Welcome to meetings, conventions and special events at the Hilton Anaheim. 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.

Our goal is to be the Best to Do Business With. To assist you in the planning process, we have compiled the following hotel information. We look forward to assisting you in planning a successful event.
Hilton Anaheim is legendary for its unsurpassed location and uncommon service. And now – with quite possibly the biggest hotel transformation in the history of the West Coast – you’ll discover an unexpected cosmopolitan style like you’ve never imagined. Add up the location, the service and the stylish flair, and there’s no match for Hilton Anaheim.

Discover an unsurpassed style for meetings of 2 or 2,000. Experience the personalized service of our meeting planning team and our award-winning catering and culinary team. Form and function are in harmony throughout the 107,000 square feet of meeting space. With twin 28,540 square-foot ballrooms and 51 individual meeting rooms, we’ve always had the space. Now we’re the stylish place. And, of course, we’re about 100 footsteps from the Anaheim Convention Center.

The suite life takes luxury to a new level at Hilton Anaheim. The more spacious guest rooms and suites envelop you with The Hilton Serenity Bed, a next-generation work desk, new model bath quarters, even a crystal-clear LCD flat panel. With 1,572 guest rooms including 93 luxury suites, and 3 Presidential Suites, Hilton Anaheim is the largest hotel in all of Orange/Los Angeles County.

Indulge in six food and beverage locations right inside the hotel. Enjoy fine dining, casual dining, pool side dishes, plus all the energy at the MIX Restaurant and Lounge. Our award-winning chefs create signature dishes that are as appetizing as they are attractive. In a hurry? Grab a quick bite in the lobby Starbucks or at the Hilton Anaheim Food Court featuring Sbarro, Baja Fresh Express, Submarina and Just Grillin.

Energize your spirit in our 25,000 square-foot Health Club at Hilton Anaheim, named one of the “Top Ten Hotel Gyms” by Men’s Health magazine. Take a swim in our outdoor pool, heated to 80 degrees year round or relax in one of four outdoor Jacuzzis. For the hotel that has it all we offer onsite boutique shopping, hair salon, full-service UPS store, Disney Desk, and an Enterprise car-rental service.

Four major airports making getting to Hilton Anaheim so easy, you may find it hard to leave.

See our latest photos at www.hiltonanaheimtour.com
(714) 740-4220
### TABLE OF CONTENTS & RESOURCE INFORMATION

*Click on area of interest below.*

- Advertising Opportunities
- Affiliate Functions
- Airline Information
- Americans with Disabilities Act (ADA)
- Audio/Visual
- Automated Teller Machines
- Babysitting/Child Care
- Banks
- Banners
- Banquet Equipment
- Bell Services
- Business Center/The UPS Store-Mail Service
- Cash Paid Outs
- Cash Paying Guests
- Celebrity/ Dignitary Visits
- Check Cashing Privileges
- Check-In and Checkout
- Concierge/Lobby Representative
- Convention Center
- Credit Cards
- Credit Policy
- Currency Exchange
- Decorations
- Destination Management Companies (DMC)
- Deposits
- Diagrams
- Directions to the Hotel
- Doctors on Call
- Drug Stores
- eEvents
- Electrical
- Elevators
- Emergency Procedures
- Entertainment
- Environmental Commitment
- Exhibits
- Fax Machines
- Fire Codes
- Fitness Center
- Food & Beverage
- Food Donations
- Forms
  - General Manager
  - Golf Course Information
  - Gratuities
  - Guest List Manager
  - Guest Room Deliveries
  - Hair Salon
  - HHonors
  - Hotel Facts/History
  - Housekeeping
  - Indemnification
  - Interpretation/Translation Services
  - Internet Services
  - Key Request – Meeting Rooms
  - Key Hotel Contacts
  - Labor
  - Laundry/Dry Cleaning
  - Liquor Laws
- Load-In/Load Outs (Production, Decor, & Staging)
- Local Information
Lost and Found
Master Accounts
Medical Facilities/Services
Meeting Room Rental
Meeting Room Set Standard
Newspapers/Publications
Parking
Pets (policies)
Pools
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Production Guidelines
Public Transportation
Pyrotechnics
Radios/Nextels
Registration Assistance
Registration Desk
Reservations
Resort Fee
Resumes
Rigging
Robes
Safes/Safety Deposit Boxes
Security
Shoe Shine
Shopping
Smoking
Sound System
Spa
Special Meal Requests
Suites
Taxes
Team Member Recognition
Telephones/Telecommunications
Theme Parties
Tours/Sightseeing
Transportation
Tuxedo/Formalwear
Voice Mail
Wheelchairs
Wired Payment
Worship Services
ADVERTISING OPPORTUNITIES
The hotel offers groups and its’ affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Manager will provide detailed information and can discuss other ideas not listed below:

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

Back to Resource Information

AFFILIATE FUNCTIONS
Groups affiliated with a conference, but not part of the official convention program, which require meeting space and separate billing, will work directly with our Event Services Department. Such groups are subject to prior authorization from the hosting convention. All meeting space, if available, will be at the hotel’s normal prevailing room rental rates and will be subject to the hotel’s standard contract terms and conditions.

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

Back to Resource Information

Airport Information
- **John Wayne/Orange County Airport (SNA)** is located 14 miles from the hotel. It is serviced by Alaska, American, America West, American Eagle, South West, Continental, Delta, Northwest, TWA, USAir, United and United Express.
- **Los Angeles International Airport (LAX)** is the major international gateway into Southern California. Located 35 miles from the hotel, all major international carriers fly into LAX.
- **Long Beach Airport** is located 15 miles from the hotel. It is serviced by Alaska, American, America West, American Eagle, Jet Blue, Continental, Delta, TWA, USAir, United and United Express.
- **Ontario Airport** is located 35 miles from the hotel. It is serviced by Alaska, American, America West, Continental, Delta, Northwest, Skywest, Southwest, TWA, United and USAir.
- **Fullerton Municipal Airport** is a general aviation airport located 7-1/2 miles from the hotel. Charter flights are available.

Back to Resource Information

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

Back to Resource Information

AUDIO/VISUAL
Presentation Services (PSAV) is the largest AV company in the country and maintains a $44 million-dollar inventory in Anaheim. Our in-house office at the Hilton Anaheim offers a large staff of experienced technicians and event coordinators to handle any size event. Presentation Services offers a wide range of services which includes, but is not limited to:
• Complete Audio Visual Equipment Storage
• Audio Visual Support for Exhibits
• Large Screen Video and Data Display
• Videowalls
• Sound, Lighting, and Drapery
• Professional Video Equipment
• On-site Production and Staging Department
• Rigging Services

Presentation Services can be reached by dialing directly at (714) 740-4473, or by dialing the hotel operator. Visit their website at www.psa.com.

AUTOMATED TELLER MACHINES
There are two “ATM” kiosks conveniently located in the Main Lobby of the hotel.

BABYSITTING/CHILD CARE
Kids Night Out provides In-Room Child Care, In-Room Pet Care, Nanny Service, Children’s Conventions, Theme Parties, Childcare at Weddings, Children’s Camps, and Parent’s Helper. In-Room Childcare rates begin at $16 per hour. For more information go to www.kidsniteout.com or for reservations call 1-800-696-8105, extension 0.

BANKS
- Wells Fargo 2225 Harbor Blvd., Anaheim (714) 772-7182 1.38 Miles
- Wells Fargo 12952 Harbor Blvd., Garden Grove (800) 869-3557 1.63 Miles
- Bank of America 13220 Harbor Blvd., Garden Grove (714) 973-8495 2.8 Miles
- City National Bank 2401 E. Katella Ave., Anaheim (714) 704-4940 2.4 Miles
- Washington Mutual 12851 Harbor Blvd., Garden Grove (714) 741-8330 1.9 Miles

BANNERS
The Hilton Anaheim takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests we ask:

• Only professionally printed signage is allowed in the lobby/meeting areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.
• No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee $100.00. Please contact your Catering/Event Manager for pricing details.
• Nothing placed over exit doors or located to conceal or obscure any exit.

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.

Available Equipment:
Tables:
- Banquet 60” Rounds – Limited Number
- Banquet 72” Rounds
- Classroom 6’ x 18”
- Standard 6’ x 30”
- Square Card Table 36” x 36”
- Round High Top 48”

Lecterns:
- Standard 47 ½” x 32” (Oval Logo 20” x 12”) / (Square Logo 24” x 9”)
- Presidential

Risers:
- 6’ x 8’ pieces come in heights of 16”, 24”, and 32”

Dance Floor
- Interlocking 3x3 parquet wood dance floor pieces can be combined to fit the size of room and number of guests. Dance Floor sizes based on hotel inventory.

Flags:
- Our Banquet Department currently has 4 United States flags, 4 California State flags, 1 Canadian flag, 1 Mexican flag, and 1 Israel flag in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

Tents:
- Please contact your Catering/Event Manager regarding rental of small tents and large tents.

Piano:
If your group is requesting a piano or pianos for your function(s) please contact your Catering/Event Manager for current piano rental and tuning charges.

Pianos in stock:
- 3 Studio Pianos
- 2 Baby Grand Pianos

Ropes and Stanchions:
- 36 Pairs of stanchions with connecting rope.

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

All Banquet Food and Beverage information/ Terms and Conditions please see the Food and Beverage section.

Back to Resource Information

BELL SERVICES
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $11.00 per person, plus state tax, round trip and is subject to change. A $1.00 per person storage fee will apply when porterage is not contracted. Departure notices, bag pulls, and luggage storage should be coordinated with our Event/Guest Services Manager.

Back to Resource Information

BUSINESS CENTER/THE UPS STORE

The UPS Store located in the hotel lobby. This full-service business center offers packing and shipping services using state-of-the-art technology, as well as complete postal, digital printing and parcel/fax management services. In addition, conference and convention sponsors can submit their electronic documents for printing at The UPS Store, and their collateral and displays can be shipped, stored and delivered to meeting rooms and then returned, all from one convenient location. Guests also have the ability to send documents from their hotel rooms to The UPS Store to print, allowing for last minute production on-site. For questions regarding any of the services provided by The UPS Store please call (714) 740-4248.
SHIPPING AND RECEIVING
Packages for functions may be delivered to the hotel up to 3 days prior to your arrival date, and held at The UPS Store. Arrangements must be made through your Catering/Event Manager for storage. Your packages will be stored in a secured area at the following costs:

<table>
<thead>
<tr>
<th>PACKAGE HANDLING FEES</th>
<th>Inbound and Outbound Charges</th>
<th>Medium Packages</th>
<th>Large Packages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter 1oz or less</td>
<td>$2.00</td>
<td>11-20 lbs</td>
<td>$15.00</td>
</tr>
<tr>
<td>Letter over 1oz</td>
<td>$5.00</td>
<td>21-30 lbs</td>
<td>$20.00</td>
</tr>
<tr>
<td>1-10 lbs</td>
<td>$10.00</td>
<td>31-40 lbs</td>
<td>$30.00</td>
</tr>
<tr>
<td>11-20 lbs</td>
<td></td>
<td>41-50 lbs</td>
<td>$40.00</td>
</tr>
</tbody>
</table>

Packages can be retrieved from The UPS Store from 7:00 a.m. to 7:00 p.m., Monday through Friday, and 9:00 a.m. to 5:00 p.m. Saturday and Sunday. Packages can be picked up from The UPS Store directly or delivered to a guest room or meeting room. After hours, packages may be retrieved by contacting the Concierge or Front Desk.

When shipping packages/boxes to the Hilton Anaheim, please address them as follows:
- **Name** (of person who will be on-site)
- **Company Name**
- **C/O Hilton Anaheim**
- **777 Convention**
- **Anaheim, CA 92802**
- **ATTN: Mail Department**

<table>
<thead>
<tr>
<th></th>
<th>Hold for guest arrival</th>
<th>Delivery destination &amp; date</th>
<th>Phone</th>
<th>Fax</th>
<th>Number of packages in that shipment</th>
</tr>
</thead>
</table>

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

**SHIPPING FROM THE HILTON ANAHEIM:**
The Hilton Anaheim utilizes USPS, UPS, FEDEX and DHL for our shipping needs. Please call The UPS Store for pick-up and delivery schedules. A Shipping Forms are available on site and must be completely filled out for shipping.

**24 Hour Self-Serve Business Center:**
Outside of business hours, 24-hour self-service work stations are available adjacent to The UPS Store, and guests have 24-hour access to packages and faxes via the Concierge or Front Desk.

**Mail Service Off Property:**
The closest United States Post Office to the Hilton Anaheim is located at 1180 W. Ball Road in Anaheim and can be reached at (714) 533-8182. Their hours are 8:30 a.m. – 5:00 p.m. Monday through Friday.

**CASH PAID OUTS**
Prior arrangements for cash paid outs must be made through your Catering/Event Manager. Please specify amounts needed to ensure appropriate denominations are available.

**CASH PAYING GUESTS**
In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Anaheim will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.
CELEBRITY/DIGNITARY VISITS
Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

CHECK CASHING PRIVILEGES
Checks can be cashed by hotel guests at the Front Desk by presenting a valid driver’s license or photo identification. There is a $50.00 per day maximum and $150.00 per stay maximum. If you anticipate large numbers of attendees needing to cash checks, please inform your Event Manager.

CHECK-IN AND CHECKOUT
The Hilton Anaheim features a permanent, streamlined check-in/out system of 14 fixed and 6 auxiliary individual terminals to speed guests through the registration process. Check-in time is 4:00 p.m. and check-out is 12:00 noon. To ensure correct staffing of our front desk, please inform the Event Manager of your group’s arrival and departure pattern. (All guests arriving before 4:00 p.m. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

- **Early Departure:**
  Your guests will have the opportunity to confirm their departure date at check-in without being assessed an early departure fee. Once this departure date has been confirmed, there will be a $50.00* early departure fee assessed in the event the guest departs prior to their confirmed departure date.

- **Late Departure:**
  Late checkouts are available upon request and subject to availability. Please contact the Front Desk directly to discuss availability. Late check-out fees are as follows:
  
<table>
<thead>
<tr>
<th>Time</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 p.m. – 4:00 p.m.</td>
<td>$50.00*</td>
</tr>
</tbody>
</table>

  * = Current Fees (Subject to change)

- **E Check-In:**
  E Check-in provides Hilton HHonor Gold & Diamond level guests access to log-on to Hilton.com and register their room 36 hours prior to arrival and up to 2 hours prior to arrival. E Check-In is available from 6:00 a.m. the day prior to arrival until 10:00 p.m. the day of arrival to select a specific room number assignment.

- **Zip Checkout:**
  With zip checkout, your room folio is provided at your door by 6:00 a.m. the morning of your departure. Simply verify the charges, use the television remote or dial Zipout extension “27” and leave your name and room number. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bell desk. Any charges not noted on the statement will be provided on an updated statement at the Front Desk or through the mail within two days.

- **Airport Self-Service Kiosk Check-In:**
  The 4 Express Kiosks allow guests to print boarding passes for arrival and departing flights.

CONCIERGE/LOBBY REPRESENTATIVE
The Hilton Anaheim Concierge Desk is located in the Main Lobby of the hotel. They maintain a complete library of information on the many local attractions in the area. Inquiries on dinner reservations at the hotel or in the local area, local transportation schedules, and more are all available from the Concierge. They are available daily between the hours of 6:00 a.m. to 11:00 p.m. and can be reached by dialing ext. 23.
CONVENTION CENTER – ANAHEIM
Anaheim Convention Center
800 W. Katella Avenue
Anaheim, CA 92802
(714) 765-8950
Web Address: www.anaheimconventioncenter.com
The 1.6-million-square-foot Anaheim Convention Center is the largest convention center on the West Coast. The Center features a striking $13 million glass façade, towering palm tree-lined walkways and the Arena, surrounded by recent exterior enhancements, including a beautiful fountain centerpiece.

CREDIT CARDS
The Hilton Anaheim accepts most major credit cards including American Express, Diners Club, Discover/Novis, JCB International, Mastercard and Visa.

CREDIT POLICY
With credit approval, a 50% deposit of the estimated amount of charges is required one (1) week in advance of the function date with the balance due and payable upon receipt of the first statement. Please refer to Sales Agreement.

CURRENCY EXCHANGE

DECORATIONS
Please contact your Catering/Event Manager for a description of items available as well as complete party package menus. We are happy to suggest ideas on novel favors, souvenir menus, printed programs, creative ice carvings, theme food presentations, and room accent décor including balloons 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. Please see the Banquet Event Order (BEO) for other specific contractual information.

DESTINATION MANAGEMENT COMPANIES (DMC)
Preferred vendors that have successfully worked with the hotel are listed below for your reference.

Access California
7 Bendix, Suite A
Irvine, CA 92618
Phone: (949) 454-2111
Fax: (949) 454-9815

The Meeting Manager
9 Marconi
Irvine, CA 92618
Phone: (949) 348-1900
Fax: (949) 348-1955
DEPOSITS
Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance. Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

Back to Resource Information

DIAGRAMS
Ballroom Level – Second Floor:

### Pacific Ballroom

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2/6’)</th>
<th>Classroom Style (3/6’)</th>
<th>Banquet 60’</th>
<th>Banquet 72’</th>
<th>Reception</th>
<th>U Shape</th>
<th>Hollow Square</th>
<th>Conference</th>
<th>Ceiling Height</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>400</td>
<td>150</td>
<td>240</td>
<td>330</td>
<td>250</td>
<td>585</td>
<td>58</td>
<td>68</td>
<td>52</td>
<td>20’</td>
<td>70 x 69</td>
<td>4,830</td>
</tr>
<tr>
<td>B</td>
<td>400</td>
<td>150</td>
<td>240</td>
<td>330</td>
<td>250</td>
<td>555</td>
<td>58</td>
<td>68</td>
<td>52</td>
<td>20’</td>
<td>70 x 65</td>
<td>4,550</td>
</tr>
<tr>
<td>C</td>
<td>900</td>
<td>350</td>
<td>450</td>
<td>770</td>
<td>600</td>
<td>1190</td>
<td>105</td>
<td>N/A</td>
<td>N/A</td>
<td>20’</td>
<td>73 x 134</td>
<td>9,782</td>
</tr>
<tr>
<td>D</td>
<td>900</td>
<td>350</td>
<td>450</td>
<td>770</td>
<td>600</td>
<td>1140</td>
<td>105</td>
<td>126</td>
<td>N/A</td>
<td>20’</td>
<td>70 x 134</td>
<td>9,380</td>
</tr>
</tbody>
</table>

### California Ballroom

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2/6’)</th>
<th>Classroom Style (3/6’)</th>
<th>Banquet 60’</th>
<th>Banquet 72’</th>
<th>Reception</th>
<th>U Shape</th>
<th>Hollow Square</th>
<th>Conference</th>
<th>Ceiling Height</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>400</td>
<td>150</td>
<td>240</td>
<td>330</td>
<td>250</td>
<td>585</td>
<td>58</td>
<td>68</td>
<td>52</td>
<td>20’</td>
<td>70 x 69</td>
<td>4,830</td>
</tr>
<tr>
<td>B</td>
<td>400</td>
<td>150</td>
<td>240</td>
<td>330</td>
<td>250</td>
<td>555</td>
<td>58</td>
<td>68</td>
<td>52</td>
<td>20’</td>
<td>70 x 65</td>
<td>4,550</td>
</tr>
<tr>
<td>C</td>
<td>900</td>
<td>350</td>
<td>450</td>
<td>770</td>
<td>600</td>
<td>1190</td>
<td>105</td>
<td>N/A</td>
<td>N/A</td>
<td>20’</td>
<td>73 x 134</td>
<td>9,782</td>
</tr>
<tr>
<td>D</td>
<td>900</td>
<td>350</td>
<td>450</td>
<td>770</td>
<td>600</td>
<td>1140</td>
<td>105</td>
<td>126</td>
<td>N/A</td>
<td>20’</td>
<td>70 x 134</td>
<td>9,380</td>
</tr>
</tbody>
</table>
### Foyer

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Reception</th>
<th>Dimensions</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballroom Foyer</td>
<td>1300</td>
<td>181 x 109</td>
<td>11,215</td>
<td>8' 6&quot;</td>
</tr>
</tbody>
</table>

### Promenade

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Reception</th>
<th>8' x 10' Exhibits</th>
<th>Dimensions</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballroom Promenades</td>
<td>800</td>
<td>17</td>
<td>209' x 22'6&quot;</td>
<td>4,600</td>
<td>13'</td>
</tr>
</tbody>
</table>

### Green Room

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Banquet 60&quot;</th>
<th>Banquet 72&quot;</th>
<th>Reception</th>
<th>Conference</th>
<th>Dimensions</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Room</td>
<td>50</td>
<td>40</td>
<td>75</td>
<td>18</td>
<td>49 x 30</td>
<td>1,450</td>
<td>8'</td>
</tr>
</tbody>
</table>

### Mezzanine Level – Third Floor:

### Mezzanine Rooms

<table>
<thead>
<tr>
<th>Room #</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6')</th>
<th>Classroom Style (3 per 6')</th>
<th>Banquet 60&quot;</th>
<th>Reception</th>
<th>Conference</th>
<th>U Shape</th>
<th>Hollow Square</th>
<th>Length &amp; Width</th>
<th>Ceiling Height</th>
<th>Square Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>24 x 17</td>
<td>7' 4&quot;</td>
<td>408</td>
</tr>
<tr>
<td>2</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>3</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>4</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>5</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>6</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>50</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>27 x 15</td>
<td>7' 4&quot;</td>
<td>405</td>
</tr>
<tr>
<td>7</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>50</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>27 x 15</td>
<td>7' 4&quot;</td>
<td>405</td>
</tr>
<tr>
<td>8</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>9</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>10</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>11</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>26 x 15</td>
<td>7' 4&quot;</td>
<td>390</td>
</tr>
<tr>
<td>12</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>24 x 17</td>
<td>7' 4&quot;</td>
<td>408</td>
</tr>
<tr>
<td>13</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>52</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>25 x 18</td>
<td>7' 4&quot;</td>
<td>450</td>
</tr>
<tr>
<td>14</td>
<td>45</td>
<td>20</td>
<td>30</td>
<td>40</td>
<td>70</td>
<td>25</td>
<td>24</td>
<td>26</td>
<td>29 x 21</td>
<td>7' 4&quot;</td>
<td>609</td>
</tr>
</tbody>
</table>

### Mezzanine Offices

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Length &amp; Width</th>
<th>Ceiling Height</th>
<th>Square Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mezzanine Offices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>17 x 12</td>
<td>7'4&quot;</td>
<td>204</td>
</tr>
<tr>
<td>B</td>
<td>21 x 12</td>
<td>7'4&quot;</td>
<td>252</td>
</tr>
<tr>
<td>C</td>
<td>17 x 12</td>
<td>7'4&quot;</td>
<td>204</td>
</tr>
</tbody>
</table>
Concourse Level – Fourth Floor:

Concourse Rooms

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6')</th>
<th>Classroom Style (3 per 6')</th>
<th>Banquet 60'</th>
<th>Banquet 72'</th>
<th>Reception</th>
<th>Hollow Square</th>
<th>Conference Style</th>
<th>U Shape</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUNSET</td>
<td>52</td>
<td>22</td>
<td>32</td>
<td>40</td>
<td>60</td>
<td>20</td>
<td>14</td>
<td>16</td>
<td>24 x 21</td>
<td>504</td>
<td>76</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>SALINAS</td>
<td>64</td>
<td>23</td>
<td>32</td>
<td>40</td>
<td>60</td>
<td>20</td>
<td>18</td>
<td>20</td>
<td>28 x 16</td>
<td>504</td>
<td>76</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>70</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>25</td>
<td>22</td>
<td>22</td>
<td>38 x 26</td>
<td>754</td>
<td>1976</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>CARMEL</td>
<td>80</td>
<td>30</td>
<td>45</td>
<td>60</td>
<td>130</td>
<td>25</td>
<td>22</td>
<td>26</td>
<td>38 x 26</td>
<td>988</td>
<td>1976</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>SAN SIMEON</td>
<td>150</td>
<td>70</td>
<td>100</td>
<td>120</td>
<td>225</td>
<td>38</td>
<td>40</td>
<td>36</td>
<td>38 x 52</td>
<td>1976</td>
<td>1064</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>A</td>
<td>90</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>110</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>38 x 24</td>
<td>912</td>
<td>2142</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>B</td>
<td>60</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>110</td>
<td>25</td>
<td>22</td>
<td>24</td>
<td>38 x 24</td>
<td>912</td>
<td>2142</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>AVILA</td>
<td>150</td>
<td>70</td>
<td>100</td>
<td>120</td>
<td>225</td>
<td>38</td>
<td>40</td>
<td>36</td>
<td>38 x 52</td>
<td>2014</td>
<td>1102</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>A</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>110</td>
<td>25</td>
<td>22</td>
<td>24</td>
<td>38 x 29</td>
<td>1102</td>
<td>2014</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>B</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>110</td>
<td>25</td>
<td>22</td>
<td>24</td>
<td>38 x 24</td>
<td>912</td>
<td>2142</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>PALISADES</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>80</td>
<td>100</td>
<td>26</td>
<td>18</td>
<td>20</td>
<td>55 x 32</td>
<td>1760</td>
<td>1760</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>EL CAPITAN</td>
<td>150</td>
<td>70</td>
<td>100</td>
<td>120</td>
<td>240</td>
<td>38</td>
<td>40</td>
<td>36</td>
<td>42 x 51</td>
<td>2142</td>
<td>2142</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>A</td>
<td>84</td>
<td>32</td>
<td>46</td>
<td>60</td>
<td>120</td>
<td>25</td>
<td>26</td>
<td>24</td>
<td>42 x 23</td>
<td>966</td>
<td>1176</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>B</td>
<td>84</td>
<td>32</td>
<td>46</td>
<td>70</td>
<td>135</td>
<td>28</td>
<td>24</td>
<td>26</td>
<td>42 x 28</td>
<td>1176</td>
<td>1176</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>SANTA BARBARA</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>50</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>25 x 16</td>
<td>400</td>
<td>76</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>VENTURA</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>50</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>25 x 16</td>
<td>400</td>
<td>76</td>
<td>7'6&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6')</th>
<th>Classroom Style (3 per 6')</th>
<th>Banquet 60'</th>
<th>Banquet 72'</th>
<th>Reception</th>
<th>Hollow Square</th>
<th>Conference Style</th>
<th>U Shape</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>MALIBU</td>
<td>130</td>
<td>52</td>
<td>78</td>
<td>80</td>
<td>70</td>
<td>130</td>
<td>28</td>
<td>30</td>
<td>26</td>
<td>45 x 26</td>
<td>1170</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>SANTA MONICA</td>
<td>125</td>
<td>52</td>
<td>78</td>
<td>80</td>
<td>70</td>
<td>130</td>
<td>28</td>
<td>30</td>
<td>26</td>
<td>44 x 23</td>
<td>1012</td>
<td>7'6&quot;</td>
</tr>
<tr>
<td>MANHATTAN</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 27</td>
<td>864</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>REDONDO</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 26</td>
<td>832</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>PALOS VERDES</td>
<td>150</td>
<td>68</td>
<td>100</td>
<td>120</td>
<td>200</td>
<td>46</td>
<td>40</td>
<td>34</td>
<td>32 x 53</td>
<td>1696</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 24</td>
<td>768</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 24</td>
<td>768</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>HUNTINGTON</td>
<td>280</td>
<td>90</td>
<td>130</td>
<td>190</td>
<td>300</td>
<td>48</td>
<td>52</td>
<td>44</td>
<td>32 x 25</td>
<td>800</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 24</td>
<td>800</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>84</td>
<td>40</td>
<td>48</td>
<td>70</td>
<td>125</td>
<td>30</td>
<td>24</td>
<td>26</td>
<td>32 x 31</td>
<td>992</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>100</td>
<td>26</td>
<td>22</td>
<td>24</td>
<td>32 x 23</td>
<td>736</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>LIDO A</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>26 x 15</td>
<td>390</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>LIDO B</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>26 x 15</td>
<td>390</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>LIDO C</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>26 x 15</td>
<td>390</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>BALBOA A</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>26 x 15</td>
<td>390</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>BALBOA B</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>45</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>26 x 15</td>
<td>390</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>BALBOA C</td>
<td>30</td>
<td>16</td>
<td>22</td>
<td>30</td>
<td>48</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>28 x 15</td>
<td>420</td>
<td>7'6&quot;</td>
<td></td>
</tr>
</tbody>
</table>
Concourse Rooms Continues

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6’)</th>
<th>Classroom Style (3 per 6’)</th>
<th>Banquet 60°</th>
<th>Banquet 72°</th>
<th>Reception</th>
<th>U Shape</th>
<th>Conference Style</th>
<th>Hollow Square</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAGUNA</td>
<td>260</td>
<td>80</td>
<td>130</td>
<td>160</td>
<td>300</td>
<td>44</td>
<td>52</td>
<td>48</td>
<td>60 x 32</td>
<td>1792</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>170</td>
<td>70</td>
<td>100</td>
<td>140</td>
<td>200</td>
<td>50</td>
<td>46</td>
<td>40</td>
<td>56 x 32</td>
<td>1902</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>60</td>
<td>20</td>
<td>30</td>
<td>40</td>
<td>90</td>
<td>20</td>
<td>16</td>
<td>26</td>
<td>24 x 32</td>
<td>768</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>CAPISTRANO</td>
<td>150</td>
<td>70</td>
<td>100</td>
<td>120</td>
<td>200</td>
<td>34</td>
<td>40</td>
<td>36</td>
<td>52 x 32</td>
<td>1664</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>24</td>
<td>22</td>
<td>26</td>
<td>32 x 28</td>
<td>896</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>80</td>
<td>28</td>
<td>40</td>
<td>60</td>
<td>100</td>
<td>24</td>
<td>22</td>
<td>26</td>
<td>32 x 24</td>
<td>768</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>SAN CLEMENTE</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>50</td>
<td>100</td>
<td>24</td>
<td>22</td>
<td>33 x 26</td>
<td>858</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>OCEANSIDE</td>
<td>80</td>
<td>30</td>
<td>42</td>
<td>60</td>
<td>50</td>
<td>100</td>
<td>24</td>
<td>22</td>
<td>33 x 27</td>
<td>891</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>LAJOLLA</td>
<td>30</td>
<td>20</td>
<td>28</td>
<td>40</td>
<td>30</td>
<td>50</td>
<td>20</td>
<td>18</td>
<td>25 x 24</td>
<td>660</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>CORONADO</td>
<td>30</td>
<td>20</td>
<td>28</td>
<td>40</td>
<td>30</td>
<td>50</td>
<td>20</td>
<td>18</td>
<td>25 x 25</td>
<td>625</td>
<td>7'6&quot;</td>
<td></td>
</tr>
<tr>
<td>Executive Board Room</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>22</td>
<td>N/A</td>
<td>56 x 26</td>
</tr>
<tr>
<td>Ante Room</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>28 x 19</td>
<td>532</td>
</tr>
</tbody>
</table>

Lobby:
Avalon Ballroom AB

Avalon Ballroom

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6’)</th>
<th>Banquet 60°</th>
<th>Banquet 72°</th>
<th>Reception</th>
<th>U Shape</th>
<th>Conference Style</th>
<th>Hollow Square</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon A</td>
<td>140</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>150</td>
<td>36</td>
<td>40</td>
<td>48x26</td>
<td>1,248</td>
<td>11'8&quot;</td>
<td></td>
</tr>
<tr>
<td>Avalon B</td>
<td>140</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>150</td>
<td>36</td>
<td>40</td>
<td>48x26</td>
<td>1,248</td>
<td>11'8&quot;</td>
<td></td>
</tr>
<tr>
<td>Avalon Combined</td>
<td>260</td>
<td>150</td>
<td>190</td>
<td>160</td>
<td>300</td>
<td>60</td>
<td>N/A</td>
<td>48x52</td>
<td>2,496</td>
<td>11'8&quot;</td>
<td></td>
</tr>
</tbody>
</table>
## Lower Lobby: Catalina # 1-7

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater Style</th>
<th>Classroom Style (2 per 6')</th>
<th>Classroom Style (3 per 6')</th>
<th>Banquet 60'</th>
<th>Banquet 72'</th>
<th>Reception</th>
<th>U Shape</th>
<th>Conference Style</th>
<th>Hollow Square</th>
<th>Length &amp; Width</th>
<th>Square Footage</th>
<th>Ceiling Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>49</td>
<td>28</td>
<td>40</td>
<td>49</td>
<td>49</td>
<td>26</td>
<td>22</td>
<td>26</td>
<td>24x38</td>
<td>970</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>49</td>
<td>28</td>
<td>40</td>
<td>49</td>
<td>49</td>
<td>24</td>
<td>22</td>
<td>26</td>
<td>22x43</td>
<td>990</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>49</td>
<td>28</td>
<td>40</td>
<td>49</td>
<td>49</td>
<td>20</td>
<td>24</td>
<td>24</td>
<td>37x27</td>
<td>981</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>49</td>
<td>28</td>
<td>40</td>
<td>49</td>
<td>49</td>
<td>20</td>
<td>24</td>
<td>24</td>
<td>37x27</td>
<td>981</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>49</td>
<td>30</td>
<td>45</td>
<td>49</td>
<td>49</td>
<td>26</td>
<td>22</td>
<td>26</td>
<td>38x27</td>
<td>970</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>49</td>
<td>30</td>
<td>45</td>
<td>49</td>
<td>49</td>
<td>26</td>
<td>22</td>
<td>26</td>
<td>38x27</td>
<td>981</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>49</td>
<td>30</td>
<td>45</td>
<td>49</td>
<td>49</td>
<td>26</td>
<td>22</td>
<td>26</td>
<td>38x27</td>
<td>981</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

## Back to Resource Information

**DIRECTIONS TO THE HOTEL**

**From LAX:**
- Take Sepulveda Blvd. South to the 105 Fwy East.
- Take the 105 Fwy East to the 605 Fwy South.
- Continue down the 605 Fwy to the 91 Fwy East.
- Merge onto the 5 Fwy South.
- Exit on Harbor Blvd. South, turning right off the exit.
- Continue up to Convention Way and turn right.

**From John Wayne Airport (Orange County Airport):**
- Take the 55 Fwy North to the 5 Fwy North.
- Continue just past the 57 / 22 Fwy interchange and take the Harbor Blvd. exit.
- Turn left onto Harbor Blvd.
- Take Harbor Blvd. to Convention Way and turn right.
From Los Angeles & Points North:
Hwy 101
- Take Hwy 101 South to 5 Fwy South and travel approximately 30 miles.
- Exit on Harbor Blvd and turn right.
- Take Harbor Blvd to Convention Way and turn right.

5 Fwy
- Take the 5 Fwy South to Harbor Blvd.
- Exit on Harbor Blvd and turn right.
- Take Harbor Blvd to Convention Way and turn right.

405 Fwy
- Take the 405 Fwy South (past the 605 Fwy) to the 22 Fwy East.
- Take the 22 Fwy eastbound to the Harbor Blvd North exit, turning right off the exit.
- Turn right at Harbor Blvd.
- Take Harbor Blvd northbound 3 miles to Convention Way and turn left.

From Riverside/San Bernadino & Points East:
10 Fwy
- Take the 10 Fwy West through San Bernardino to the 57 Fwy South.
- Exit on Katella Avenue, turning right off the exit.
- Turn Left onto Harbor Blvd.
- Turn right onto Convention Way.

From San Diego & Points South:
- Take the 5 Fwy North.
- Exit on Harbor Blvd and turn left.
- Take Harbor to Convention Way and turn left.

DOCTORS ON CALL
- American Hotel Doctors: (888) 337-7007. Please contact your Catering/Event Manager for more information. You may also refer to Medical Facilities/Services portion of the Resource Guide.

DRUG STORES
- Walgreens 12002 Harbor Blvd, Garden Grove (714) 663-2850 1.53 Miles
- Sav-on Drugs 1660 W Katella Ave, Anaheim, CA (714) 530-0500 1.68 Miles

eEVENTS
Hilton Family’s online booking channel for small groups and meetings. With eEvents you can book your event from start to finish online.
- Confirm guest rooms and select meeting space
- Order food & beverage
- Arrange audio/visual equipment
Please contact your Event Manager for more information or visit www.e-events.hilton.com.

ELECTRICAL
Currently the California Ballroom and Pacific Ballroom each have a maximum capability of 400 amps, and they are equipped with six chandeliers of approximately 3,000 watts and 200 down lights with a total of 8,000 watts.
Electrical wiring and equipment installation must conform to the City of Anaheim Fire Code. Please submit your electrical and utility orders at least one month in advance in order to avoid additional charges and shortage of qualified personnel. The Hilton Anaheim Engineering Department will provide your convention with all electrical services necessary.

A Hilton Anaheim order form should be provided in exhibitor packets and faxed back directly to the hotel. To arrange for any generators that may be necessary for your exhibits, please contact the Engineering Department to advise you on generator placement. A Hilton Anaheim electrical price chart reflecting current rates is available from your Event Manager.

**ELEVATORS**
- 8 Guest Room elevators located in the Main Lobby.
- 2 Parking Garage elevators located in the Main Lobby, adjacent to Guest Room elevators.
- 2 Freight elevators with interior dimensions of 20’L x 9’8”W x 9’11”H, Capacity 10,000 lbs, with access to ballrooms (2nd Floor) via service corridors.
- 2 Service elevators with interior dimensions of 7’8”L x 9’8”W x 8’H, Capacity 6,000 lbs, with access to ballrooms and meeting rooms (2nd – 4th Floors) via service corridors.
- Additional 5 internal service elevators are available for smaller deliveries to all floors.

**EMERGENCY PROCEDURES**
The Hilton Anaheim 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 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and AED.
- Western Medical Center located at 1025 S. Anaheim Blvd, Anaheim is the nearest hospital/emergency room to our hotel. (714) 533-6220.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- The hotel is fully equipped with a sprinkler system throughout and each guestroom has a smoke detector.
- The fire alarm system includes one way voice communication to all floors.
- Security cameras are provided in public areas.
- In Room Safes.

**ENTERTAINMENT**
The Hilton Anaheim recommends the following companies for Music and Entertainment:

- Ron Rubin Events 310-348-6670 www.ronrubinevents.com
- Enloe Productions 818-894-3232 www.enloeproductions.com

**ENVIRONMENTAL COMMITMENT**
At Hilton Hotels Corporation, protecting the Environment is a top priority. Responsible environmental activity is good for both our business and the community. Hilton has developed a comprehensive company-wide policy to promote business practices that help preserve the environment. We provide guidelines for all of our facilities, and our goals are to “Reduce – Reuse – Recycle” as much as we can.
The Hilton Anaheim is committed to promoting the practice of sustainable hospitality through energy and water conservation, waste reduction and recycling. We will strive to maintain an exceptional guest experience while incorporating environmentally conscious practices into our operations. We will seek to engage our team members and our guests to “think green” through ongoing education and awareness programs.

Hilton Anaheim’s sustainable Initiatives:

**Energy Conservation**
- Energy-saving compact fluorescent (CFL) light bulbs save energy throughout the hotel
- All guestrooms feature motion-sensing thermostats that reduce energy usage when vacant
- Meeting rooms utilize thermostat timers for efficient heating/cooling based on event schedules
- Meeting rooms are equipped with motion/sound-sensitive lighting system

**Water Conservation**
- Guest bathrooms use ultra low-flush toilets
- Guest bathrooms use water restricted shower heads
- New commercial laundry system reduces water usage by 60%
  \(675,000\) gallons of water saved in June 2008 alone.
- Linen and towel reuse program for multiple-night guests

**Recycling & Waste Reduction**
- City of Anaheim automatically sorts/recycles most metal and plastic from general waste stream
- Old furnishings, linens, curtains, dishware and bedding donated to local charities
- Kitchen recycles cooking oil
- All mercury-containing light bulbs (fluorescent, halogen) are gathered and properly recycled
- E-waste products (electronic equipment, batteries) are gathered and properly recycled
- Fitness center uses shampoo/body wash dispensers in place of individual bottles
- Meeting planners encouraged to use water service vs. individual water bottles

**Miscellaneous**
- Cross-functional Green Committee spearheads new and innovative eco-friendly operations
- Purchasing preference given to environmentally responsible service suppliers
- Dry cleaning supplier uses environmentally friendly products
- Local, organic, and vegetarian dining options available and incorporated into regular menu
- Digital signage has replaced paper for many meetings

**HEAT**
HEAT (Hilton Environmental Analysis and Tracking) is our internal measurement system to collect, analyze, and track environmental and social performance at our property as well as our brands globally. In so doing, we are able to integrate sustainability as a core performance metric and drive economic and social returns. Your Catering/Event Manager can share detailed information.

**SPORT**
Sustainable Property Operations Results Tracking
SPORT is an integrated, performance based system, built into our HEAT system that looks at all of the key focus areas in terms of sustainability and operational best practices. Your Catering/Event Manager can share detailed information.

[Back to Resource Information]
EXHIBITS
Currently the California Ballroom and Pacific Ballroom can each accommodate up to (176) 8’x10’ or (140) 10’x10’ exhibit booths. For professional exposition service companies who can assist you with your exhibits, please contact the Event Services Department for an up-to-date list of approved vendors. Two months prior to your exhibit date, your Event Manager will need to be provided with Fire Marshal-approved floor plans. Please request the hotel’s Exhibit and Production Guidelines from your Event Manager.

Pacific Ballroom

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Booths 8’x10’ W x L</th>
<th>Booths 10’x10’ W x L</th>
<th>Floor Surface</th>
<th>Floor Load</th>
<th>Lighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pacific Ballroom</td>
<td>176</td>
<td>140</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>A</td>
<td>28</td>
<td>22</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>B</td>
<td>27</td>
<td>23</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>C</td>
<td>65</td>
<td>40</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>D</td>
<td>56</td>
<td>38</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>California Ballroom</td>
<td>176</td>
<td>140</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>A</td>
<td>28</td>
<td>22</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>B</td>
<td>27</td>
<td>23</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>C</td>
<td>65</td>
<td>40</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>D</td>
<td>56</td>
<td>38</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
<tr>
<td>Promenades</td>
<td>17</td>
<td>N/A</td>
<td>Carpet</td>
<td>100 lbs/Sq. Ft.</td>
<td>Recessed</td>
</tr>
</tbody>
</table>

Maximum Booth Capacity - Vertical Aisle Format

Maximum Booth Capacity - Horizontal Aisle Format
**FAX MACHINES**

The Guest Fax machine is located at The UPS Store in the Main Lobby. Fax charges for all guest faxes are as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming 1st thru 5th page</td>
<td>$3.00</td>
</tr>
<tr>
<td>Incoming 6th page and up</td>
<td>$1.00</td>
</tr>
<tr>
<td>Outgoing Domestic 1st page</td>
<td>$5.00</td>
</tr>
<tr>
<td>Outgoing Domestic 2nd and up</td>
<td>$1.00</td>
</tr>
<tr>
<td>International Outgoing 1st page</td>
<td>$10.00</td>
</tr>
<tr>
<td>International 2nd page and up</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

After hour guest faxes will be available for pickup via the Concierge or Front Desk. Fax machines are also available to rent through Presentation Services (PSAV) with advance notice.

**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 Marshal. 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.
FITNESS CENTER
The “Health Club,” located on the lower level of the hotel, is owned and operated by the Hilton Anaheim. This state-of-the-art facility is open to private membership, as well as hotel guests. Hours of operation are from 5:30 a.m. to 10:00 p.m., Monday through Thursday, 5:30 a.m. to 9:00 p.m. Friday and 7:00 a.m. to 7:00 p.m. on Saturday and Sunday. (Hours can be regulated based on group’s specific needs.) Admittance to the Health Club is currently $14.00/day and $34.00/3 days.

FOOD & BEVERAGE

AMENITIES
The Room Service department is happy to service your group gift and amenity needs. You may choose from the list of amenities or advise your Catering/Event Manager of your specific preferences or budgeting guidelines. For a complete list of available amenities please contact your Catering/Event Manager.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 18%, and is subject to change. For a standard delivery, the fee is $3.00.

BANQUET MENU SELECTION
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 45 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

BANQUET BEVERAGE SELECTION
The Hilton Anaheim offers a choice of call, premium, and super premium beverages on banquet bars. The following is a list of beverages currently offered by our banquet department. 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. Please contact your Catering/Event Manager for the current selections available of the following beverages:

Call Brands
Premium Brands
Super Premium Brands
Cordials
Beer
Wine
Non-Alcoholic Beverages
All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices and mineral water. Non-alcoholic beers and wines, blended drinks and champagne by the glass are available upon request.

BANQUET CURFEWS
As a courtesy to our hotel guests there is an outdoor function curfew of 10:00 p.m. In accordance with California liquor laws, all alcoholic beverage sales will begin at 11:00 a.m. and conclude at 1:30 a.m.

STANDARD BANQUET TERMS AND CONDITIONS

1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE: The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Banquet Event Order (“BEO”). We request you send function space assignments 6 months prior to the event. The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the BEO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.

2. GUEST COUNTS GUARANTEE: At least 3 business days, (72 Business Hours) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that was submitted in writing. Should the number of people served exceed the guaranteed, you will be charged for the greater of the two. We will not set more than 3% more than the guaranteed minimum.

3. LABOR CHARGE: If the guaranteed number for your event is less than 25 plated persons, we will add a $200.00 labor charge to your account. If the guaranteed number for your event is less than 50 buffet persons, we will add a $200.00 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 & ADMINISTRATIVE FEE: 18.5% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 3.5% of the food and beverage total, plus any applicable state or local tax, will be added to your account as an administrative fee. This administrative fee 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 there with.

**All pricing and percentages quoted are current, and are subject to change**

**RESTAURANTS/LOUNGES**

**MIX Restaurant** features an extensive variety of imaginative dishes created from some of the finest organic and natural ingredients available in the region. For a hearty breakfast with the entire family, a satisfying lunch between meetings or an intimate dinner for two, MIX it up at Anaheim’s newest and most inviting spot for dining and entertaining. MIX Restaurant is open 6:00 a.m. to 10:00 p.m. Note: Hours may vary based on occupancy.

MIX Lounge, the contemporary new centerpiece of Hilton’s atrium lobby, is Anaheim’s favorite new gathering place to enjoy signature cocktails, an extensive wine list and delectable appetizers. MIX Lounge is open from 11:30 a.m. to 1:30 a.m.

**FOOD COURT**

A casual dining experience, Baja Fresh Express, a Mexican grill that uses the freshest ingredients and everything is made to order. Baja Fresh Express is open from 10:00 a.m. to 7:00 p.m. Monday through Friday, and 10:00 a.m. to 5:00 p.m. Saturday and Sunday. Note: Hours may vary based on occupancy.

A casual dining experience, Sbarro Pizza offers a mix of popular pizzas, pastas, and salads. Sbarro Pizza is open from 10:00 a.m. to 7:00 p.m. Monday through Friday, and 10:00 a.m. to 5:00 p.m. Saturday and Sunday. Note: Hours may vary based on occupancy.

Just Grillin, a vendor unique to the Hilton Anaheim, also located at the new Food Court, offers delicious Hamburgers and Hotdogs along with frozen yogurt, and heavenly smoothies to get your day
started right. Just Grillin is open from 10:00 a.m. to 7:00 p.m. Monday through Friday, and 10:00 a.m. to 5:00 p.m. Saturday and Sunday. Note: Hours may vary based on occupancy.

A casual dining experience, Submarina does things a little differently. Like using California vine-ripened produce, real avocados, pepperoncinis, and of course, if you want, sprouts. Get a little taste of California in your sub sandwich. Only at Submarina

Enjoy a delicious cup of fresh brewed coffee in the largest licensed Starbucks in the United States. Located on the Lobby Level adjacent to the Front Desk, Starbucks offers fresh pastry, premium deli sandwiches, Starbucks’ signature Frappuccinos, and an array of retail and amenity items. Open daily from 6:00 a.m. to 10:00 p.m. based on occupancy.

Enjoy our California sunshine poolside, relax in a bubbling Jacuzzi, sip a refreshing tropical drink on our pool deck or enjoy a light snack or barbecued specialty. Seasonal hours are 11:30 a.m. to 6:00 p.m.

IN-ROOM DINING (ROOM SERVICE)
Our In-room Dining is open from 6:00 a.m. until late evening daily for breakfast, lunch, dinner, snacks and beverage service and can be reached at extension 21 in-house.

A variety of amenities are also available through Room Service.

Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of $3.00 per order, plus 8.75% tax. (Gratuity and Delivery Fee Subject To Change)

Back to Resource Information

FOOD DONATIONS
Hilton is committed to assist our communities in the effort to alleviate hunger in this country. Our hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. We ask you to cooperate with us in this endeavor. Please contact your Catering/Event Manager for further details.

Back to Resource Information

FORMS

- Credit Application
- Credit Card Payment Authorization Form
- Engineering Rates & Services
- Telecommunications & Network Service Form

CREDIT APPLICATION
Confidential Information

Hotel Name: Hilton Anaheim
Address: 777 Convention Way, Anaheim, CA 92802-3497
Telephone: 714-750-4321 (Main)
Fax #: ________________________________________________________________________________
E-mail: ________________________________________________________________________________

Name of Company Requesting Direct Billing: __________________________________________
Address: ________________________________________________________________________________
City: ___________________________ State: ______ Zip: __________
Dun & Bradstreet Number: ___________ Rating: _____ Listed in Name of: ________________
Group Name: __________________________________________________________________________
Inclusive Booking Dates: 

Group Contact: ______________________ Fax #: ______________________
Address: __________________________ State: __________ Zip: __________
City: ___________________________ Telephone: ______________________

DIRECT BILLING HAS BEEN REQUESTED AS INDICATED:
1. Guestroom Accounts
   _____ All charges for specified guests - Provide List
   _____ Room & Tax only for specified guests - Provide List
2. Catering:
   _____ All Catering/Banquet charges
3. Miscellaneous
   _____ Provide List

BANK REFERENCES:
Bank Name: __________________________ Contact: ______________________
Full Address: ___________________________________________________________________
City: ___________________________ State: __________ Zip: __________
Telephone: __________________________ Account #: __________________________
ABA#: __________________________

HOTEL REFERENCES (Most Recent History):
1. Hotel Name: __________________________ Dates: ______________________
   Full Address: ___________________________________________________________________
   City: ___________________________ State: __________ Zip: __________
   Telephone: ______________________
2. Hotel Name: __________________________ Dates: ______________________
   Full Address: ___________________________________________________________________
   City: ___________________________ State: __________ Zip: __________
   Telephone: ______________________

With credit approval, a 50% deposit of the estimated amount of charges is required 1 (one) week in advance of the function date with the balance due and payable upon receipt of the first statement.

AGREEMENT & RELEASE:
I (We) agree if credit is extended, to pay the amount due upon receipt of the first statement. In accordance with the Privacy Act, Freedom of Information Act, the Fair Credit Reporting Act, and any similar federal, state or local statutory or common laws or regulations, I (We) expressly authorize the above-named references, any credit reporting agency, any law enforcement agency (federal/state/local) and any person or entity with knowledge of information relevant to this request for credit to release this information to the hotel (together with its owners, partners, subsidiaries and affiliates, and their officers, directors, agents and employees, "Hotel") and Hotel to request, obtain, and use such information as it sees fit. I (We) hereby agree to release, indemnify, defend and hold harmless Hotel and any or all other persons or entities, including without limitation those providing information, from any and all liability, for losses, claims, injuries, liabilities, and damages of whatever kind of nature, whether known or unknown, including without limitation those based upon defamation, invasion of privacy, and rights of publicity and personality, which may at any time arise or accrue to me (us) or my (our) heirs, successors, parents, subsidiaries, assigns, officers, directors, employees, agents or other persons or entities claiming by or through us, on account of provision of such information or reliance on such information or on other information gathered pursuant thereto and hereto. I (We) hereby authorize this Credit Application and release to be shown and delivered to such persons, with a copy of this Credit Application and release to be as valid as the original.

Authorized Signature: __________________________ Date: __________

<table>
<thead>
<tr>
<th>Estimated Amount of Charges</th>
<th>To be completed by Originator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms:</td>
<td>$ __________________________</td>
</tr>
<tr>
<td>Catering/Banquet:</td>
<td>$ __________________________</td>
</tr>
<tr>
<td>Meeting Room Rental:</td>
<td>$ __________________________</td>
</tr>
<tr>
<td>Other:</td>
<td>$ __________________________</td>
</tr>
<tr>
<td>Total:</td>
<td>$ __________________________</td>
</tr>
</tbody>
</table>

Credit Approved By: __________________________ Date: __________
Credit Limit: __________________________
Credit Denied: __________________________
Advanced Deposit Required: __________________________
Deposit Received: $ __________________________

(Always Attach Copy of Contract)

Back to Forms
Please complete all areas below. Incomplete requests may be rejected. This form must be received at least 5 business days prior to the Check-In, or by specified date in Event Contract, to ensure acceptance of the credit card to be charged. Do not send completed form by email.

FAX COMPLETED FORM TO: __________ ATTN: ___________________________

<table>
<thead>
<tr>
<th>HOTEL USE ONLY:</th>
<th>Date: ___________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest / Group Name:</td>
<td></td>
</tr>
<tr>
<td>Check-In / Event Date:</td>
<td></td>
</tr>
<tr>
<td>Name of Person/Group Making Reservation:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Authorized Amount:</td>
<td>Approval Code: Date:</td>
</tr>
</tbody>
</table>

CARDHOLDER - Please complete the following section and sign/date below.

<table>
<thead>
<tr>
<th>Cardholder Name as it Appears on Credit Card:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder Billing Address:</td>
<td></td>
</tr>
<tr>
<td>City: State: Zip:</td>
<td></td>
</tr>
<tr>
<td>Daytime /Business Telephone: Evening Telephone:</td>
<td></td>
</tr>
<tr>
<td>Credit Card Number: Expiration Date:</td>
<td></td>
</tr>
<tr>
<td>Credit Card Type: (Circle one)</td>
<td>Visa/MasterCard</td>
</tr>
<tr>
<td></td>
<td>American Express</td>
</tr>
<tr>
<td></td>
<td>Discover</td>
</tr>
<tr>
<td></td>
<td>JCB</td>
</tr>
<tr>
<td>Diners Club</td>
<td></td>
</tr>
<tr>
<td>Credit Card Issuing Bank Name: Bank Phone Number (from back of your credit card):</td>
<td></td>
</tr>
</tbody>
</table>

I agree to cover the following categories of charges: (Please circle)
- All Charges
- Room & Tax
- Food & Beverage
- Retail
- Recreation

I agree to cover the above categories of charges up to a Maximum Amount of $________

DIRECT BILL ACCOUNT PAYMENTS ONLY:

<table>
<thead>
<tr>
<th>Name on Invoice/Statement</th>
<th>Date on Invoice/Statement</th>
<th>Invoice/Statement Number</th>
<th>Authorized Amount</th>
<th>$________</th>
</tr>
</thead>
</table>

Note: Charges for room and tax, group deposits or direct bill account payments will be charged to your credit card immediately. Any incidental charges circled above will be charged at the time of check-out.

Amount to be immediately charged to credit card for room and taxes or deposit: $________

Final Balance Billed to Credit Card (hotel use only): $________

By signing below, you authorize the hotel to charge your credit card immediately for the amount indicated above up to the “Maximum Amount” indicated above. You further acknowledge that if “all charges” has been selected, then all guest/group related charges (less Deposit) will be charged to the above card number at the time of check-out or event conclusion.

Cardholder Signature: Date: ___________________________
**ENGINEERING RATES & SERVICES**

**General Information for Meetings and Banquets**

To provide an accurate estimate the following information is required: specific electrical outlet requirements and a floor plan with specific outlet locations. Client is responsible to provide own feeder cable. If you require a dedicated outlet, please order a 20amp outlet. For additional information or questions please contact your Event or Catering/Event Manager.

### ELECTRICAL SERVICES PRICING SCHEDULE

#### 120 VOLT

<table>
<thead>
<tr>
<th>20 AMP</th>
<th>$195.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each additional (5) amp</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

#### 208 VOLT SINGLE PHASE

<table>
<thead>
<tr>
<th>20 AMP</th>
<th>$395.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 AMP</td>
<td>$450.00</td>
</tr>
<tr>
<td>60 AMP</td>
<td>$599.00</td>
</tr>
<tr>
<td>100 AMP</td>
<td>$759.00</td>
</tr>
<tr>
<td>200 AMP</td>
<td>$1,259.00</td>
</tr>
<tr>
<td>Each additional (5) amp</td>
<td>$30.00</td>
</tr>
</tbody>
</table>

#### 208 VOLT THREE PHASE

<table>
<thead>
<tr>
<th>20 AMP</th>
<th>$545.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 AMP</td>
<td>$650.00</td>
</tr>
<tr>
<td>60 AMP</td>
<td>$799.00</td>
</tr>
<tr>
<td>100 AMP</td>
<td>$950.00</td>
</tr>
<tr>
<td>200 AMP</td>
<td>$1,450.00</td>
</tr>
<tr>
<td>300 AMP</td>
<td>$1,852.00</td>
</tr>
<tr>
<td>400 AMP</td>
<td>$2,402.00</td>
</tr>
<tr>
<td>Each additional (5) amp</td>
<td>$45.00</td>
</tr>
</tbody>
</table>

| Distri box - (60) amp - three phase 208 volt | $295.00 |

#### MATERIAL

| Extension Cord | $25.00/ea |
| (Power not included) |
| Multi-Outlet Strip (with 6 outlets) | $25.00/ea |
| (Power not included) |
| Computer Cable (with 16 outlets) | $75.00/ea |
| (Power not included) |
| Power lift rental with operator (required) - Based on availability | $100.00/day |
| Banner Hangage | $100.00/ea |
| Keys (Meeting rooms) | $100.00/room |

#### LABOR RATES

| Regular time (6:00am - 4:30pm MON-FRI) | $75.00/hr |
| Overtime (All other times and Holidays) | $150.00/hr |
| Fire Safety engineers (2) engineers @ (1)hr minimum - Smoke or fog machine standby (AFD permit required) | $100.00/hr |

*Prices subject to change*
Exhibitor Information
Advanced Payment Price is applied to all orders 14 days prior to event date. 100% payment must be included in order to receive this rate. Orders may not be processed without full payment. Cancellation fee after installation is 100% of original cost.

### ELECTRICAL SERVICES

#### CLIENT INFORMATION
- **Event Name:**
- **Event Dates:**
- **Company Name:**
- **Phone:**
- **Contact Person:**
- **Email:**
- **Exhibit Location:**
- **Booth #:**

| 230 VOLT | | | | |
|---|---|---|---|
| Qty | Advanced Payment | On-Site Payment | Total Price |
| 5A | $99.00 | $109.00 | |
| 10A | $120.00 | $119.00 | |
| 20A | $145.00 | $166.00 | |
| Subtotal: $ | |

| 408 VOLT SINGLE PHASE | | | | |
|---|---|---|---|
| Qty | Advanced Payment | On-Site Payment | Total Price |
| 20 AMP | $395.00 | $454.00 | |
| 30 AMP | $450.00 | $517.00 | |
| 60 AMP | $590.00 | $632.00 | |
| 100 AMP | $750.00 | $862.00 | |
| 150 AMP | $1,250.00 | $1,437.00 | |
| Each additional (5) amp | $50.00 | $50.00 | |
| Subtotal: $ | |

| 408 VOLT THREE PHASE | | | | |
|---|---|---|---|
| Qty | Advanced Payment | On-Site Payment | Total Price |
| 20 AMP | $543.00 | $626.00 | |
| 30 AMP | $650.00 | $747.00 | |
| 40 AMP | $750.00 | $862.00 | |
| 60 AMP | $950.00 | $1,092.00 | |
| 100 AMP | $1,450.00 | $1,667.00 | |
| 150 AMP | $1,850.00 | $2,272.00 | |
| 200 AMP | $2,400.00 | $2,760.00 | |
| Each additional (7) amp | $45.00 | $45.00 | |
| Service box – (60) amp, three phase 200 volts | $250.00 | $287.00 | |
| Subtotal: $ | |

#### MATERIAL
- **Extension Cord (Power not included):**
  - **Qty:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
- **Multi-Outlet Strip (with 6 outlets):**
  - **Power not included**
  - **Qty:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
- **Computer Cable (with 16 outlets):**
  - **Power not included**
  - **Qty:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
- **Power lift rental with operator (required) – based on availability:**
- **Bomber Hanging:**
  - **Qty:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
  - **Subtotal: $**

#### LABOR RATES
- **Regular time:**
  - **8:00 am – 4:30 pm:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
  - **Rate:**
  - **Total:**
- **Overtime:**
  - **All other times and Holidays:**
  - **Advanced Payment:**
  - **On-Site Payment:**
  - **Total Price:**
  - **Rate:**
  - **Total:**
  - **Subtotal: $**

**Grand Total: $**

Please return Exhibit Order Form along with completed Credit Card Authorization to Hilton Anaheim

**Attn:** Finance Dept
**P.O. Box:** 714-740-4483
**Fax:** 714-740-4483
## TELECOMMUNICATIONS & NETWORK SERVICES

### CLIENT INFORMATION

<table>
<thead>
<tr>
<th>Event Name:</th>
<th>Event Dates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
<td>Phone #:</td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Install Date &amp; Time:</td>
</tr>
<tr>
<td>Email:</td>
<td>Disconnect Date &amp; Time:</td>
</tr>
<tr>
<td>Location:</td>
<td>Booth #:</td>
</tr>
</tbody>
</table>

### High-Speed Internet Access (Bandwidth)/ Wired or Wireless High-Speed Internet Access Options.†

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Wired</th>
<th>Wireless</th>
<th>Cost (One time charge)</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1 plus (3 Mb or higher are available)</td>
<td></td>
<td></td>
<td>$3,000.00</td>
<td></td>
</tr>
<tr>
<td>T1 (1.544 Mb)</td>
<td></td>
<td></td>
<td>$2,000.00</td>
<td></td>
</tr>
<tr>
<td>Fractional T1 (768 kb)</td>
<td></td>
<td></td>
<td>$1,025.00</td>
<td></td>
</tr>
<tr>
<td>Quarter T1 (384 kb)</td>
<td></td>
<td></td>
<td>$520.00</td>
<td></td>
</tr>
<tr>
<td>DSL Speed (128 kb (limited to one room)</td>
<td></td>
<td></td>
<td>$300.00</td>
<td></td>
</tr>
<tr>
<td>Additional T1 - Additional charge after the 1st ordered T1 line</td>
<td></td>
<td></td>
<td>$1,000.00</td>
<td></td>
</tr>
<tr>
<td>Additional T1 room locations - Add-ons of Internet for additional rooms after the first room has</td>
<td></td>
<td></td>
<td>$420.00</td>
<td></td>
</tr>
</tbody>
</table>

**High Speed Internet Information**

Users must have administrative privileges to laptop(s) to properly change IP configuration - Services provided include 1 Ethernet Drop/Cable - Refer to the Hilton Glossary of Technical Terms

Note: To order internet connection you will need to select your High Speed Access (Bandwidth) then select either wired or wireless connection.

### Networking, Computers & Equipment Rental

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Networking, Computers &amp; Equipment Rental</th>
<th>Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Ethernet Drops within Meeting Rooms (2nd, 3rd &amp; 4th Floor Meeting rooms)</td>
<td></td>
<td>$75.00 per drop</td>
<td></td>
</tr>
<tr>
<td>8/12 Port Hub</td>
<td>Connect up to 11 computers/laptops (wired)</td>
<td></td>
<td>$75.00 per day</td>
</tr>
<tr>
<td>16/24 Port Hub</td>
<td>Connect up to 23 computers/laptops (wired)</td>
<td></td>
<td>$100.00 per day</td>
</tr>
<tr>
<td>WAP Wireless Access Point Configuration</td>
<td>Connect up to 25 computers (wireless)</td>
<td></td>
<td>$200 one time fee per device</td>
</tr>
<tr>
<td>Network/Printer Configuration Charge</td>
<td></td>
<td>$25.00 per laptop/desktop</td>
<td></td>
</tr>
<tr>
<td>Computer Rental</td>
<td>Desktop computer, monitor, keyboard &amp; mouse</td>
<td></td>
<td>$35 per day/$200.00 per week</td>
</tr>
<tr>
<td>Canon Color Copier – has network enabled(add’l charges for network setup), fax ready (add’l charges apply for fax line)</td>
<td></td>
<td>$275 per day/$1,500.00 per week</td>
<td></td>
</tr>
<tr>
<td>HP LaserJet Printer (Black &amp; White)</td>
<td></td>
<td>$60 per day/$350.00 per week</td>
<td></td>
</tr>
<tr>
<td>HP LaserJet Printer (Color)</td>
<td></td>
<td>$120 per day/$650.00 per week</td>
<td></td>
</tr>
<tr>
<td>Item Description</td>
<td>Cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>-----------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP B&amp;W scan/copy/fax machine – (purchase of phone line is additional for fax line)</td>
<td>$50 per day/$300.00 per week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USB Hub (7 port) – For use to connect multiple devices via USB. (cables not included).</td>
<td>$50.00 One time fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USB cables (3 foot) – For use to connect laptop/PC to a USB device.</td>
<td>$15.00 One time fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motorola Nextel Radios 1335 with Chargers (Direct connect Radio Only)</td>
<td>$15 per day/$75.00 each per week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100/1000 Mbps Fiber Connection -Hilton to Anaheim Convention Center</td>
<td>$2,100.00 Hilton Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethernet Cords (25 Ft increments)</td>
<td>$35.00 per cable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cyber Café Package Includes 4 personal desktops computers, 1 HP Laserjet (B/W) Printer ( see notes for details) &amp; Wi-Fi connection (384K) (Additional charge to upgrade bandwidth)</td>
<td>$999.00 per package</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Telephone Equipment Rental</th>
<th>Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Polycom Speakerphone (needs DID phone line) Provides a speakerphone for Meeting Rooms and includes two extended microphones</td>
<td>$225.00 one time charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Digital Multi-Line Office Telephone (Requires a DID phone line) Provided for in-house (direct dialed) with multiple extension, local &amp; long distance, toll free and outside/incoming calls. Local &amp; long distance calls will be charged at the current published rates. This service does not apply to computer connections.</td>
<td>$300.00 one time charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Single Line Analog Telephone (Requires a DID phone line) Provided for in-house (direct dialed), local &amp; long distance, toll free and outside/incoming calls. Local &amp; long distance calls will be charged at the current published rates. This service does not apply to computer connections.</td>
<td>$75.00 one time charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Additional House Extension – In-House Phone Provided for an additional in-house phone in our Meeting Rooms. Single-line telephone for inhouse calls (through Hotel Operator). Local, long distance, or toll-free calls cannot be placed from this telephone.</td>
<td>$75.00 one time charge</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Phone Line &amp; Features</th>
<th>Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Telephone DID Lines (Phone Charges additional) Provided for the installation to telephone for in-house, local, long distance, international and incoming calls (By passing hotel operators). You must dial “9” to access outside line</td>
<td>$200.00 per line one time charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Modem/Fax Credit Card DID - Line (Analog) Provided for the installation to devices for in- house, local, long distance, international and incoming calls Bypassing hotel operators. You must dial “9” to access outside line</td>
<td>$200.00 per line one time charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Voicemail/Call Waiting/Call Forward/Call Pick-up/ Speed Dial Service can be added to any Telephone order</td>
<td>$15.00 each</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hunt Group Provides an additional phone number that when dialed will hunt for an open station among other designated phones</td>
<td>$15.00 each</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Voicemail Broadcast</td>
<td>$2.50 per room</td>
<td></td>
</tr>
</tbody>
</table>

Ask your Catering/Event Manager for Full Terms & Conditions

[Back to Resource Information]
GENERAL MANAGER
Shaun Robinson began his Hilton career in 1985 as a Food and Beverage Captain for the Hilton Irvine in 1985 and then held various management positions in San Diego, Minnesota and Beverly Hills. He spent 3 years in Arizona as the General Manager at the Hilton Scottsdale Resort before heading back to beautiful Southern California.

As a native of Liverpool, England, Shaun has been active in both hospitality and travel industry organizations holding Board of Directors positions with the British American Business Council and the Costa Mesa CVB where he served as Chairman from 2009-2010.

Shaun is thrilled to welcome your group to the Hilton Anaheim and is committed to making your meeting a “Perfect 10!”

GOLF COURSE INFORMATION
• Black Gold Golf Club  714-961-0060    www.blackgoldgolf.com
• Coyote Hills Golf Club  714-672-6800     www.coyotehillsgc.com
• Tustin Ranch Golf Club  714-730-1611     www.tustinranchgolf.com

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.

GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: outside or under the door - $2.00 per item per guest, and inside the room - $5.00 per item per guest. For all bags/ baskets containing multiple items, the charge is $2.00 for the bag with one (1) item. Each additional item in the bag will be $1.00.

HAIR SALON
Marika’s Hair Salon
Hilton Anaheim, Lower Lobby
Extension: 4966
Direct: (714) 703-1367
Hours of operation: 9:00 a.m. to 5:00 p.m., Monday through Saturday, closed on Sunday.
HHONORS
The Hilton Anaheim is proud to offer the following benefits to HHonors Members:

• Blue:
  - Spouse stays free
  - Two bottles of quality drinking water, per stay
  - Ongoing program communications

• Silver VIP:
  - All benefits of a Blue Member
  - Bonuses - Earn a 15% bonus on all HHonors base points
  - Complimentary Fitness Center access
  - Welcome note from HHonors Guest Manager

• Gold VIP:
  - All benefits of a Silver VIP
  - Personalized VIP check-in
  - Bonuses - Earn a 25% bonus on all HHonors base points
  - Complimentary Internet
  - Choose from one of the following:
    - Choice of 1000 Bonus Points or upgrade if available with continental breakfast.
    - Complimentary HSIA

• Diamond VIP:
  - All benefits of a Gold VIP
  - Bonuses - Earn a 50% bonus on all HHonors base points

HOTEL FACTS/HISTORY
The following is a fact sheet for the Hilton Anaheim:

Location: Anaheim, California
Address: 777 Convention Way, Anaheim, CA 92802
Telephone: (714) 750-4321
Facsimile: (714) 740-4460
Reservations: (800) 222-9923
Website: www.anaheim.hilton.com

Managed By: Hilton Hotels Corporation
Ownership: Makar Properties, LLC
Grand Opening: 1984
Employees: 1027
Full-Time 897
Part-Time 130

Brief Description: The Hilton Anaheim is situated a block away from Disneyland, California Adventure, and Downtown Disney, and the new Anaheim Garden Walk. It is also a door step away from the Anaheim Convention Center. The property is also accessible to all major freeways and Southern California’s major airports. When traveling to sunny Southern California, the only address you need to know is ours. The “Hotel with Everything” awaits your arrival whether for Business travel or for your family vacation.

Awards: Gold Key Award, Pinnacle Award, Award of Excellence, Merit and Distinction Award, Planner’s Choice Award and the Paragon Award.

HOUSEKEEPING
Housekeeping services each guest room daily, which consists of general cleaning. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

The suggested housekeeping gratuity is $2.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.
Each guest room includes feather down pillows, with an additional foam pillow and extra blanket in each closet. Also, 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, bath/shower amenities, and extra pillows. Additional bedding available for children: cribs and rollaways. Please note there is a maximum of four persons (including children) allowed per room.

**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.

**INTERPRETATION/TRANSLATION SERVICES**

The Hilton Anaheim has team members that can assist in translation. For specific translation needs, please contact your Catering/Event Manager for referrals.

**INTERNET SERVICES**

All 1,572 of our guest rooms have high-speed Internet DSL modem solution on each desk. In addition, we have wireless Internet access in all of the public areas of the hotel. If a guest is using high-speed in their guest room (via Ethernet cable), wireless access throughout the public space areas of the resort will work with the same sign-on information at no extra charge (with the exception of the meeting room floors and ballrooms). High-speed internet: $ 5.95 per hour, $12.95 per day for 24 hours, and $32.95 for 3 days.

**KEY REQUEST – MEETING ROOMS**

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. There will be a $100.00 charge per room and you are required to sign a hold harmless agreement.

**KEY HOTEL CONTACTS**

The Hilton Anaheim Department Heads consists of the following people:

- General Manager: Shaun Robinson ext. 4400
- Hotel Manager: Lisa Asdikian ext. 4303
- Director of Human Resources: Brad McPherson ext. 4323
- Director of Finance: Nacine Nakakihara ext. 4340
- Director of Front Office: Alex Yi ext. 4401
- Director of Housekeeping: Sonia Salazar ext. 4411
- Director of Sales and Marketing: Brad Logsdon ext. 4234
- Director of Food and Beverage: Carlos Acosta ext. 4295
- Director of Catering: Dane Gorup ext. 4288
- Director of Events: Julie Carter, CMP ext. 4262
- Director of Guest Services: Sarah Monks ext. 4338
- Director of Health Club: Lauren Nelson ext. 4406
- Director of Security: Glenn Taylor ext. 4335

**LABOR**

The Unite H.E.R.E Union local 681 is represented at the Hilton Anaheim.
**LAUNDRY/DRY CLEANING**
Complete laundry services are available by dialing the Bell Desk at extension 24. Garments picked up or dropped off prior to 9:00 a.m. are returned to guests by 6:30 p.m. the same evening. Garments picked up or dropped off after 9:00 a.m. will be returned the following day by 6:30 p.m. If you anticipate heavy usage of laundry service, please notify your Event Manager so extended hours of operation or an outside service can be arranged. Please note that there is no service on Sundays and the following Holidays: Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas and New Year’s.

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

All liquor must be served by 1:30 a.m. and cleared prior to 2:00 a.m.

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

**LOAD-IN/LOAD-OUT (PRODUCTION, DÉCOR AND STAGING)**
Hotel Way, connecting Convention Way and Katella Avenue, provides direct access to the Hilton Anaheim main loading dock. Load in/out times are scheduled through your Event Manager. To ensure that enough space has been reserved for your move into and out of the exhibit hall, please coordinate your requirements well in advance.

- **Loading Docks**: Single four-bay dock located on the East side of the Hotel. Served by two large Freight elevators and two service elevators. Loading area is adjustable from ground level up to 4’.
- **Exhibit Freight Elevators**: Direct access to the California Ballroom and Pacific Ballroom is provided by two freight elevators at the loading dock. The elevator dimensions are 20’ L x 9’8” W x 9’11” H. Each of the freight elevators can lift up to 10,000 pounds.
- **California Ballroom and Pacific Ballroom Weight Load**: The maximum weight load sustainable in each ballroom is 100 pounds per square foot.
- **Delivery Scheduling**: Exhibit materials can be delivered to the hotel during business hours any time after the pre-arranged exhibitor set-up date. Due to fire and safety regulations, no crates or cartons may be stored on the hotel premises.
- **Move-Out Date**: Exhibits must be removed from the hotel on or before the exhibitor’s dismantle time.
LOCAL INFORMATION

ACTIVITIES:

Adventure City 1238 S. Beach Blvd., Anaheim (714) 236-9300
The Little Theme Park That’s Big on Family Fun features 17 rides and attractions including the new roller coaster, Tree Top Racers.

Anaheim Garden Walk 321 W. Katella Avenue, Anaheim (714) 635-7400
An oasis of outdoor shopping, dining and entertainment in the heart of Orange County. Discover an abundance of retail stores, fine dining restaurants, an upscale bowling lounge and state-of-the-art movie theaters, in a truly unique environment of scenic waterfalls and luxuriously manicured gardens.

Aquarium of the Pacific 100 Aquarium Way, Long Beach (562) 590-3100
Discover more than 12,000 animals from the world’s largest ocean.

Crystal Cathedral 13280 Chapman Ave, Garden Grove (714) 971-4000
Designed by Philip Johnson, the cathedral resembles a four-pointed star, with 10,000 panes of glass.

Discovery Science Center 2500 N. Main St., Santa Ana (714) 542-CUBE
The leading destination for science fun, features 120 exhibits including virtual volleyball, a wave tank, an indoor geyser, a rock climbing wall...

Disneyland Resort Disney’s California Adventure park (714) 781-4565
Disneyland park 1313 Harbor Blvd, Anaheim “The Happiest Place on Earth” is an enchanted kingdom of fantasy and imagination filled with classic family-friendly attractions and entertainment dining and shopping.

Knott’s Berry Farm 8039 Beach Blvd, Buena Park (714) 220-5200
Six themed areas with world-class thrills and family fun

Legoland California One Legoland Drive, Carlsbad (760) 918-LEGO
Built for real family fun with more than 50 rides, shows and attractions.
RESTAURANTS:

Morton’s 1895 S. Harbor Blvd., Anaheim (714) 621-0101
Ruth’s Chris Steak House 2041 S. Harbor Blvd., Anaheim (714) 750-5466
Anaheim White House 887 S. Anaheim Blvd, Anaheim (714) 772-1381
Mr. Stox 1105 E. Katella Ave., Anaheim (714) 634-2994
McCormick & Schmicks Grill Anaheim Garden Walk (714) 535-9000
P.F. Chang’s Anaheim Garden Walk (714) 507-2021
Roy’s Anaheim Garden Walk (714) 776-7697
The Cheesecake Factory Anaheim Garden Walk (714) 533-7500
Bubba Gump Shrimp Co. Anaheim Garden Walk (714) 635-4867
California Pizza Kitchen Anaheim Garden Walk (714) 991-0305
The Catch 2100 East Katella, Anaheim (714) 935-0101
Napa Rose 600 S. Disneyland Dr., Anaheim (714) 635-2300
JT Schmidt’s 2610 Katella Ave, Anaheim (714) 634-9200
King’s Fish House 1521 W. Katella Ave., Anaheim (714) 771-6655
Catal Downtown Disney, Anaheim (714) 774-4442
Jazz Kitchen- Cajun Downtown Disney, Anaheim (714) 776-5200
Bellagio 12361 Chapman Ave, Anaheim (714) 971-8520
Koji’s The Block of Orange (714) 769-0200
Orange Hill 6410 E. Chapman Ave., Orange (714) 997-2910
Orange County Mining Co. 10000 Crawford Canyon Rd, Orange (714) 997-7411
Yen Ching 574 S. Glassell, Orange (714) 997-3300
Florentine’s 102 N. Harbor Blvd., Fullerton (714) 879-7570
Summit House 2000 E. Bastanchury Rd., Fullerton (714) 617-4111
The Cellar 305 N. Harbor Blvd., Fullerton (714) 525-5682
Scott’s Seafood 3300 Bristol St., Costa Mesa (714) 979-2400
Antonello 1611 W. Sunflower Ave, Costa Mesa (714) 751-7153
Royal Khyber 1621 W. Sunflower Ave., Costa Mesa (714) 436-1010
Maggiano’s 3333 S. Bristol, Costa Mesa (714) 546-9550
The Clubhouse Inside South Coast Plaza, Costa Mesa (714) 708-2582
21 Oceanfront 2100 W. Oceanfront, Newport Beach (949) 673-2100
Renato 2306 W. Oceanfront, Newport Beach (949) 673-8058
Rusty Pelican 2735 W. Coast Hwy, Newport Beach (949) 642-3431
Ozumo 849 Newport Center Dr., Newport Beach (949) 721-0077
Bistango 19100 Von Karman, Irvine (949) 752-5222
Taleo’s 3309 Michelson Dr., Irvine (949) 553-9002

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 can be reached by calling extension 4747.

Back to Resource Information
MASTER ACCOUNTS
The Accounting Department looks forward to establishing an accounting structure to best suit your needs. In addition to one master account for the entire event, multiple master accounts and affiliate master accounts can be established. For your protection, authorized signers must be designated for each account. A daily master account review is recommended.

In order to provide you with efficient service, it is crucial that credit arrangements are completed accurately and entirely, to be submitted at least two months in advance. For your convenience, a sample credit application can be found under forms.

- **Multiple Master Accounts:**
  Should your organization require multiple master accounts, the accounting department can structure accounts to meet your needs, such as for room and tax, for banquets, for electrical and for engineering, etc. These can all be separated for your convenience, as we know how important the accounting process can be.

- **Affiliate Master Accounts:**
  The Hilton Anaheim will be happy to provide your sub-groups with master accounts, if necessary. Last minute requests may be handled by producing a credit card and must be submitted one month in advance.

- **Account Payment:**
  Payment of master accounts, based upon conditions specified in your sales contract, is made at the end of the event upon departure by credit card or company check. Direct billing of your master account, if established, is payable 30 days after receipt of the statement, and can be arranged upon prior credit approval. A master account review meeting may be scheduled daily to ensure all billing is kept accurate and up to date. We recommend a final bill review prior to departure.

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

- UCI Healthcare 101 The City Drive S., Orange (714) 456-7890 3.25 Miles
- St. Josephs Hospital 1100 W Stewart Dr, Orange (714) 633-9111 5.39 Miles
- Kaiser Permanente 12100 Euclid St., Garden Grove (714) 741-3580 2.24 Miles
- Gateway Urgent Care 1303 N. Euclid, Anaheim (714) 778-3838 7.28 Miles

MEETING ROOM RENTAL
See Sales Agreement. Room rental varies depending upon time and size of meeting room needed. Current standard room rental rates plus (8.75% Sales Tax) apply to all meeting space. Rates are as follows:

**CATALINA – Lower Lobby Level:**
- Catalina 1 $500.00
- Catalina 2 $500.00
- Catalina 3 $500.00
- Catalina 4 $500.00
- Catalina 5 $500.00
- Catalina 6 $500.00
- Catalina 7 $500.00

**AVALON – Lobby Level:**
- Avalon $2,000.00
- Avalon A $1,000.00
- Avalon B $1,000.00
<table>
<thead>
<tr>
<th>2nd Floor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>California or Pacific Ballroom</td>
<td>$30,000.00</td>
</tr>
<tr>
<td>California A or Pacific A</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>California B or Pacific B</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>California C or Pacific C</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>California D or Pacific D</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>Green Room</td>
<td>$600.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3rd Floor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mezzanine A</td>
<td>$150.00</td>
</tr>
<tr>
<td>Mezzanine B</td>
<td>$150.00</td>
</tr>
<tr>
<td>Mezzanine C</td>
<td>$150.00</td>
</tr>
<tr>
<td>Mezzanine ABC</td>
<td>$300.00</td>
</tr>
<tr>
<td>Mezzanine AB</td>
<td>$250.00</td>
</tr>
<tr>
<td>Mezzanine BC</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4th Floor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunset</td>
<td>$300.00</td>
</tr>
<tr>
<td>Salinas</td>
<td>$300.00</td>
</tr>
<tr>
<td>Monterey</td>
<td>$400.00</td>
</tr>
<tr>
<td>Carmel</td>
<td>$400.00</td>
</tr>
<tr>
<td>San Simeon AB</td>
<td>$800.00</td>
</tr>
<tr>
<td>San Simeon A</td>
<td>$400.00</td>
</tr>
<tr>
<td>San Simeon B</td>
<td>$400.00</td>
</tr>
<tr>
<td>Avila AB</td>
<td>$800.00</td>
</tr>
<tr>
<td>Avila A</td>
<td>$400.00</td>
</tr>
<tr>
<td>Avila B</td>
<td>$400.00</td>
</tr>
<tr>
<td>Palisades</td>
<td>$500.00</td>
</tr>
<tr>
<td>El Capitan AB</td>
<td>$800.00</td>
</tr>
<tr>
<td>El Capitan A</td>
<td>$400.00</td>
</tr>
<tr>
<td>El Capitan B</td>
<td>$400.00</td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>$300.00</td>
</tr>
<tr>
<td>Ventura</td>
<td>$300.00</td>
</tr>
</tbody>
</table>
Malibu       $500.00
Santa Monica      $500.00
Manhattan      $400.00
Redondo      $400.00
Palos Verdes AB      $800.00
Palos Verdes A      $400.00
Palos Verdes B      $400.00
Huntington ABC      $1,000.00
Huntington A      $400.00
Huntington B      $400.00
Huntington C      $400.00
Huntington AB      $800.00
Huntington BC      $800.00
Lido A       $300.00
Lido B       $300.00
Lido C       $300.00
Balboa A       $300.00
Balboa B       $300.00
Balboa C       $300.00
Laguna AB       $1,000.00
Laguna A       $600.00
Laguna B       $400.00
Capistrano AB      $800.00
Capistrano A      $400.00
Capistrano B      $400.00
San Clemente      $400.00
Oceanside      $400.00
La Jolla      $400.00
Coronado      $400.00
Executive Boardroom      $500.00
Ante Room      $500.00

OUTSIDE DECKS – 5th Floor:
Sunset Deck      $1,500.00
Lanai Deck      $1,500.00

Contact your Catering/Event Manager for more specific information on room rental.  
Back to Resource Information

MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:
- Tables (Banquet, Classroom, Conference, U-Shape, etc.) and chairs
- Linens
- Water Station

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

SET-UP Configurations:
NEWSPAPERS/PUBLICATIONS
Newspapers available in our Gift Shop are:

- Orange County Register
- L.A. Times
- Wall Street Journal
- New York Times
- USA Today
- Investors Daily
- Barrons
- The USA Today is delivered to guest rooms Monday through Friday

PARKING
Valet parking is available at the front entrance of the hotel. Self parking is available in the four story city owned parking structure adjacent to the hotel. Parking structure clearance is 6’8”. Special VIP parking arrangements should be coordinated with your Event Manager.

Current parking rates are as follows, and are subject to change:

- Valet: $19.00 per day
- Self Parking (w/ in & out privileges): $15.00 per day (Overnight Guests Only)
- Self Parking: $12.00 per day

Total Parking Spaces: 1441
- Self Parking Spaces: 1041
- Valet Parking Spaces: 400

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

PETS (POLICY)
No pets allowed.

POOLS
The Hilton Anaheim features a beautifully landscaped 5th floor pool deck, featuring 2 spas, kids’ water play area and a poolside grill and bar. The Hilton Spa and Fitness Center is also equipped with an aquatic exercise pool, maintained at the ideal cardiovascular temperature.
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.
Back to Resource Information

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

POSTING OF EVENTS
Please advise your Catering/Event Manager as to which events you want posted on hotel schedule of events, which are located throughout the hotel.
Back to Resource Information

PRE-CONVENTION MEETING
In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour). Please note that for smaller groups, a smaller more personalized meeting may be set up involving key operational department heads.
Back to Resource Information

PRODUCTION GUIDELINES
Your Event Manager will provide you with the hotel’s Exhibit and Production Guidelines.
Back to Resource Information

PYROTECHNICS
Please refer to the Fire Codes section of the Exhibit and Production Guidelines.
Back to Resource Information

RADIOS/NEXTELS
We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Nextel rentals can be arranged through PSAV, or by consulting your Catering/Event Manager. Hotel staff is accessible through Nextel.
Back to Resource Information

REGISTRATION ASSISTANCE
For over 45 years, the Anaheim/Orange County Visitor and Convention Bureau registration personnel have consistently demonstrated their professionalism and devotion to the hospitality industry. They have 285 qualified and affordable “Red Coat” employees ready and on call to handle a wide range of tasks from packet assembly to convention and exhibitor registration. Registration attendants are easily scheduled with sufficient notice. Please consult your Catering/Event Manager for more information.
Back to Resource Information

REGISTRATION DESK
An elegant 11,215 square foot pre-function foyer and convention registration desk joins the California and Pacific Ballroom for additional flexibility and optimum traffic flow. In addition, there is an additional registration/information desk available on the 4th floor Concourse Level.
Back to Resource Information

RESERVATIONS
The emphasis on Event Services at the Hilton Anaheim extends to our guidelines regarding guestrooms. From the initial reservation through check out, we offer you a range of choices so that you can best meet the needs of your group.
At the Hilton Anaheim, there are five primary reservation methods you can choose for your group.
• Direct Calls
Attendees may make reservations by phoning our central reservations department at (800) 222-9923. Please ask your attendees to request the group rate for your association/company.

- **Anaheim Convention Housing Bureau**
  If your convention is city-wide and will be using a number of facilities, you may prefer to use the Anaheim Housing Bureau to coordinate, tally, and disperse your group’s hotel reservations throughout the city. To utilize this method, please contact the Anaheim Housing Bureau Director, 800 West Katella, Anaheim, CA 92802 or P.O. Box 4270, Anaheim, CA 92803, or call (714) 765-8868.

- **Housing Companies**
  Should you choose to have a third party handle all your housing requirements, please inform your Event Manager, who will help coordinate your needs to ensure a seamless transition. All housing forms must be approved by your Event Manager prior to distribution.

- **RAPID! - Reservations Automated Processing Input and Delivery System**
  Expedited reservation processing straight from your rooming list into our system.
  - Eliminates dual entry process
  - Accurate and efficient reservations
  - Supports 3rd Party Clearinghouses
  - Complimentary

  This is a fast and easy way to get your group a seamless connection between your reservations database and Hilton’s central reservations system. Once the hardware and software protocols are established between the two systems, all you do is send your reservations to Hilton either electronically or on diskette, and your data is fed directly into your system.

- **POG - Personalized Online Group Web Page**
  POG is a personalized web page for your attendees to book reservations directly online.
  - Available at all Hilton Family properties
  - Customize with your program
  - Customize with your logo
  - Complimentary

  Attendees can now make reservations online through a homepage customized just for your group. Each page has its own unique URL address for the meeting or event planner to place on their website, in literature forwarded to attendees, or any other collateral. A Personalized Online Group page also allows attendees to book their conference rate online from one webpage. Attendees no longer have to search for a hotel, select the correct dates, and enter the three letter group code. All of this is done with the click of one button on a Personalized Online Group page. Each page contains information about the group, the hotel, room rates, applicable shoulder dates, and links back to the group's website. For further information please contact your Event Manager.

The Hilton Anaheim also uses **G.R.I.P. - Group Reservations Identification Program**. The Group Rooms Identification Program is a software program designed to interface with the Hilton reservation system. The process is a cross-reference of the group registration list against reservations in the hotel system. The software produces a summary report identifying meeting registrants that have reserved a room outside of the group code.

**Benefits of utilizing GRIP:**
- Automates the process of all reservations booked within or around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- Complimentary
GRIP supports Hilton's position that we all have a vested interest in finding solutions to the challenge of rooms booked outside of the block and as a business partner we must be willing to employ resources to ensure the risk is minimized for all. GRIP is a proactive tool for our customers and hotels to assess and react to room block circumvention.

GUARANTEE GUIDELINES
All reservations must be accompanied by a credit card guarantee based on the rate for one night plus applicable taxes and resort fees. In lieu of a credit card, a first night’s deposit can be made by personal check or money order by mail to Hilton Anaheim c/o Reservations Department 777 Convention Way, Anaheim, CA 92802 and must be received 10 days after booking and at least 14 days prior to arrival.

CANCELLATION GUIDELINES
Reservations must be cancelled within 72 hours of arrival of your check-in date to avoid cancellation penalties.

RESORT FEE
Currently the Hilton Anaheim’s daily resort fee is $1.00 plus a $0.15 occupancy tax on the resort fee and 2% ATID is subject to change.

RESUMES
The Hotel Resume is a document that we share with the rest of our hotel staff, to let them know as much as possible about your group so we can serve you in the best way possible. The resume is distributed to our team members 10 days before major arrival to ensure proper staffing. Your Catering/Event Manager will work closely with you to include all pertinent information with all operating departments within the hotel. You will receive a copy of the group resume to ensure your details are correctly understood and spelled out.

RIGGING
All rigging is to be coordinated through PSAV. Your Catering/Event Manager will provide you with the Exhibit and Production Guidelines.

ROBES
Hilton Anaheim provides terry cloth robes in all suites. Robes are available to purchase through the Hilton Anaheim Spa and Fitness Center. Please contact your Catering/Event Manager for further details.

SAFES/SAFE DEPOSIT BOXES
Safe deposit boxes are located at the security dispatch behind the front desk and are complimentary. State law limits hotel liability for valuables placed in safe deposit box. There is a $100.00 fee for lost safety deposit box keys. In addition to safe deposit boxes, every guest room is equipped with a complimentary in room secure safe, spacious enough to allow for safe personal laptop storage.

SECURITY
If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons. Your Event Manager will provide you with an up-to-date list of recommended security companies. All security guidelines, to include indemnity and insurance aspects, will be provided to you by your Event Manager. We recommend using our in-house security over an outside contractor as our team has first hand knowledge of the property, staff and the ability to communicate via Nextel with other security team.
members. The cost of a Hilton Anaheim Security Officer(s) is $40.00 per hour per officer, minimum 4 hours.

Please alert security if you anticipate extensive media interest in your event so arrangements can be made for a press room to accommodate reporters. If your event is controversial or highly publicized, advance notice to security will ensure that adequate staff is on hand so your event runs as smoothly as possible. VIP escorts can be arranged, as can alternate entrance and exit points.

Back to Resource Information

**SHOE SHINE**  
Shoe shining is available in the hotel lobby from 7:30 a.m. to 4:00 p.m. based on occupancy.

Back to Resource Information

**SHOPPING**

- **Caché Boutique**  
  Hilton Anaheim, Lobby Level  
  Ext 4493
  9:00 a.m. to 6:00 p.m. Mon.-Sat.  
  9:00 a.m. to 3:00 p.m., Sun.

- **Disney Character Club**  
  Hilton Anaheim, Lobby Level  
  Ext. 4485
  Open daily 8:30 a.m. to 9:00 p.m.

- **Gift Shop**  
  Hilton Anaheim, Lobby Level  
  Ext. 4478
  Open daily 7:00 a.m. to 11:00 p.m.

- **Health Club**  
  Hilton Anaheim, Lower Lobby  
  Ext. 4431
  5:30 a.m. to 10:00 p.m. Mon.-Fri.  
  6:00 a.m. to 8:00 p.m., Sat.-Sun.

- **Anaheim Garden Walk**  
  321 W. Katella, Anaheim  
  1.53 Miles

- **Brea Mall**  
  1065 Brea Mall, Brea  
  10.7 Miles

- **Block at Orange**  
  20 City Blvd. W., Orange  
  3.26 Miles

- **Downtown Disney**  
  1580 S Disneyland Dr, Anaheim  
  1.09 Miles

- **Fashion Island**  
  905 Newport Center Dr, Newport Bch  
  19.56 Miles

- **Main Place Mall**  
  2800 N. Main Street, Santa Ana  
  5.36 Miles

- **South Coast Plaza**  
  3333 Bristol St, Costa Mesa  
  13.23 Miles

Back to Resource Information

**SMOKING**  
The Hilton Anaheim is 100% Non-Smoking Hotel. Smoking is permitted in the designated smoking area, which is located on the second drive in front of the hotel.

Back to Resource Information

**SOUND SYSTEM**  
Most of the Hilton Anaheim meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There are fees assessed for patching in your own equipment through the house sound system.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel’s noise curfews: All outside sound system functions must end no later than 10:00 p.m..

Back to Resource Information

**SPA**
The “Health Club,” located on the lower level of the hotel, is owned and operated by the Hilton Anaheim. This state-of-the-art facility is open to private membership, as well as hotel guests. Facilities include:

- Aquatic exercise pool, maintained at the ideal cardiovascular temperature
- Spa amenities, including a large coed sauna and a large swirling spa, all adjacent to the pool area
- Separate locker room areas, complete with towels, lockers, showers, sun bed tanning rooms, massage room, facial room and wet steam bath
- Two aerobic areas, complete with a specially designed floor, high quality sound system, mirrored walls, and a wide range of scheduled classes that include: step, high, low, Pilates, Yoga, Spinning, and Box Aerobics
- Pro shop, stocked with the top brand-name merchandise, reflective of the most up-to-date trends in exercise apparel. Ice-cold sports beverages, water, and juice are also available.
- Basketball court
- A variety of Facials and Body Treatments
- Manicure and Pedicures
- Massage services, including Shiat-zu, Reflexology Sports, Deep Tissue and Aromatherapy. All massages are available upon appointment.
- Admittance to the Health Club is currently $14.00/day and $34.00/3 days.
- Gift Certificates are available.
- Guests under the age of 14 are not permitted in the facility at any time. Guests between the ages of 14 and 17 must have a parent or guardian sign a liability form and accompany their child while in the facility.

Monday through Thursday - 5:30 a.m. to 10:00 p.m.
Friday - 5:30 a.m. to 9:00 a.m.
Saturday & Sunday - 7:00 a.m. to 7:00 p.m.
(Hours can be regulated based on group’s specific needs.)

Telephone (714) 740-4431

Back to Resource Information

SUITES

[Suites floor plans, including Queen Studio Suite, Deluxe Suite Parlor, King Studio Suite, Lanai Premier Suite Parlor]
Suite Descriptions

The Hilton Anaheim features 93 luxurious suites of various sizes, locations and configurations especially appointed for VIP accommodations, hospitality functions and small informal meetings. As in our standard guestrooms, all suites have design elements which include contemporary styling of furniture, dark ebony wood tones, warm wall colors, cozy lighting, and original artwork that complete the look. A wet bar, refrigerator, 37” flat panel television with digital panels that allow guests to connect to several digital devices such as lap tops, camera, video game and iPods. A comfortable sleeper sofa and a junior conference table with ergonomic chairs are included in each parlor. Also incorporated is a full guest bathroom featuring a space-saving sliding door, Kohler fixtures, enhanced lighting, granite countertops, and deluxe shower heads.

A majority of our suite parlors can connect to a king or double queen guestroom, creating an option of a one or two-bedroom suite. Each guestroom features the Hilton Serenity Collection®, which includes the Hilton Serenity Bed (Hilton Serenity mattress by Serta, Pacific Coast® down duvet, Super Topper mattress pads, and high-quality linens and pillows); in-room coffee system, featuring world-renowned Lavazza® coffee from Italy and a Cuisinart® dual-cup, single-brew coffeemaker; and exclusive Crabtree & Evelyn La Source® bath products. All suites are equipped with high speed internet access, individual climate controls, and a digital panel that allows guests to connect and charge several digital devices at once.

14th Floor Presidential Suites
Two world-class Presidential Suites located on our 14th floor each with a king bedroom off the main living area. Each suite has beautiful hardwood floors, a formal dining and living room area, a wet bar, and refrigerator. The living area portion of these suites is 1,620 square feet and can accommodate up to 100 guests. The 180 degree views offer captivating scenes of the surrounding Anaheim Resort.

Lanai Presidential Suite
The Two-Bedroom Lanai Presidential Suite on the 5th floor has a 1,620 square foot living area with two adjoining oversized bedrooms; one king room, and one double queen guestroom. Additional features include a large landscaped outside balcony with a view of the Disneyland Resort and a grand guest bathroom off of the king bedroom with marble fixtures and a spa soaking tub. This suite can accommodate up to 150 guests with flow onto the outside balcony.

HOSPITALITY SUITES FUNCTIONS
Our award-winning Room Service department of experienced professionals will be pleased to arrange food and beverage service in our beautifully-appointed suites. Our suites can accommodate from 10 to 50 people comfortably, while our especially spacious Lanai Level suites, opening onto sun-drenched gardens, can entertain up to 200 guests. Please arrange for hospitality suites one month in advance, and give notification of menu choice two weeks in advance.
**TAXES**
The current California State General Excise Tax is 7.75%. The current California State Hotel Tax is 17% (includes state tax).

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

Back to Resource Information

**TEAM MEMBER RECOGNITION**
The Hilton Anaheim participates in the following Team Member Recognition Programs:

- Be Hospitable
- Leadership Award
- Commitment Award
- Department recognition
- Catch Me at My Best
- CSI recognition (Customer Service Improvement)

Back to Resource Information

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

**House phones**
Used for in-house use only. There are complimentary house phones in each meeting room.

**DID Lines**
The installation fee is $200.00 plus the price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**DID Phones**
The following are enhancements that can be added to a DID Line:
1. Polycom Speaker Phone @ $225.00 one time charge, hardware rental only, price does not include phone line.
2. Digital Multi Line Office Telephone @ $300.00 one time charge, hardware rental only, price does not include phone line.

**Internet Access**
1. Broadband Access – Quarter T1 or greater.
2. DSL only available in guest rooms.

**Guest Room Calls**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dialed -bill to the room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room</td>
<td></td>
<td>No Charge</td>
</tr>
<tr>
<td>Local</td>
<td>9+1Number</td>
<td>$1.50 + $.10 per minute after 60 minutes</td>
</tr>
<tr>
<td>800/888/8xx toll free</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60 minutes; $.10 per minute there after</td>
</tr>
<tr>
<td>Long Distance</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator assisted rate, less 50% of surcharge</td>
</tr>
<tr>
<td>International</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator assisted rate (by country)</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>9+411</td>
<td>Local - $1.50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Long Distance - $2.00</td>
</tr>
</tbody>
</table>

Local, Long Distance and International Calls will be billed to your account only when the call is answered.
Applicable Taxes will be added. Rates subject to change. You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. XO is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier.

Direct Complaints to:
Federal Communications Commission, FCC Enforcement Division;
CCB Room 6202
Washington, DC 20554.

California Public Utilities Consumer Affairs
107 S. Broadway, Room 5109
Los Angeles, CA 90012
800-649-7570

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.

TOURS/SIGHTSEEING
Local Attractions around the Anaheim area are listed below:

American VIP Transportation (714) 999-9943
Arrowhead Lake Village (909) 337-2533
Catalina Express Ferry (800) 481-3470
Dana Point Parasailing (714) 496-5794
Disneyland (714) 999-4000
Funbus Tours (888) 386-2872
Gray Line Sightseeing Tours (714) 978-8855
Hornblower Dining Yachts (714) 631-2469
Improv Comedy Club & Dinner Theater (949) 854-5455
J.Paul Getty Museum (310) 440-7300
Knott's Berry Farm (714) 220-5200
Magic Mountain (805) 435-4000
Medieval Times Dinner and Tournament (714) 521-2342
Newport Harbor Showboat Cruises (949) 673-0240
Newport Landing Sport-Fishing (714) 675-0550
Pacific Coast Sightseeing Tours (714) 978-8855
Pirate’s Dinner Adventure (714) 690-1497
Queen Mary (562) 435-3511
San Diego Wild Animal Park (619) 234-6541
TRANSPORTATION

BUS/Bus Companies
Coach USA/ Grey Line of Anaheim provides bus service from local airports to the Disneyland Resort area. The service stops at Disney Hotels first and then proceeds to other area hotels.

- **From LAX**: Coaches operate every 30 minutes from 10:00 a.m.-7:00 p.m., and hourly from 6:00 a.m.-10:00 a.m. or 7:00 p.m.-12:00 p.m.. One-way fees: $19.00 adults/$16.00 Children.
- **From SNA (John Wayne/OC)**: Coaches operate every 30 minutes from 10:00 a.m. to 8:00 p.m. and hourly from 8:00 a.m.-10:00 a.m. or 8:00 p.m.-11:00 p.m.. One-way fees: $14.00 adults/$12.00 Children.

CAR RENTAL AGENCIES
Enterprise Rent-A-Car maintains a large inventory of new, full-size and economy automobiles for rental at the hotel. A Rent-A-Car representative can be reached from the hours of 8:00 a.m. to 6:00 p.m., Monday through Friday, and 9:00 a.m. to 6:00 p.m. on Saturday and Sunday.

LIMOUSINE SERVICES
Arrangements may be made to have a group VIP transported through an outside service. Her Majesty’s Ride is our preferred service and can be reached at (714) 444-4463. Please contact your Catering/Event Manager to arrange limousine transfers.

PUBLIC TRANSPORTATION

<table>
<thead>
<tr>
<th></th>
<th>John Wayne/Orange</th>
<th>LAX</th>
<th>Long Beach</th>
<th>Ontario</th>
<th>Burbank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Shuttle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>x4496</td>
<td>Reservations Needed 800-258-3826</td>
<td>Reservations Needed 800-258-3826</td>
<td>Reservations Needed 800-258-3826</td>
<td>Reservations Needed 800-258-3826</td>
<td>Reservations Needed 800-258-3826</td>
</tr>
<tr>
<td>Desk: 7a-5p</td>
<td>$1.00 one way</td>
<td>$16.00 one way</td>
<td>$35.00 one way</td>
<td>$43.00 one way</td>
<td>$66.00 one way</td>
</tr>
<tr>
<td>Van holds 9</td>
<td>$67.00 for 9 persons</td>
<td>$107.00 for 9 persons</td>
<td>$90.00 for 9 persons</td>
<td>$93.00 for 5-7 persons</td>
<td>$93.00 for 5-7 persons</td>
</tr>
<tr>
<td>Under age 3 =</td>
<td>pickup 2 hr before flight</td>
<td>pickup 3 hrs before flight</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>free</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please provide</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24- hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>notice.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disney Express</td>
<td>1-800-828-6699</td>
<td>1-800-828-6699</td>
<td>1-800-828-6699</td>
<td>1-800-828-6699</td>
<td>1-800-828-6699</td>
</tr>
<tr>
<td>Under age 3 =</td>
<td>5:35a-8:35p – 35 min after the hour, every hour. Go to booth at airport to schedule pickup.</td>
<td>5:35a-8:35p – 35 min. after the hour, every hour. Use courtesy phone in baggage claim to schedule pickup.</td>
<td>5:35a-8:35p – 35 min after the hour, every hour. Use courtesy phone in baggage claim to schedule pickup.</td>
<td>5:35a-8:35p – 35 min after the hour, every hour. Use courtesy phone in baggage claim to schedule pickup.</td>
<td>5:35a-8:35p – 35 min after the hour, every hour. Use courtesy phone in baggage claim to schedule pickup.</td>
</tr>
<tr>
<td>free</td>
<td>$17.00 one way</td>
<td>$22.00 one way</td>
<td>$22.00 one way</td>
<td>$22.00 one way</td>
<td>$22.00 one way</td>
</tr>
<tr>
<td></td>
<td>$27.00 round trip</td>
<td>$32.00 round trip</td>
<td>$32.00 round trip</td>
<td>$32.00 round trip</td>
<td>$32.00 round trip</td>
</tr>
<tr>
<td>Taxi</td>
<td>$40.00 one way</td>
<td>$90.00-$110.00 one way</td>
<td>$90.00 one way</td>
<td>$50.00 one way</td>
<td>$50.00 one way</td>
</tr>
<tr>
<td></td>
<td>11 miles</td>
<td>35 miles</td>
<td>18 miles</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* All prices subject to change. Please call vendor for more direct information.

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

The following company offers tuxedo rentals:

- **Anaheim Friar Tux** 1711 S. Claudina Way, Anaheim (714) 635-5530
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. For group messages there is a service charge of $2.50 per room. Please discuss any specific requests with your Catering/Event Manager.

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 Anaheim:
Deckert Surgical (714) 542-5607
Open 7 Days a week
Pricing: $37.50 for one week with a $50.00 refundable security deposit.

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

WORSHIP SERVICES
The following is a list of nearby locations.

BAPTIST
1st Baptist Church 701 W Broadway, Anaheim (714) 774-4444
Sunday: Bible Study 9:00 a.m., Worship 10:15 a.m. Wednesday: Bible Study & Prayer 7:00 p.m.
Directions: Harbor (L), Broadway (L). Total Distance: 2.5 Miles

BUDDHIST
Orange County Buddhist 909 S. Dale St., Anaheim (714) 827-9590
Sunday: Meditation 8:30 a.m. Worship 10:00 a.m.
Directions: Harbor (L), Ball Road (L), Dale St. (R). Total Distance: 5.5 Miles

CALVARY CHAPEL
Calvary Chapel 1011 N. Harbor Blvd., Anaheim, CA (714) 776-7833
Sunday: 8:00 a.m. &10:30 a.m.
Directions: Harbor Blvd. (L), at La Palma Ave. Total Distance: 3.6 Miles

CATHOLIC
St. Boniface 120 N. Janns St., Anaheim (714) 956-3110
Daily Worship: 6:30 a.m. &8:00 a.m. Saturday Mass: 8:00 a.m. &5:00 p.m. Sunday Mass: 6:45 a.m.,
9:30 a.m., 11:00 a.m., 5:00 p.m.
Directions: Harbor (L), Lincoln Ave. (L), Janns St. (R). Total Distance: 2.5 Miles

CHRISTIAN
East Anaheim Christian Church 2216 E. South St., Anaheim (714) 535-6276
Sunday School: 9:30 a.m. Sunday Worship: 10:30 a.m.
Directions: Harbor (L), South St. (R). Total Distance: 4 Miles

CHURCH OF CHRIST
Church of Christ 311 N. State College Blvd., Anaheim (714) 533-2065
Sunday Worship: 10:00 a.m. & 6:00 p.m. Bible Study: 9:00 a.m. Sunday & 7:30 p.m. Wednesday
Directions: Harbor (L), Lincoln Ave (R), State College Blvd (L). Total Distance: 4.5 Miles

DUTCH REFORM AND AMERICA

**Crystal Cathedral** 12414 Lewis St., Garden Grove (714) 971-4000
Sunday: 9:30 a.m. & 11:00 a.m.
Directions: Harbor (R), Chapman Ave. (L), Lewis St. (R). Total Distance: 2.5 Miles

EPISCOPAL
St. Michael’s 311 W. South St., Anaheim (714) 535-4654
Sunday: 8:00 a.m. & 10:15a.m.
Directions: Harbor (L), South St., (R). Total Distance: 2 Miles

JEHOVAH’S WITNESS
Kingdom Hall 2143 w. Lincoln Ave. (714) 774-3735
Public Talk: 7:30 pm Tuesday, Wednesday & Thursday 9:12 a.m. & 3:00 p.m. Sunday
Directions: Harbor (L), Lincoln Ave. (L). Total Distance: 4.5 Miles

JEWISH
Temple Beth Emet 1770 w. Cerritos Ave., Anaheim (714) 772-4720
Monday-Friday: 7:00 a.m.-8:00 p.m.
Directions: Harbor (L), Katella Ave. (L), Euclid St. (R), W. Cerritos Ave. (L). Total Distance: 2.5 Miles

LUTHERAN
Prince of Peace Church 1421 W. Ball Rd., Anaheim (714) 774-0993
Sunday School: 9:30 a.m. Worship 8:00 a.m. &10:45 a.m.
Directions: Harbor (L), Ball Rd. (L). Total Distance: 2 Miles

St. Mark’s Church 10418 Katella Ave., Anaheim (714) 535-9742
Sunday: 9:00 a.m.
Directions: Harbor (L), Katella (L). Total Distance: 2 Miles

METHODIST
West Anaheim United 2045 W. Ball Rd., Anaheim (714) 772-6030
Sunday: 10:30 a.m.
Directions: Harbor (L), Ball Red. (L). Total Distance: 3.5 Miles

MORMON (LDS)
Church of Jesus Christ/Latter-day Saints 440 N. Loara St., Anaheim (714) 772-3770
Service: 9:00 a.m. Sacrament: 10:00 a.m. & 11:00 a.m.
Directions: Harbor (L), turn right onto the 5 Fwy North, exit Lincoln Ave., go straight onto Wilshire and follow it to the left, Wilshire veers right and becomes Loara, church is on the right

NAZARENE
1ST Church of the Nazarene 1340 Candlewood, Anaheim (714) 635-1331
Sunday School: 9:30 a.m. Worship: 10:45 a.m. & 6:00 p.m.
Directions: Harbor (L), Lincoln Ave. (R), N. East St. (L), E. Kenwood Ave. (R), N. Candlewood (L).
Total Distance: 4.5 Miles

PRESBYTERIAN
1st Presbyterian Church 310 W. Broadway, Anaheim (714) 535-2176
Sunday: 10:30 a.m.
Directions: Harbor (L), Broadway (R). Total Distance: 2.5 Miles