

## General Information

### **Q: What is check in/check out time?**

**A:** Check in is 3:00 PM/Check out is 12:00 PM

### **Q: Do you offer early check in?**

**A:** Yes, based on hotel availability

### **Q: Do you allow smoking on property? In the rooms?**

**A:** Our property is a smoke-free hotel, therefore smoking is not allowed in the guest rooms, only in designated smoking areas.

### **Q: Do you offer complimentary wireless service in the hotel and guest rooms?**

**A: Guest rooms and Lobby:** complimentary basic wireless

**A: Meeting rooms:** Please contact our Sales Department at 707-569-5529, if you require internet access in a meeting room

### **Q: Do you have a fitness center? What kind of equipment does it have? What are the hours?**

**A:** Our fitness center is open from 5:00AM – 10:00PM and features cardiovascular equipment and free weights.

### **Q: Do you offer room service? What are the hours?**

**A:** Room service is available daily from 6:30AM – 11:00PM.

### **Q: Do you have a business center?**

**A:** Our hotel offers a 24 hour computer station (MAC and Windows) located in the lobby with printing capabilities. If you wish to send or receive a fax this can be done with the assistance of the front desk staff.

### **Q: Do you have a pool?**

**A:** Yes, our heated junior Olympic size pool is located near the fitness center, along with a hot tub that is open from 5:00AM – 10:00PM.

### **Q: Do you allow pets?**

**A:** Yes, for a \$50 per stay fee, we allow up to two dogs in a room, no larger than 75 pounds each. You must sign a pet agreement at check in and an additional fee of \$150 will be occurred for long stay guests over 15 nights, in order to clean the carpet.

### **Q: Do you have a spa?**

**A:** At our California Hilton we have partnered with Samagse Massage's Professional Integrative Massage for our In-Room Spa Services. Please call 707-293-6785 to make an appointment or to request a full menu.

## Transportation/Directions

3555 Round Barn Boulevard  
Santa Rosa, CA 95403  
Tel: +1-707-523-7555  
Fax: +1-707-569-5555

### **Q: How do I get to the hotel?**

**A:** Driving Directions to Hilton Sonoma Wine Country:

**From San Francisco:** Take 101 North for 54 miles to the Mendocino Avenue exit. Turn right at the stop light and immediately get into the left lane. Turn left at the stop light onto Fountaingrove Parkway. Turn left at the round barn onto Round Barn Boulevard. Hilton Sonoma Wine Country is on the left. Distance from Hotel: 90 minutes.

**From Oakland:** Follow I-880 North as it becomes I-580 West toward the Richmond/San Rafael Bridge. Cross the Richmond Bridge (toll \$5.00) and take I-580 to US 101. Go North on US 101 to the Mendocino Avenue exit. Turn right at the stop light and immediately get into the left lane. Turn left at the stop light onto Fountaingrove Parkway. Turn left at the round barn onto Round Barn Boulevard. Hilton Sonoma Wine Country is on the left. Distance from Hotel: 90 minutes.

**From Sacramento:** Take Highway I-80 West to Highway 12 (going towards Napa/Sonoma). Continue along Highway 12 until it intersects Highway 101. Take Highway 101 North to the Mendocino Exit. Turn Right at the stop light and immediately get into the left lane. Turn left at the stop light onto Fountaingrove Parkway. Turn left onto Round Barn Boulevard. Hilton Sonoma Wine Country is on the left. Distance from Hotel: 120 minutes.

### **Q: Do you offer free shuttle service from the airport?**

**A:** We do not have a hotel shuttle. However, [Airport Express](http://www.airportexpressinc.com) offers a shuttle from San Francisco (SFO) and Oakland Airports (OAK) to the Santa Rosa Airport (STS) for \$35 and they do accept credit cards.

<http://www.airportexpressinc.com>

### **Q: Do you have on-site parking? How much is parking?**

**A:** We have a large, on-site parking lot and it is complimentary self-parking.

## Reservations

### **Q: Will your rooms allow Rollaway beds/cribs/Playards? Is there a charge?**

**A:** Cribs and Rollaway beds are available to our guests at no additional charge, based on availability. Please note due to fire regulations, we cannot add a Rollaway bed to a room with two queen beds already in it.

### **Q: I booked on a website other than the hotel website and I need to make a change to my reservation. How do I do this?**

**A:** Reservations not made through hilton.com should refer to the original website to make any changes.

### **Q: What is the requirement to check in to the room?**

**A:** Our hotel guests are required to have a valid ID and a credit card with matching names at check in.

**Q: What is your cancellation/deposit policy?**

**A:** Our standard policy is 48 hour cancellation policy. No deposit is taken at time of reservation. Some rates require pre-payment or a deposit to be taken. Please refer to your confirmation for details.

**Q: Is my ID/passport required at check in?**

**A:** Yes, photo ID or Passport is required.

**Q: Can I check in with my debit card?**

**A:** Yes, a valid debit card can be used at check-in. Please note a hold will be placed on the card for the full amount of the stay, plus \$50 a day for incidentals. It can take your bank 7 to 10 business days to return the funds to the account after you check out. If you present a debit card, please plan accordingly.

**Q: Do you have connecting rooms?**

**A:** Yes, based upon availability. Contact the hotel directly for special requests.

**Q: Do you have accessible rooms?**

**A:** Yes, as outlined on the website.

**Q: Do you have an early departure fee?**

**A:** We have a \$50 early departure fee.

## Dining

**Q: What are the hours of the restaurant/bar/lounge?**

**A:** The Nectar Restaurant

**Breakfast:** Monday – Friday 6:30am – 11:00am; Saturday and Sunday 7am-11am

**Lunch:** 11:00am – 2:00pm Daily

**Dinner:** 5:30pm – 9:30pm Daily

**Bar:** 7:00am – 10:00pm Daily

**Happy Hour:** Monday – Friday 4:00pm – 6:00pm

**Q: Do you have 24 hour room service?**

**A:** No, we offer in-room dining daily from 6:30AM until 11:00PM.

## Accounting

**Q: Have questions about my bill. Who do I call?**

**A:** Accounts Payable at 707-569-5509

**Q: What forms of payment are accepted to pay for my room?**

**A:** All major credit cards are accepted at check in.

## Frequent Guest Program HHonors

### **Q: What is it?**

**A:** Hilton HHonors is a benefit to staying with any Hilton Family hotel; Hilton, Waldorf Astoria, Conrad, Canopy, Curio, Doubletree, Embassy Suites, Hilton Garden Inn, Hampton, Homewood Suites, Home2Suites and Hilton Grand Vacations. As a Hilton HHonors member you are more than our guest. You are a member. With great basic features including earning and redeeming points for nights or flights, and reward experiences, with no blackout dates and faster check-in. As you grow with the program you can achieve Silver, Gold or Diamond membership and enjoy additional privileges with each level you reach. Not only can you earn as an overnight guest, but additional points can be earned planning any meeting or event with Hilton.

### **Q: Does it cost anything to become a rewards member?**

**A:** It's free!

### **Q: Where can I sign up for HHonors?**

**A:** At the front desk

**A:** Or when making reservations online or by phone and [online](#).

## Local Events & Attractions

### **Q: Do you offer shuttle service to local attractions and restaurants?**

**A:** No, we don't offer shuttle service.

### **Q: Do you have a concierge desk to assist with reservations, tours and area attractions? What are the hours of operation?**

**A:** The front desk located in the lobby of our hotel can assist you with the local area attractions, making dinner reservations and/or arranging car service.

## Meeting And Events

### **Q: Are there separate lunch rooms available with meetings?**

**A:** Depending upon your group size, lunch can be added in a separate room for an additional cost.

### **Q: Is there complimentary high speed Internet service in the meeting rooms? If not, what is the cost?**

**A:** High speed Internet is available in all meeting spaces. This is not complimentary. The cost depends on the group size and bandwidth needs. Please discuss with your Sales or Event Services Manager.

### **Q: Do you offer continuous breaks in the conference center? Are breaks shared by all groups?**

**A:** Breaks can be added to a meeting for additional fees. Breaks are private.

### **Q: Do you allow outside catering?**

**A:** We only make exceptions for ethnic and/or religious groups. An approved caterer must be used. Please discuss with your Sales or Event Services Manager.

**Q: Does your on-site caterer offer vegetarian meals?**

**A:** Yes, our on-site catering team is able to cater to almost all dietary requirements. Please contact your Sales or Event Services Manager for further information. (Please note, we do not have a Kosher kitchen)

**Q: What is the earliest I can get into the room to set-up?**

**A:** Speak with your Sales or Event Services Manager for details.

**Q: Can we bring our own food & alcohol?**

**A:** Food and beverage is a required purchase through the hotel. Outside food and beverages are not allowed in our event space.

**Q: When can I place an order for A/V equipment or Catering?**

**A:** Once a contract has been signed and all deposits received the detailing process may begin. For groups outside of 45 days the detailing process typically begins within a 30 day window of the first meeting day.

**Q: What is your cancellation policy for meetings or conferences?**

**A:** Please see your contract's cancellation policy or ask your Sales or Event Services Manager for details

**Q: Do you have kitchen facilities for off-site caterers?**

**A:** No, we do not allow off-site caterers to use our facilities. They must bring their own equipment.

**Q: What is included with the room rental?**

**A:** Meeting room, tables and chairs, linens, water on tables, pads and pens, candies on the tables.

**Q: How many hours are included with the room rental?**

**A:** Daytime events are scheduled between 6:00 AM and 5:00 PM and evening events are scheduled between 6:00 PM and 12:00 AM.

**Q: What are your office hours?**

**A:** 8:00 AM – 5:30 PM

**Q: Do I need an appointment to view the rooms?**

**A:** Yes, this is preferred to ensure rooms are available and that there is a Sales or Event Services Manager on site for any questions which may need to be answered.

**Q: What forms of payment do you accept?**

**A:** American Express, Visa, MC, Check, Money Order, Cashiers/Certified Check, Cash.

**Q: What is your parking situation and fee?**

**A:** Complimentary Self-Parking is available.

**Q: Do you have A/V equipment or WiFi?**

**A:** All A/V Equipment is provided by PSAV. WiFi is available in our meeting spaces for a fee. Please discuss pricing fees with your Sales or Event Services Manager.

## Weddings

**Q: How is your pricing determined?**

**A:** Food & Beverage minimums are based on event space and guest count. Please ask your Sales or Event Services Manager for further details.

**Q: Do you offer any discounts for weddings during certain times of the year?**

**A:** 10% Military Discount if Bride and/or Groom is Active Duty or Veteran.

**Q: What is the deposit amount you require?**

**A:** We require a 20% deposit of your food and beverage minimum.

**Q: Are tax and gratuity included?**

**A:** Packages/Menu Pricing is exclusive of 14% Service Charge, 7% Admin Fee and Current State/City Sales Tax (8.75%).

**Q: Are there any additional fees?**

**A:** Any audio-visual needs may have fees attached.

**Q: Do you charge full price for children?**

**A:** We offer Children's meals for \$19.50 per Child, Ages 3 to 12.

**Q: What is the cost of an open bar?**

**A:** Costs for an open bar can range from \$12.00 to \$63.00 per person per hour. Contact your Sales or Event Services Manager for details.

**Do you offer tastings?**

**A:** Yes, our catering team offers tastings for events with a defined contract for up to 4 guests.

**Q: What can we taste?**

**A:** Salad and entrée.

## Ceremony

**Q: Do you have outside options for the ceremony?**

**A:** Yes, but it is not covered. There are several outdoor options available within 10-15 minutes of the hotel.

**Q: Is the additional fee to host ceremony at the hotel?**

**A:** Yes, Ceremony fees are based on location, which is first determined by guest count. Please discuss with your Sales or Event Services Manager.

## **The Reception**

### **What are the options for reception locations?**

We have three ballrooms, Sonoma, Golden Gate & Nagasawa Ballrooms.

### **What is the maximum number of guests allowed with a dance floor?**

250 Guests.

### **Do you offer separate rooms for cocktail receptions?**

Yes, we have a pre-function area available.

### **Do you allow outside caterers?**

Only for ethnic events, such as Indian weddings.

### **How much time is allocated for wedding receptions?**

6 hours (6:00 PM – Midnight)

### **Are accommodations included in the wedding packages?**

Yes, accommodations are available for the Bride & Groom the night of the reception.

### **What centerpieces are included in the wedding package?**

We include mirrors and votive candles to compliment your centerpiece.

### **What color are your linens?**

Various floor length linen options available with the wedding packages.

### **Can I bring my own cake?**

Yes, from a licensed bakery.

### **How many bartenders must I have?**

1 Bartender per 100 Guests.

### **How many servers will there be?**

1 per 25 guests.

### **Who will run the event?**

Your Catering Sales Manager will ensure your special day is ready and transitions seamlessly. Our Banquet Captain will be on-site for your entire event.

### **What type of payment is accepted?**

Cashier's check, credit card, personal check.

### **When is the final count and final payment due?**

Three business days before the event by 12:00 PM.

## **Guest Services**

### **Can I have gift bags for my overnight guests? Is there a cost to have them delivered?**

Yes, we can deliver your gift bags to any of your overnight guests for a fee. \$3 per bag for nonspecific bags and \$5 per bag if they are name specific.

### **How long is the hotel bar opened open?**

The bar in the Nectar Restaurant is open from 7:00AM – 10:00PM.

### **Is parking complimentary for our guests?**

Complimentary Self-Parking is available.

### **Does the hotel offer a shuttle for guests?**

The hotel does not offer shuttle service. The front desk staff or your Sales or Event Services Manager can recommend local transportation options.