this lively restaurant has a flair for ensuring good times.

Open daily 11:00am – 7:00pm (Weather permitting)





Stylish and sophisticated **Zeta Bar** is the perfect spot to finish an exciting day with its modern conveniences and cozy seating areas. Relax with a signature cocktail or beverage of your choice.

Open Friday and Saturday 8:00pm – 2:00am



Our contemporary lobby bar offers small-plate cuisine as well as an extensive drink menu with seasonally inspired, hand-crafted cocktails a selection of micro-brewed beers.

Open Monday-Thursday 2:00pm – 12:00am  
Friday-Sunday 11:00am – 2:00am



**Muse** offers an inventive menu from espressos and pastries to freshly prepared salads, sandwiches and delectable desserts.

Open daily 5:00am – 11:00pm



## Restaurants at Waldorf Astoria Orlando



BULL & BEAR  
PRIME STEAKHOUSE

**Bull & Bear Steakhouse®** exudes club-like warmth, compliments of its handsome furnishings and impeccable service modeled after the legendary original in New York City. Chandeliers, a coffered ceiling and beveled glass windows lend an air of stateliness in this elegant restaurant overlooking the golf course. The menu offers hearty portions of classic fare, much like the trend-setting original, which was the first restaurant on the Eastern Seaboard to serve USDA-Certified Prime Angus Beef®, the highest quality grade available in the United States.

Open daily 5:00pm – 11:00pm



**Peacock Alley®** is centrally located in the heart of the Waldorf Astoria Orlando lobby, overlooking its magnificent hand-crafted clock. With a nod to our stunning landmark restaurant of the same name in New York, Peacock Alley features an irresistible menu of small-plate inspired cuisine and a menu of specialty drinks.

Sunday – Thursday 11:00am – 11:00pm

Friday – Saturday 11:00am – 12:00am



Much like its stylish namesake brasserie, **Oscar's®** tantalizes the palate with contemporary cuisine in an elegantly casual setting. The menu includes some of the best comforting, contemporary American dishes and re-interpretations of dishes such as Eggs Benedict, a hallmark of original Waldorf Astoria in New York. Delicious appetizers, wines by the glass, and a selection of craft and micro-brewery beers are served in the bar.

Open for breakfast and lunch.

Buffet breakfast on Saturday and Sunday

Open daily 7:00am – 2:30pm



## SIR HARRY'S

Imbued with the distinctive ambiance of a private club, **Sir Harry's Lounge** is an excellent place to meet. Comfortable chairs in intimate groupings invite guests to engage in lively conversation while enjoying a generous beverage. Enjoy a Manhattan originally invented at The Waldorf Astoria in New York.



Open daily at 5:30pm

## aquamarine

Inspired by the beauty of the Atlantic, **Aquamarine** serves garden-fresh salad, bountiful sandwiches and inventive drinks in a casual pool-side atmosphere.



Open daily 11:00am – 7:00pm (Weather permitting)

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### **RESTAURANT RESERVATIONS**

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

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### **RESTROOMS**

There are six restrooms located in the meeting room area on the Ground Floor and eight restrooms located in the convention space area on the Lobby Level.

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### **RESUMES**

Group Resumes are prepared by your event manager.

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### **RIGGING**

Aerial Rigging is the exclusive provider of rigging services. Their contact number is (863) 607-9100 or you can go to [http://www.aerialrigging.com/hotel\\_cads.asp](http://www.aerialrigging.com/hotel_cads.asp)

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### **ROBES**

Robes are available in rooms and suites on the 17<sup>th</sup> and 18<sup>th</sup> Floor. Robes are also available upon request, call Housekeeping at extension 0 for assistance.

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## **ROPES/STANCHIONS**

Ropes and Stanchions

- 60 Pairs of stanchions with connecting rope

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

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## **SAFES/SAFE DEPOSIT BOXES**

All guest rooms have in room safes. Complimentary Safe Deposit Boxes are available via the front desk anytime throughout the guest's stay.

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## **SECURITY**

If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel. Such security personnel may not carry weapons. The only approved (exclusive) security companies are the following:

### **James Alan Security & Investigations**

#### **Agency**

Jim Schuette

Director of Operations

P.O. Box 1768

Orlando FL. 32802

Direct: 314-606-4432

Toll Free: 866-906-9622

Fax:(407)386-7055

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

[jim@jasecurityagency.com](mailto:jim@jasecurityagency.com)

### **AES-Accurate Event Services**

Event Staffing and Security Specialists

Kelly Sutton

Sales Manager

2419 Hollywood Boulevard – Suite C

Hollywood, FL 33020-6605

Direct: 954.551.7244

Office: 954.927.4155

Fax: 954.927.4156

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

[ksutton@accurateevents.com](mailto:ksutton@accurateevents.com)

### **HES Convention Group**

Shawn Emmert

7208 Sand Lake Road

Suite 206

Orlando, FL 32819 USA

Direct: 407-496-9813

Office: 407-423-7898

Fax: 407-855-9587

[www.hes-staff.com](http://www.hes-staff.com)

[semmert@hes-staff.com](mailto:semmert@hes-staff.com)

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**SHIPPING AND RECEIVING**

The IKON Business Center accepts delivery of envelopes, cartons, pallets, and miscellaneous items for guests, as well as all non-guests requiring parcels to be received and delivered. We have the ability to store your shipment (Free of Charge) until you arrive and request delivery. Please schedule your packages to arrive at hotel 2-3 days before you need to pick up or request delivery.

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

Current handling/processing charges assessed (based on weight) on all inbound / outbound packages and freight.

<b>Weight/Type of Package</b>	<b>Handling/Processing Fee</b>
Envelope (up to 4lbs)	\$3.00
Medium Box (5-20lbs)	\$5.00
Large Box (21-79lbs)	\$10.00
Golf Clubs	\$15.00
Display Cases	\$15.00
Pallets	\$70 per 100lbs

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

**TO:**

Hilton Orlando Bonnet Creek  
14100 Bonnet Creek Resort Lane  
Orlando, FL 32821

**NAME OF GROUP:**

Hold for: \_\_\_\_\_

c/o: \_\_\_\_\_

Deliver to: (Meeting Room's Name)

On: \_\_\_\_\_ @ \_\_\_\_\_

Box \_\_\_\_\_ of \_\_\_\_\_

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

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

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## **SHOE SHINE**

Shoe shine services can be contracted through Doctor Fine Shine:

Iran E. Price

Doctor Fine Shine, LLC

407-538-8781

[drfineshine@aol.com](mailto:drfineshine@aol.com)

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## **SHOPPING**

### **Hotel Shopping**

#### Hilton Sundry Shop

407-597-3256

Monday through Sunday 7:00am – 11:00pm

Waldorf Astoria Orlando

#### Waldorf Sundry Shop

407-597-5990

Monday through Sunday 8:00am – 9:00pm

Waldorf Astoria Golf Club

#### Club House Pro Shop

Monday through Sunday 7:00am- 7:00pm

### **Local Shopping**

#### The Mall at Millenia

(407) 363-3555

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

Monday through Saturday 10:00am - 9:00pm

Sunday 12:00pm - 7:00pm

#### The Florida Mall

(407) 851-6255

<http://www.simon.com/mall/?id=139>

Monday through Saturday 10:00am - 9:00pm

Sunday 12:00pm - 6:00pm

#### Lake Buena Vista Outlets

(407) 238-9301

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

Monday through Saturday 10:00am - 9:00pm

Sunday 10:00am - 6:00pm

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## **SIGNAGE/BANNERS**

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

- Only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.
- No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions.
- In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.
- Refer to Event Manager for pricing and approved locations.

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

We welcome key event planning staff to visit the hotel during the pre-planning process. Your Event Manager will establish special rates and accommodations for your visit(s) which meet your budgetary guidelines and our respective organization's codes of conduct and ethics. Your Event Manager will coordinate menu tasting when creating and planning your catered events.

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## **SMOKING**

The Hilton Orlando Bonnet Creek is 100% smoke-free. Smoking is only permitted in designated outdoor areas.

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## **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The PSAV Director can be reached at 407-597-3932.

PSAV will be the exclusive provider of microphones and sound equipment when using the house sound systems. Outside production or A/V companies will not be able to patch into the house sound system and use their own microphones. Outside production or A/V companies will be permitted to use their own floor or truss supported sound systems, if so desired. All outside vendors are responsible for the security of its own equipment at all times.

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 9:00am, and all outdoor evening functions must end no later than 10:00pm.

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### **SPA**

The Waldorf Astoria Spa by Guerlain® is a 24,000 square foot spa that includes 21 treatment rooms. Located on the lobby level at the Waldorf Astoria Orlando, you will find everything you need to relax and indulge during your stay with us. The Spa offers a wide variety of services from massages to body treatments, manicures, pedicures and invigorating facials. Purchase Guerlain® products and take these highly personalized services home with you. Should you not have time to enjoy one of these luxurious treatments, relax with the spa's tea lounge, steam room, and Jacuzzi for a daily fee of \$30.

To make your spa reservations please call 407-597-5360.

Hours of Operation:

Daily 9:00am - 7:00pm

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### **SPECIAL MEAL REQUESTS**

Please consult with your Event Manager for any special meal requests. Bernard Fiemeyer, Executive Chef is pleased to accommodate your requests to the best of his abilities.

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### **STORAGE**

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

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### **SUITES**

The hotels current suite inventory includes:

Parlor	30
Executive Suite	4
Presidential Suite	2

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### **SUNRISE/SUNSET**

Please utilize the website below to determine sunrise and sunset times during your meeting: <http://www.timeanddate.com/worldclock/sunrise.html>

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### **SUSTAINABILITY**

Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:

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

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### **TAXES**

The current Florida State General Excise Tax is 6.5%. The current Florida State Hotel Tax is 12.5% (includes state tax). All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

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### **TAXICABS**

The Hilton Orlando Bonnet Creek recommends Yellow Cab/Mears at 407-422-2222.

The standard rate for transfers from the Orlando International Airport to the Hilton Orlando Bonnet Creek is approximately \$78.00 plus gratuity.

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## **TELEPHONES/TELECOMMUNICATIONS**

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

<b>House Phone \$50.00 plus tax</b>	<b>Description:</b> Internal Calls Only 1 <sup>st</sup> Complimentary per Group Master
<b>DID Phone \$200.00 plus tax</b>	<b>Description:</b> Direct-in-Dial Full Access line with phone. Dial (9) for Outside Access, bypasses Hotel Operator Calls are billed separately (see details below)
<b>DID Fax/CC \$200.00 plus tax</b>	<b>Description:</b> Direct-in-Dial Full Access line used for fax, credit card, and modem. Dial (9) for Outside Access, bypasses Hotel Operator Calls are billed separately (see details below)
<b>DID Speaker ph \$250.00 plus tax</b>	<b>Description:</b> Direct-in-Dial Full Access line with Speakerphone. Dial (9) for Outside Access, bypasses Hotel Operator Calls are billed separately (see details below)
<b>DID Polycom \$325.00 plus Tax</b>	<b>Description:</b> Direct-in-Dial Full Access line with Polycom phone. Dial (9) for Outside Access, bypasses Hotel Operator Calls are billed separately (see details below)
<b>Digital Phone \$400.00 plus Tax</b>	<b>Description:</b> Direct-in-Dial Full Access Line with Digital phone. Dial (9) for Outside Access, bypasses Hotel Operator Calls are billed separately (see details below), includes (1) rollover house line and additional features such as Voice Mail, Transfer, Hands free, Call Forward.
<b>Local Calls \$1.00 plus tax. Toll free calls &amp; Local calls exceeding 60 mins are billed at \$0.10 per min. Long Distance and International calls are billed at Operator Date Rate + 50% Surcharge and tax</b>	

### **Internet Access**

Contact XpoNet at 407-597-3839

### **Guest Room Calls**

<b>Type of Call</b>	<b>Rates*</b>
Direct Dialed (Billed to Room)	No Charge
Room to Room	No Charge
911	No Charge
Local	\$1.00+ \$.10 per minute after 60 minutes.
800/866/877/888 Toll Free	No charge under 60 minutes; \$.10 per minute after 60 minutes.
Long Distance Domestic	AT&T Operator Assisted Rate, plus 50% Surcharge
International	AT&T Operator Assisted Rate
Directory Assistance	Local \$1.00      Long Distance \$2.00
Cards Billed to calling Cards, Credit Cards, Collect, Third Party, Etc.	No charge under 60 minutes; \$.10 per minute after 60 minutes.
Local and Long Distance Telephone Company Operators	No charge under 60 minutes; \$.10 per minute after 60 minutes.
Other Common Carriers & 1010xxx 0+	No charge under 60 minutes; \$.10 per minute after 60 minutes.

\*Applicable taxes will be added. Rates are subject to change.

Local long distance or International calls will be billed to your account only if the called party answers.

You may obtain free rate information at any time by dialing 9+00 and ask the operator for AT&T's Operator Assisted Rate. Hilton subscribes to AT&T Long Distance and Network PTS Operator Services. Orlando Telephone is our local carrier. You have the right to reach other long distance carriers from this 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, D.C. 20554

Complaints for Orlando Telephone may be directed to 1-888-996-6287

Complaints for Network PTS may be directed to 1-866-512-7906

Complaints for ATT may be directed to 1-800-225-5288

**Voice Mail**

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

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

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

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

**Video Conferencing**

Video conferencing equipment can be installed in all public space rooms provided by PSAV.

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**TENTS**

**Karl's Event Rental**

Bob Nicoli  
3004 Silver Star Road  
Orlando, FL 32808  
321-299-7383 Mobile  
407-297-1218 Fax  
[ronicoli@cfl.rr.com](mailto:ronicoli@cfl.rr.com)  
[www.karls.com](http://www.karls.com)

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## **THEME PARTIES**

### **CPS – Convention Planning Services**

Hope Valentine  
2453 Orlando Central Parkway  
Orlando, FL 32809  
407-393-6144 Direct  
321-287-3514 Mobile  
[Hope.valentine@cpsorlando.com](mailto:Hope.valentine@cpsorlando.com)  
[www.cpsflorida.com](http://www.cpsflorida.com)

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### **Disney Event Group**

Andrew Lammes  
Senior Event Sales Manager  
407-597-3634  
[Andrew.Lammes@Disney.com](mailto:Andrew.Lammes@Disney.com)

## **TOURS/SIGHTSEEING**

### **CPS – Convention Planning Services**

Hope Valentine  
2453 Orlando Central Parkway  
Orlando, FL 32809  
407-393-6144 Direct  
321-287-3514 Mobile  
[Hope.valentine@cpsorlando.com](mailto:Hope.valentine@cpsorlando.com)  
[www.cpsflorida.com](http://www.cpsflorida.com)

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## **TRASH REMOVAL**

The Hilton Orlando Bonnet Creek recycles food products, paper, card board, cans, bottles, and plastic. Please consult with your Event Manager to accommodate extraordinary or hazardous trash removal needs.

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## **TUXEDOS/FORMAL WEAR**

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

The following companies offer tuxedo rentals:

### **Men’s Warehouse Tuxedo Rental**

3242 N. John Young Pkwy  
Kissimmee, FL 34741  
407-847-5208  
[www.menswarehouse.com](http://www.menswarehouse.com)  
Monday-Friday 10:00am-9:00pm  
Saturday 9:30am-6:00pm  
Sunday 11:00am-6:00pm

### **T & A Formal Wear**

9480 S. Orange Blossom Trail  
Orlando, FL 32837  
407-251-6900  
[www.tandaformalwear.com](http://www.tandaformalwear.com)  
Monday-Friday 10:00am-7:00pm  
Saturday 10:00am-4:00pm  
Sunday by Appointment

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## **VOICE MAIL**

All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Therefore, labor fees may be assessed. Please discuss any specific requests with your Event Manager.

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## **WEATHER**

Depending on the season, the weather at the Hilton Orlando Bonnet Creek varies from a low of 45 degrees to a high of 90 degrees. Before visiting the Hilton Orlando Bonnet Creek, we recommend that guests check the local listings to determine the weather conditions.

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## **WHEELCHAIRS**

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

The following companies have wheelchairs for rent and will deliver to the Hilton Orlando Bonnet Creek:

### **Buena Vista Scooter Company**

2100 Epcot Resorts Blvd

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- -

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

### **Walker Mobility**

3000 Lions Court

Kissimmee, FL 34744

407-518-6000

1-888-scooter

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

### **K & M Rentals**

407-363-7388

[www.km-rentals.com](http://www.km-rentals.com)

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## **WIRED PAYMENT**

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

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**WORSHIP SERVICES**

The following is a list of nearby locations.

**Baptist**

First Baptist Church of Windermere  
11551 State Road 535  
Orlando, FL 32836

- -  
Saturday 6:00pm  
Sunday 8:30, 9:45, & 11:00am

**Catholic**

National Shrine of Mary, Queen of the  
Universe  
8300 Vineland Ave  
Orlando, FL 32821

- -  
Weekday Masses 8:00am & 12:05pm  
Saturday Vigil Mass 6:00pm  
Sunday 7:30, 9:30, 11:30am & 6:00pm

**Church of God**

Living Waters Church of God  
1001 West Carroll Street  
Kissimmee FL 34741  
407-847-6387  
Sunday 10:45am & 6:00pm

**Interdenominational**

Greeneway Church  
3400 Hunters Creek Blvd  
Orlando, FL 32837  
- -  
Sunday 9:30 & 11:00am

**Jewish**

Southwest Orlando Jewish Congregation  
Temple Ohali Rivka  
11200 S. Apopka Vineland Road  
Orlando, FL 32836  
407-239-5444

**Methodist**

Peace United Methodist Church  
13502 Town Loop Blvd  
Orlando, FL 32837  
- -  
Saturday 5:30pm, Sunday 8:15, 9:30, 11:00am

**Buddhist**

Watfla Dhammarpa Buddhist  
2421 Old Vineland Road  
Kissimmee, FL 34746  
407-397-9552

**Christian**

Community Presbyterian Church  
511 Celebration Avenue  
Kissimmee, FL 34747  
- -  
Thursday 7:30pm  
Sunday 8:15, 9:30 & 11:00am

**Episcopal**

The Episcopal Church of the  
Ascension  
4950 S Apopka Vineland Rd  
Orlando, FL 32819  
407-876-3480  
Sunday 8:30, 10:30am & 6:30pm

**Jehovah's Witness**

Central Congregation of Jehovah's  
Witnesses  
2281 N. Thacker Avenue  
Kissimmee, FL 34741  
407-931-0062

**Lutheran**

Salem Lutheran Church  
7900 S. Apopka Vineland Road  
Orlando, FL 32819  
- -  
Sunday 8:00, 9:15 & 10:30am

**Mormon**

Orlando Florida Temple  
9000 Windy Ridge Road  
Windermere, FL 34786  
- -

**Pentecostal**

Pentecostal Church of Jesus Christ  
5133 Anzio St  
Orlando, FL 32819  
407- 363-7057

**Protestant**

First Unitarian Church of Orlando  
1901 East Robinson Street  
Orlando, FL 32803  
407-898-3621  
Sunday 10:45am

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**ZIP-OUT CHECKOUT**

With zip checkout, your room folio can be verified by using the television remote or dialing extension 24 to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

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**FORMS**

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