Hilton Hawaiian Village Beach Resort & Spa

Meeting & Event Resource Guide

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

To aid you in the planning process, we have compiled the following hotel information. It is a pleasure to assist you with coordinating the many details that are necessary for making the perfect meeting, convention or event a success. Please note that all pricing is subject to change and that many of the suppliers listed in this guide have been contracted by groups that have had programs at the hotel and are not necessarily endorsed by the hotel.

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

Hilton Hawaiian Village Beach Resort & Spa
2005 Kalia Road
Honolulu, HI 96815

www.hilton.com
www.hiltonhawaiianvillage.com
Table of Contents

General Information

Resource Information
  • Hotel specifics listed alphabetically

Forms
  • Banquet Contract
  • Complimentary Usage
  • Credit Application
  • Credit Card Authorization
  • Function Electrical & Mechanical Service Order
  • High Speed Internet
  • Hold Harmless
  • Key Request
  • Rapid Template
  • Telecommunications
GENERAL INFORMATION

- Hotel Overview

Hilton Hawaiian Village Beach Resort & Spa is Waikiki’s only true resort destination, offering the perfect mix of exceptional resort accommodations and classic Hawaiian hospitality, all nestled on 22 beachfront acres. Imagine the widest stretch of white sand on Waikiki, a serene beachfront lagoon, lush tropical gardens with exotic wildlife and cascading waterfalls, majestic views of Diamond Head and stunning seaside sunsets. Discover 90 shops and boutiques and a diverse, international selection of restaurants. The resort's beachfront Super Pool is the largest on the island and every Friday night it becomes the stage for a celebration of Hawaiian culture and entertainment, ending with a spectacular Fireworks show! Hilton Hawaiian Village stands as the premier meeting center of the Pacific with more than 150,000 square feet of meeting, convention and outdoor function space. Oahu’s most prestigious and productive place to mix business and pleasure.

Location

- Located on 22 acres on Waikiki Beach
- 3 miles from downtown Honolulu
- 20 minutes from Honolulu International Airport
- 20 minute walk from the Hawaii Convention Center

Meeting Facilities at a Glance – 150,000 square feet of indoor/outdoor meeting space

- 3 complete Conference Centers: Mid-Pacific Conference Center, Tapa Conference Center, Kalia Conference Center
- Fabulous outdoor venues
- Largest capacity ballroom in the State of Hawaii

Accommodations at a Glance

- Ali’i Tower – Exclusive beachfront tower, offering enhanced amenities and services
- Rainbow Tower – Prime Beachfront Location with sweeping views of the Pacific Ocean, majestic Diamond Head or the Honolulu coastline
- Kalia Tower – Featuring four exclusive “Executive Floors,” Executive Lounge and the Kalia Tower Conference Center
- Tapa Tower – Perfect choice for meetings & groups with Tapa Conference Center located in the tower
- Diamond Head Tower – Conveniently located near restaurants, shops and the 24-hour Xerox Business Services Center
- Lagoon Tower – Luxurious resort condominium suites
RESOURCE INFORMATION

Affiliates
Airline Information
Airport Information
Amenities
Americans with Disabilities Act (ADA)
Audio/Visual
Automated Teller Machines
Baby-Sitting Services
Banks
Banquet Beverage Selection
Banquet Curfews
Banquet Equipment
Banquet Menu Selection
Banquet Terms and Conditions
Bell Services
Billing
Business Center
Bus Companies
Car Rental
Cash Exchange
Cash Paying Guests
Changing Facilities/Day Use
Check Cashing Privileges
Check-In and Checkout
Coffee Maker
Concierge
Convention Center
Corkage
Credit Cards
Currency Exchange
Dance Floor
Decorations
Destination Management Companies (DMC)
Deposits
Diagrams
Dietary Requirements
Dine Around
Directions to the Hotel
Doctors on Call
Drug Stores
Dry Cleaning
eEvents
Electrical
Emergency Procedures
Entertainment
Environmental Commitment
Exhibits
Fax Numbers
Fire Codes
Fitness Center
Flags
Floral/Florist
Food Donations
Freight Elevator
Gift Certificates
Gift Ideas
Golf Course Information
Gratuities
Group Reservations Identification Program (GRIP)
Group Arrival and Departures
Guest List Manager
Guest Rooms
Guest Room Deliveries
Guest Service Hotline
Hair Salon
Hospitality Suite Functions
Hotel Facts/History
Hotel Map
Housekeeping
Indemnification
In-Room Dining
Interpretation/Translation Services
Internet Services
Keys – Customized Guest Room Key Cards
Keys – Function Rooms
Key Hotel Contacts
Kosher
Labor
Laundry/Valet
Limousine Services
Linen Selection
Liquor Laws
Local Information
Lost and Found
Luggage Storage
Manager on Duty (MOD)
Mail Services
Master Accounts
Medical Facilities/Services
Meeting Room Capacities
Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
Newspapers/Publications
Office Equipment/Supplies
Off Premise Catering
Outdoor Venues
Package Room
Parking
Personalized Group Web Page
Pets (Policy)
Photography
Pianos
Pools
Post-Convention Meeting
Post Event Report
Posting of Events
Pre-Convention Meeting
Printing Services
Production Guidelines
Public Transportation
Pyrotechnics
Radios/Nextels
Recycling
Registration Assistance
Reservations (RAPID!)
Resort Fee
Restaurants/Lounges
Restaurant Reservations
Resumes
Rigging
Room Categories
Safes/Safe Deposit Boxes
Security
Shipping and Receiving
Shopping
Signage/Banners
Site Inspection/Pre-planning
Smoking
Sound System
Spa
Storage
Suites
Tax Exemption
Taxes
Taxicabs
Telephones/Telecommunications
Tours/Sightseeing
Towels For Off Property Activities
Trash Removal
Tuxedo/Formalwear
Video Channel
Wheelchairs
Wired Payment
Worship Services
AFFILIATES
Affiliates events are scheduled right before, during or after a convention by an attendee of the convention. These events are not a part of the convention program and typically all charges associated with the affiliate event is the responsibility of the attendee.

The group contact should provide Event Services with clear instructions on how affiliate requests are to be handled. If the group has contracted all of the function space, requests typically are referred to the group contact for approval. Approved events would then be handled directly with Event Services with function space at the hotel’s normal prevailing room rental rates and will be subject to the hotel’s standard contract terms and conditions.

Back to Resource Information

AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
</tr>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
</tr>
<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
</tr>
<tr>
<td>Air France</td>
<td>1-800-237-2747</td>
</tr>
<tr>
<td>Air India</td>
<td>1-800-223-7776</td>
</tr>
<tr>
<td>Air Jamaica</td>
<td>1-800-523-5585</td>
</tr>
<tr>
<td>Air New Zealand</td>
<td>1-800-262-1234</td>
</tr>
<tr>
<td>Alaska Airlines</td>
<td>1-800-426-0333</td>
</tr>
<tr>
<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
</tr>
<tr>
<td>American Airlines</td>
<td>1-800-433-7300</td>
</tr>
<tr>
<td>America West Airlines</td>
<td>1-800-235-9292</td>
</tr>
<tr>
<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
</tr>
<tr>
<td>British Airways</td>
<td>1-800-247-9297</td>
</tr>
<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
</tr>
<tr>
<td>Delta</td>
<td>1-800-221-1212</td>
</tr>
<tr>
<td>Japan Airlines</td>
<td>1-800-525-3663</td>
</tr>
<tr>
<td>Jet Blue</td>
<td>1-800-538-2583</td>
</tr>
<tr>
<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Korean Air</td>
<td>1-800-438-5000</td>
</tr>
<tr>
<td>Lufthansa</td>
<td>1-800-645-3880</td>
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<tr>
<td>Midwest Airlines</td>
<td>1-800-452-2022</td>
</tr>
<tr>
<td>Northwest (Domestic)</td>
<td>1-800-225-2525</td>
</tr>
<tr>
<td>Northwest (International)</td>
<td>1-800-447-4747</td>
</tr>
<tr>
<td>Qantas</td>
<td>1-800-227-4500</td>
</tr>
<tr>
<td>Singapore Airlines</td>
<td>1-800-742-3333</td>
</tr>
<tr>
<td>Southwest Airlines</td>
<td>1-800-435-9792</td>
</tr>
<tr>
<td>United Airlines</td>
<td>1-800-521-0810</td>
</tr>
<tr>
<td>US Air</td>
<td>1-800-428-4322</td>
</tr>
<tr>
<td>Varig</td>
<td>1-800-468-2744</td>
</tr>
<tr>
<td>Virgin Atlantic</td>
<td>1-800-862-8621</td>
</tr>
</tbody>
</table>
AIRPORT INFORMATION
Honolulu International Airport is located 9 miles, approximately a 30 minute drive from
the hotel. The airport website is www.hawaii.gov/dot/airports/index.htm.

Various shuttles transfer guests to the hotel from designated stops across from the
baggage claim area. Taxi dispatchers are also available.

Back to Resource Information

AMENITIES
The hotel takes pride in catering to guest’s individual needs by offering special
hospitality amenities. Guests may choose from a wide range of specialties such as
tropical fruit baskets, chocolate strawberries and champagne, as well as fruit, wine and
cheese trays. An assortment of hors d'oeuvres and picnic baskets can also be delivered
through Room Service. Amenities may be ordered via the hotel website
http://www.hiltonhawaiianvillage.com/services/amenitygift.asp or by calling (808) 948-
7756. The website includes a picture, description and price of each amenity. Prices
include tax and gratuity. The hotel’s Room Service Managers are also available to assist
guests with creating customized amenities.

Back to Resource Information

AMERICANS WITH DISABILITIES (ADA)
The hotel strives to provide the greatest possible access and comfort for all guests by
working continually towards making the stay for each guest an enjoyable experience. To
this end, the hotel offers fully accessible guest rooms and specific features in public areas
to accommodate guests with disabilities in compliance with applicable public
accommodation obligations under the Americans with Disabilities Act.

The group contact agrees to furnish a list of auxiliary aids needed by attendees in
function rooms at least 30 days in advance of the program and agree to be responsible for
all related charges for the requested items or the group contact may choose to provide the
auxiliary aids. All set-up and conduct of program of events must be in compliance with
the ADA.

Accessible Guest Room Features
• Guest rooms equipped with door knockers for hearing-impaired guests (available
  upon request)
• Tactile door signage
• Lowered thermostats, light switches, mirrors and closet shelves for easy wheelchair
  access
• Fire alarm strobes
• TDD telephones (Telecommunication Display Devices - for hearing-impaired guests
  available upon request)
• Closed-caption television
• Certain accessible guest rooms available with roll-in shower / tub combination
• Tub grab bars and tub seat available upon request
• Wider doorways (all doorways in accessible guest rooms meet or exceed the ADA 32-inch clearance requirement)
• Ramp access to guest room lanai (available upon request)

**Public Area Features**
• Lowered pay phones and drinking fountains throughout the property
• Wheelchair ramps and curb cut-outs
• Accessible public restrooms
• Accessible parking stalls
• Braille menus at the Tapa Café and Rainbow Lanai
• Lowered elevator panels with tactile elevator buttons
• ADA motorized cart

[Back to Resource Information]

**AUDIO/VISUAL**

Presentation Services
Hilton Hawaiian Village Beach Resort & Spa
2005 Kalia Road
Honolulu, HI 96815
Ph (808) 945-0975
Fax (808) 945-0998
Hours: Monday-Friday, 8:00am-5:00pm

Presentation Services offers superior audiovisual services and equipment with an office located conveniently on property on the ground floor of Diamond Head Apartments. PS is a leading provider of in-house audiovisual services in luxury hotels, resorts and conference centers throughout the world.

PS has the resources to provide guests with the best services, equipment and support. No matter the size or scope of the meeting, PS specializes in successful presentations.

• Audio components include: mixers/amplifiers, speakers, microphones, players/recorders
• Projection components include: 35mm projections/accessories, overhead projectors
• Video components include: video/data projection, LCD data display, video & data monitors, players & recorders, cameras, interface, switchers, distribution
• Lighting components
• Professionally dressed fast fold screens and drapes
• Technicians

[Back to Resource Information]
AUTOMATED TELLER MACHINES
There is an ATM located in the main lobby next to the Bell Desk and on the ground floor of Tapa Tower near the kiosks at the Tapa Bus Lobby.

Back to Resource Information

BABY-SITTING SERVICES

Sitters Unlimited of Hawaii
P.O. Box 88505
Honolulu, HI 96830-8505
Ph (808) 674-8440
Email: sittersunlimited@sittershawaii.com
Website: www.sittershawaii.com
Hours: Daily from 11:00 am

Sitters Unlimited of Hawaii is licensed, bonded, CPR and first aid certified and liability insured. Arrangements should be made direct at least 24 hours in advance. Sitters Unlimited of Hawaii is not affiliated with the hotel, and as such, the hotel is not responsible for the services rendered by this agency.

- Guest to call direct at least 24 hours in advance.
- There is a four hour minimum.
- The fee will vary depending on the number of children with additional fees for holidays. A transportation fee and general excise tax will be added to the hourly fee.
- Payment is made in cash direct to the sitter.
- There is a cancellation fee for cancellations made less than 24 hours prior to the scheduled start time.

Back to Resource Information

BANKS

American Savings Bank
1450 Ala Moana Boulevard
Honolulu, HI 96814
Ph (808) 973-4864

Bank of Hawaii
1441 Kapiolani Boulevard
Honolulu, HI 96814
Ph (808) 942-6111
## BANQUET BEVERAGE SELECTION

The hotel offers groups the flexibility of what is offered at banquet bars from call or premium beverages to tropical drinks. The following is a list of beverages currently offered and is subject to change. Specialty items may be arranged through the Beverage Manager.

<table>
<thead>
<tr>
<th>Category</th>
<th>Beverages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Premium Brands</strong></td>
<td>Johnnie Walker Red Label, Stolichnaya, Crown Royal, Tanqueray 10 Gin, Maker’s Mark, Bacardi Superior, Sauza Hornitos Tequila</td>
</tr>
<tr>
<td><strong>Call Brands</strong></td>
<td>Canadian Club, Cutty Sark, Skyy Vodka, Tanqueray Gin, Jim Beam, Bacardi Select Rum, Cuervo Gold</td>
</tr>
<tr>
<td><strong>Tropical Drinks</strong></td>
<td>Mai Tai, Pina Colada, Blue Hawaii</td>
</tr>
<tr>
<td><strong>Wine</strong></td>
<td>Canyon Road Chardonnay, Canyon Road Merlot, Canyon Road Cabernet Sauvignon, Canyon Road White Zinfandel, Sycamore Lane Pinot Grigio</td>
</tr>
<tr>
<td><strong>Cordials</strong></td>
<td>Grand Marnier, Kahlua, Bailey’s Irish Cream, Sambuca, Disaronno Amaretto, Courvoisier VSOP</td>
</tr>
<tr>
<td><strong>Imported/Craft Beers</strong></td>
<td>Corona, Heineken, Samuel Adams, Heineken Light, Guinness Draft, Blue Moon</td>
</tr>
<tr>
<td><strong>Domestic Beer</strong></td>
<td>Budweiser, Bud Light, Miller Lite, Coors Light, Michelob Ultra</td>
</tr>
<tr>
<td><strong>Non-Alcoholic Beer</strong></td>
<td>O’Doul’s</td>
</tr>
<tr>
<td><strong>Mineral Water &amp; Juice</strong></td>
<td>Perrier, San Pellegrino (Sparkling)</td>
</tr>
<tr>
<td><strong>Soft Drinks</strong></td>
<td>Coke, Diet Coke, Sprite, Hawaiian Springs Bottled Water</td>
</tr>
</tbody>
</table>

*Tropical drinks are served on the rocks and are not blended.*
BANQUET CURFEWS
There is an outdoor event curfew of 9:00pm and an indoor event curfew of 12 midnight for all events.

BANQUET EQUIPMENT
Items in the hotel’s existing inventory are available for use at no additional charge. Event Services is able to rent equipment requested that is not in inventory with associated charges the responsibility of the group.

Standard Set-Up
- Banquets – 10 chairs around 66” rounds
- Classroom – 4 chairs per 8’ table
- Risers – 6’ x 8’ sections that are 16”, 24” or 32” high
- Dance Floors – 4’ x 4’ tiles
- Cocktail Reception – 30” rounds that are 30” high

The hotel does not have high cocktail rounds in inventory.

BANQUET MENU SELECTION
The culinary standards of the Hilton Hawaiian Village are unsurpassed and have earned the resort the high praise from meeting planners, meeting attendees, dignitaries, and members of the local community. The hotel’s reputation for serving delicious cuisine from a selection of creative catering menus has made the hotel the first choice in the hearts and minds of many. Banquets and meetings are memorable and offer a balance between the exquisite presentation of the freshest ingredients and impeccable service. The Event Services and Banquet team are seasoned professionals with a few of them having been with the resort for over 20 years.

The hotel requests that banquet menus, room arrangements, and other details pertinent to the program be submitted to Event Services a minimum of 30 days prior to the program start date. The hotel will be happy to create customized menu proposals and to assist with selecting the proper menu items and program arrangements to ensure successful events.

STANDARD BANQUET TERMS AND CONDITIONS
The group contact will be asked to return a signed copy of the corporate standard banquet terms and conditions along with signed copies of each banquet event order.
1. **BANQUET SPACE RESERVATION:** The event space will be held for you on a “Definite” basis upon receipt of your signed Confirmation Letter/Banquet Event Order and the Banquet Contract.

2. **GUARANTEE AND DEPOSIT:** A Final Confirmation or “Guarantee” of your number of guests is required by 12:00 Noon, (3) business days before any function. If this Guarantee is not received, Original Number will be used. The Set for events with more than 100 guests will be 3% above the Guarantee. For events of 100 guests or less, the Set will equal the Guarantee. For Chinese-menu events, the Set will equal the Guarantee. Any additional guests served above the Set Number will be charged at 50% above the established price. The Hotel will make every effort to provide an equivalent menu item that has been agreed upon. We may request that you pay a deposit of 25% of the estimated dollar value of the event when you sign this agreement.

3. **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, the parties agree on the following amounts to be paid by you as liquidated damages in the event of a cancellation:
   
   • Cancellation between date of signing and 90 days of event 25% of deposit
   • If notified between 90 and 60 days in advance of the event 50% of deposit
   • If notified between 60 and 30 days in advance of the event 75% of deposit
   • If notified 30 days or less before event 95% of deposit

   Additional damages may be owed for cancellation of your sleeping room contract.

4. **PAYMENT IN ADVANCE:** Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three days prior to your function or by personal check two weeks prior to your function. If you have established credit, payment in full will be due within thirty (30) days of your function.

5. **LABOR CHARGE:** If the guaranteed number for your event is less than twenty (20) persons, we will add a $150.00 labor charge to your account. This will be used to cover our costs per event and will not be distributed as a gratuity to our employees working at your event. In addition, you agree to begin your event promptly at the scheduled time and agree to have your guests, invitees and other persons vacate the designated event space at the closing hour indicated. 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.

6. **SERVICE CHARGE:** Twenty-three percent (23%) of food and beverage sales will be added to your account as a service charge, of which 18.5% will be distributed to waiters, waitresses, bus help and/or bartenders engaged in the Event, Event
Management and Banquet Management. The remaining 4.5% will be applied to hotel administration costs. This 23% service charge will be subjected to State and Local taxes.

7. **PRICE INCREASES:** There may be increases in prices due to unforeseen circumstances at the time of your event. 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 these substitutions. In addition to the charges set forth on the reverse side, you agree to pay separately any and all federal, state, municipal or other taxes imposed on or applicable to your event.

8. **ASSIGNMENT OF FUNCTION SPACE:** The event space set forth on your contract has been reserved based upon your expected attendance. We reserve the right to substitute comparable function space, or to assign different space at our option. You agree to confirm with us the assigned function space before printing any materials listing specific meeting or function locations.

9. **OUTSIDE FOOD AND BEVERAGE:** Due to City and County of Honolulu law, you may not bring to the hotel alcoholic beverages. You must obtain prior approval from us before you bring in any food or non-alcoholic beverages from outside sources.

10. **DISPLAYS AND DECORATIONS; YOUR PROPERTY:** We are not responsible for any loss or damage to your property and do not maintain insurance covering it. All displays and/or decorations will be subject to our prior written approval.

11. **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 prior approval. Security personnel provided by the Customer shall not carry weapons and will only concern themselves with access to the function space reserved for the Event; restricting their presence to those areas of the Hotel premises. Security personnel are to check in and check out at our Security Office prior to and after their shift.

12. **AUXILIARY AIDS:** The Hotel represents and Customer acknowledges that the Hotel facilities being rented by Customer including guest rooms and common areas will be in compliance with Hotel’s public accommodation requirements under the Americans With Disabilities Act. Customer agrees to furnish a list of any auxiliary aids needed by Customer’s attendees in meeting or function room at least sixty (60) days prior to Event. Customer agrees to pay all charges associated with the provision of such aids by the Hotel.

13. **CONDUCT OF EVENT:** You agree to conduct the event in an orderly manner in full compliance with applicable laws, regulations, and our rules. 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.

14. **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 event, except those claims arising out of
the sole negligence or willful misconduct of the hotel.

15. **FIRE SAFETY:** Tables must be located in compliance with the local Fire
Department regulations pertaining to mandatory aisles and fire exists. You
acknowledge that decorations, props or staging brought into the hotel may be subject
to approval by the local Fire Department.

16. **DELIVERIES:** Arrangements for delivery of packages should be made through the
Event Services Department. Hotel has limited storage space and goods cannot be
received more than (3) days prior to event without prior arrangements. Customer
must prepay all shipping charges to the Hotel. Per union contract, there is a $1.00
per item, per movement, delivery charge for standard sized items and a $2.00 per
over-sized item per movement delivery charge. Additional charges will apply for
items of extreme size.

17. **GOVERNING LAW:** This contract shall be construed and interpreted in
accordance with laws of the State of Hawaii in which the hotel is located.

18. **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.

19. **ATTORNEY’S FEES:** The parties agree that in the event that any dispute arises in
any way relating to or arising out of this contract, the prevailing party in any
arbitration or court proceeding will be entitled to recover an award of its reasonable
attorney’s fees and costs.

20. **ARBITRATION:** The parties agree that any dispute in any way arising out of or
relating to this contract may be resolved by arbitration before JAMS/ENDISPUTE.
The parties further agree that in any arbitration proceeding they may conduct
reasonable discovery pursuant to the Federal Rules of Civil Procedure, that the law
of the State of Hawaii in which the hotel is located will be the governing law, and
any arbitration award will be enforceable in state or federal court.

21. **AMENDMENTS/CHANGES:** The parties agree that any amendments or changes
to the arrangements described in this contract must be made in writing, signed by
both you and us, provided, however, that this contract includes all signed or unsigned
banquet event orders (and the terms and conditions contained therein and attached thereto) issued by us for this and related events.

22. **INSURANCE:** You agree, if requested by us, to obtain and keep in force, during the term of its occupancy and use of our premises for your event, policies of general liability insurance, specifically referring to and including the contractual liability referred to in paragraph 13, premises-operations, broad form property damage, independent contractor coverage, and personal injury liability with limits of $2,000,000.00 with such responsible insurance companies satisfactory to us; and, if applicable, worker’s compensation insurance to statutory limits, employer’s liability insurance with limits of $100,000.00 and automobile liability insurance covering all owned, non-owned and hired vehicles with limits satisfactory to us. You agree to include Hotel, Hilton and Owner in such policies as additional insured thereunder. Your insurance will be considered primary of any similar insurance carried by us. You agree to deliver to us at least three (3) days prior to your event copies of certificates of insurance for each policy required by us.

23. **HAWAII STATE LAW ON SMOKING / HILTON HAWAIIAN VILLAGE SMOKING POLICY:** As of November 16, 2006, Hawaii State Law prohibits smoking in all “enclosed or partially enclosed” areas open to the public that include, but not limited to restrooms, lobbies, reception areas, hallways, bars, hotel and motel rooms, lanais, restaurants, retail service establishments, and retail stores.

Meeting Space ~ Unless otherwise noted, smoking will be permitted in following areas:
- Coral Ballroom – 6th floor outdoors near Coral Ballroom
- Tapa Ballroom – Open area next to the escalators, ewa side, on ground level
- Kalia Tower – Smoking will be prohibited on the lanais of all Kalia Tower meeting rooms
- Lagoon Green, Village Green and Rooftop Garden – Smoking permitted except during a function
- Beach

**BELL SERVICES**
Front Services handles luggage movement, room deliveries and airport transfers that are confirmed in the sales contract.

**Porterage**
The following are the current porterage prices that are subject to change. The charge is the same for adults and children.

- One Way - $3.50 + Tax = $3.66 Inclusive Per Guest
- Round Trip - $7.00 + Tax = $7.33 Inclusive Per Guest
Group Arrivals
Every effort is made to deliver group baggage no later than 45 minutes from the time the baggage arrives on property. The delivery time will depend on the following.

- The group arrival pattern; the group arrives at one time or scattered.
- The baggage arriving on motorcoaches with the guests or on separate baggage trucks.
- Each piece of baggage is clearly tagged with the guest’s first and last name.
- Groups inform guests that room move requests will not be permitted on arrival day.

Front Services will determine if luggage tents will be set-up for large group arrivals and departures. Typically tents are set-up for groups of at least 200 guests.

Group Departures
The group contact should provide a bag pull list to the Bell Desk in the main lobby at the minimum by 12:00pm prior to the departure day. Bag pulls should be scheduled at least 1.5 hours prior to departure time from the hotel. It is recommended that a copy of any departure notice be provided to Front Services for content review prior to going to print and distribution.

Airport Transfers Confirmed In Sales Contract
Arrangements will be confirmed with the Bell Desk with the actual transfer being provided by hotel cars and drivers or through Charley’s Taxi. Additional vehicles such as a car to transfer baggage will count as one transfer.

Airport transfers not confirmed in the sales contract may be arranged by the group contact direct with Charley’s Taxi who has a dispatcher on-site.

Vehicles
- Town Car – two guests + 4 pieces of luggage
- Limousine – four guests + 4 pieces of baggage

Arrival
- Driver will monitor the flight for early/delayed flight arrival time.
- Driver leaves for the airport at least one hour prior to flight arrival time.
- Driver meets guest at the baggage claim with a sign that includes the Hilton logo, a picture of a lei with the guest’s first and last name.
- Upon arrival, hotel drivers will hand the guest a welcome letter that includes any departure information already received. If such information has not been received the guest will be asked to contact the Bell Desk to provide this info.

Departure
- Front Services to contact guest to confirm the bag pull and departure time the day before departure.
- Departure time is automatically scheduled for 2.5 hours prior to departure flight time unless otherwise requested by the guest.
• The guest may schedule departure time within 2.5 hours of the departure flight time with the understanding that the driver will abide by all traffic laws and will not, for example, speed to get the guest to the airport on time.
• Guest to check-in at the Bell Desk in the main lobby. The Bell Desk will then notify the driver of the guest’s arrival.
• The driver and car will be staged at the main lobby.

**BILLING**
A completed and signed Hilton credit application must be returned a minimum of 30 days prior to the program for direct billing requests. Upon approval, clear instructions regarding the preferred set-up for the master billing should be provided to Event Services. Payment will be due within 30 days of the date of the final statement. Once on-site a daily meeting or a final meeting can be arranged with a representative from master accounts.

**BUSINESS CENTER**
Xerox® Business Services
Ground Floor of Diamond Head Tower
Ph (808) 949-0656
Fax (808) 951-5458
E-mail: xerox@hawaii.rr.com
Website: [www.xeroxhawaii.com](http://www.xeroxhawaii.com)
Hours: 24 hours a day, 7 days a week

The full-service 24-Hour Xerox® Business Services Center is conveniently located on the ground floor of the Diamond Head Tower. The comprehensive business center is the first of its kind to be featured in a Hawaii resort setting.

The business center provides a wide range of services and equipment including copying, printing, fax and e-mail services, packaging, shipping and business equipment rental. Computer workstations are available with high-speed Internet access and many business and graphics applications. There is even U.S. Postal Services.

**United States Postal Service Hours:**
• Monday – Saturday: 8:00 am – 4:00 pm
• Closed Daily from 12:00 pm – 1:00 pm
• On Saturdays from 2:00 pm – 4:00 pm – Stamps Only, No Parcels

**Complete List of Services (Subject to Change)**
• Auxiliary Services
• Black & White Copies
• Color Copies
• Computer Workstations
• Digital Printing
• Fax Services
• Layout & Word Processing
• Office Supplies
• Packaging & Shipping
• Rental Equipment

**Auxiliary Services**
• Binding (comb and presentation)
• Booklets (with and without trim)
• Collating
• Cutting
• Drilling
• Foam-core (mounting and mounting with laminate)
• Folding
• Lami-label (letter and ledger)
• Laminating pouch (letter, legal and ledger)
• Lamination oversize (up to 22" wide)
• Padding
• Stapling

**Notary Services (By Appointment Only)**
• Monday through Friday: 8 a.m. to 3 p.m.

[Back to Resource Information]

**BUS COMPANIES**
The hotel does not provide shuttle service from the airport. Group transfers may be arranged through the following companies.

Polynesian Adventure Tours, Inc.
1049 Kikowaena Place
Honolulu, HI 96819
Ph (808) 836-2288

Polynesian Hospitality
650 Iwilei Road
Suite 415
Honolulu, HI 96817
Ph (808) 524-2868

Roberts Hawaii
680 Iwilei Road
CAR RENTAL AGENCIES
Hertz operates a rental desk and has cars located at the hotel. The Hertz Rental Desk is located on the ground floor of the Tapa Tower near the Tapa Bus Lobby. For reservations call (808) 949-4321 Ext. 64 or (800) 654-3131.

CASH EXCHANGE
The hotel must receive a company or certified check at least two weeks prior to the program for cash exchanges. The check should be accompanied by a breakdown of the required denominations as well as the date, time and name of the on-site contact who will receive the cash exchange.

CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure the guest room, the hotel will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit to cover 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 and emergency 911 calls only. The guest room will be placed on a “Stop Charge” status restricting all room charges.

CHANGING FACILITIES/DAY USE

Hospitality Rooms
Hospitality rooms are available for guests to use on departure day. Guests may sign up at the Mail & Key Desk in the main lobby or call ext. 69007 for a period of 20 minutes per guest at the earliest the day before departure.

Day Use Rooms
Day Use Rooms (7:00am-5:00pm) are subject to availability and may be booked no more than 3 days in advance. Day Use room rates will vary and are confirmed at the time of the request.
CHECK CASHING PRIVILEGES
Hotel guests may cash travelers’ checks up to $200.00 per day and personal checks up to $100.00 per day at the front desk. Personal checks must be imprinted with the guest’s name, address, phone number and bank name and made out to the Hilton Hawaiian Village Beach Resort & Spa. Guests may cash up to a maximum of $250.00 per guest for the entire stay. Identification will be required.

CHECK-IN AND CHECK-OUT
Check-in is at 2:00 p.m. and check-out is at 11:00 a.m. Below are options for guests who arrive prior to 2:00pm and/or guests who may need to stay at the hotel after the 11:00am check-out time.

Alii Tower and Kalia Tower guests may check-in at desks located on the ground floor of the respective tower with all other guests checking in at the front desk in the main lobby. Guests also have the option of using the various self-service methods.

Early Check-In
- The hotel will accommodate early check-ins subject to rooms being available.
- Guests may check baggage at one of the luggage centers should a room not be available.
- Guests who want to guarantee an early check-in are advised to reserve and pay for the room from the night before

Late Check-Out
- Guests may check baggage at one of the luggage centers or use Easy Fly (see separate section).
- Guests may call the Mail & Key Desk at ext. 69007 up to one day prior to departure to sign up for a hospitality room to freshen up prior to departure.
- Guests 16 years or older may enjoy the facilities of the Luana Lounge at the Mandara Spa that include the whirlpool, fitness center, showers and lockers. For more information and pricing call extension 74370.
- Guests who want to guarantee a late check-out are advised to reserve and pay for the room for the night of departure.

Early Departure
Guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $50.00 early departure fee assessed in the event the guest departs prior to the confirmed departure date.

Self-Service Hotel Check-In and Check-Out
The hotel offers guests several self service options in addition to the visiting the front desk.

**Zip-In Check-In Kiosk Terminals**
User friendly kiosks are located at the airport (for check-in) and hotel (for check-in and check-out). The kiosks accept credit and/or HHonors cards and are able to provide room key cards at check-in and print folios at check-out. Guests may also use the kiosks to print airline boarding passes for flights on 27 different airlines. Hotel staff is available to assist guests with using the kiosks.

Groups may request that guests booked under a group code be blocked from using kiosks. Should a guest attempt to use a kiosk a message will appear that advises the guest to visit the front desk for further assistance.

**Hours**
Hotel - 6:30am-10:00pm
Airport - 11:00am-7:00pm

**Locations**
Hotel
- Main Lobby – 3 units
- Tapa Concourse – 1 unit
- Kalia Tower Lobby – 1 unit

Airport:
- Baggage Claim G – 2 units
- Baggage Claim H – 2 units

**vCheck-In**
vCheck-In is the hotel’s voice activated check-in phone service that is available to guests with pre-existing reservations from 6:00am-10:00pm daily, HST.

- Guest calls **toll free 1-866-779-5050** from 36-2 hours prior to arrival.
- Guest provides the name, confirmation number and any special request. Note that special requests are not guaranteed.
- Upon arrival at the hotel, the guest may pick up the key packet at the Mail & Key Desk in the main lobby after presenting a photo ID. The photo ID must match the name on the reservation.
- The credit card provided to guarantee the reservation will be used for payment unless the guest changes the method of payment prior to check-out.

**eCheck-In (Hilton HHonors Gold and Diamond Members)**
HHonor Gold and Diamond members have the option to pre-select a guest room online prior to arrival.

- Sign in to the HHonors account and click on “My Travel Planner” from 24-2 hours prior to arrival.
• Upon arrival at the hotel, the guest may pick up the key packet at the Mail & Key Desk in the main lobby after presenting a photo ID or from any Zip-In check-in kiosk terminal at the airport or hotel.

**Zip Check-Out**

Guests who provide credit card information at check-in may take advantage of Zip Check-Out. The guest’s room folio is slipped under the door early on the morning of departure. After verifying the charges, guests may either use the in-room television remote or dial ext. 50 to check-out. Room keys may be left in the room.

**Satellite Check-In**

Satellite check-in is available for groups that have 500 or more guest rooms on peak night and are able to provide an arrival manifest 10 business days in advance of the major arrival day. The satellite check-in will be set-up for the group’s major arrival day. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of the arrival manifest.

**Satellite Check-In Locations**

• Coral Lounge  
• Palace Lounge  
• Tapa 1  
• Village Green*

*Village Green is an outdoor location that requires tenting over the satellite check-in set-up (the tent rental charge is the group’s responsibility) and a weather back-up location.

**COFFEE MAKER**

All guest rooms have a Cuisinart coffeemaker that brews one cup of coffee at a time. Kona blend coffee, regular and decaffeinated is available.

**CONCIERGE**

Below are the Guest Welcome Centers, Information Desks and Concierge Desks available to assist with guest requests. Alii Tower guests also have access to Alii Concierge located in Alii Tower Lobby daily from 6:00am-11:00pm, ext. 38.

• Main Lobby Guest Welcome Center – 7:00am-9:00pm – ext. 77634 or 70213  
• Alii HGVC Guest Welcome Center – 8:00am-9:00pm – ext. 74009  
• Diamond HGVC Information Desk – 8:00am-9:00pm – ext. 77642  
• Kalia HGVC Concierge Desk – 8:00am-9:00pm – ext. 69032 or 69033  
• Rainbow HGVC Concierge Desk – 8:00am-9:00pm – ext. 74135
The Alii HGVC Guest Welcome Center sells tickets to the weekly King’s Jubilee.

CONVENTION CENTER

Hawaii Convention Center
1801 Kalakaua Avenue
Honolulu, HI 96815
Ph (808) 943-3500
Fax (808) 943-3556
Toll Free (808) 295-6603
Website: www.hawaiiconvention.com

The Hawaii Convention Center is an easy 20 minute walk or 10 minute drive from the hotel. See separate map.

CORKAGE
Groups are not allowed to provide outside liquor at hotel catered events. Special requests may be arranged through Event Services.

CREDIT CARDS
The hotel accepts the following credit cards:

- American Express
- Diner’s Card
- Discover Card
- JCB
- Master Card
- Visa

CURRENCY EXCHANGE
The front desk exchanges the following currencies at the prevailing rate. Guests may exchange up to $300.00 of US dollars per day.

- Australia
- Canada
- England
- Euro
- Hong Kong
- Japan
• Swiss
• New Zealand

DANCE FLOOR
The hotel uses 4’ x 4’ tiles. There is no charge for the use of dance floor tiles provided the tiles are within the hotel’s existing inventory. Tiles may be rented from an outside vendor at the guest’s expense for extensive requests.

DECORATIONS
The hotel maintains a limited inventory of décor which includes simple tabletop items for food stations. Extensive décor, including but not limited to specialty linen, centerpieces and large props are contracted from outside vendors at the group’s expense.

DESTINATION MANAGEMENT COMPANIES (DMC)

Destination Hawaii
1088 Bishop Street
Suite 1217
Honolulu, HI 96813
Ph (808) 538-6200
Fax (808) 538-3167

MC&A, Inc.
615 Piikoi Street
Suite 1000
Honolulu, HI 96814
Ph (808) 589-5500
Fax (808) 589-5501

Incentives Hawaii
28 Makaweli Street
Honolulu, HI 96825
Ph (808) 394-2515 or 1-800-258-5883
Fax (808) 394-1735

Weil & Associates
1357 Kapiolani Boulevard
Suite 1450
Honolulu, HI 96814
Ph (808) 955-1400 or 1-800-367-2333
Fax (808) 955-0505
DEPOSITS
Required group deposits are outlined in the sales contract. Deposits may be made at anytime throughout the program and placed to the group master account balance. Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

DIAGRAMS
Function Rooms
Click on http://www.hiltonhawaiianvillage.com/meetings/indoor-facilities.asp to view diagrams of the hotel’s function space.

Guest Rooms and Suites
Click on http://hhvmciplanner.com/ and select Accommodations and then the respective tower to view diagrams of the hotel’s standard guest rooms and suites/specialty rooms.

DIETARY REQUIREMENTS
The hotel’s culinary team is able to accommodate most special diet requests. Vegetarians are treated to the Executive Chef’s vegetarian entrée of the month. The entrée is varied for groups with multiple events during a single month. The group contact should provide a list of special diet requests to Event Services at least 10 business days prior to each event that includes the guest name and a description of the guest’s requirements. For example, it is very helpful to have further descriptions such as if a vegetarian is a vegan or lacto-vegetarian, etc. and a guest with diabetes is type 1, type 2, etc. It is often ideal to provide what guests are able to eat rather than what they are unable to eat.

DINE AROUND
The hotel currently offers the following meal plans at hotel operated outlets. The same meal plan must be selected for the entire group for the duration of the group’s stay. Arrangements are confirmed through Event Services. Menu options are subject to change.

Meal Plans
- Full American – Breakfast, Lunch and Dinner
- Modified American – Breakfast and Dinner
- Continental Breakfast
- Breakfast
- Lunch
- Dinner
Menus

- Continental Breakfast (Rainbow Lanai or Tapa Café)
  - Continental Breakfast Buffet or
  - Continental Breakfast – Juice or Fruit, Breakfast Pastry or Toast, Coffee or Tea
- Breakfast (Rainbow Lanai or Tapa Café)
  - Full American Breakfast Buffet or
  - American Breakfast – Juice or Fruit, Hot Breakfast Entrée, Breakfast Pastries or Toast, Coffee or Tea
- Lunch (Rainbow Lanai)
  - Soup of the Day or Tossed Island Greens, Entrée, Dessert, Coffee or Tea
- Dinner (Rainbow Lanai or Village Steak & Seafood)
  - Rainbow Lanai – Dinner Buffet or Appetizer, Soup or Salad, Entrée, Dessert, Coffee or Tea
  - Village Steak & Seafood – Soup or Salad, Entrée (Fish or Prime Rib), Dessert, Coffee or Tea

DIRECTIONS TO THE HOTEL

From Honolulu International Airport, take the H-1 Freeway East, to Honolulu. Once on the freeway, look for Waikiki directional signs and stay in the right lane, exiting onto Nimitz Highway. Stay on Nimitz Highway, which will change into Ala Moana Boulevard, for about 15 minutes. Ala Moana Shopping Center will be on the left and Ala Moana Beach Park on the right before crossing over a short bridge. The Hilton Hawaiian Village® Beach Resort & Spa sign will be on the right about 2 long blocks from the bridge. Stay in the right lane. Turn right on Kalia Road (there will be 3 large bronze statues on the right). After approximately 200 feet, turn right onto the main driveway.

Please use the Interactive Map to get exact directions from the point of departure.

Doctors On Call

Doctors On Call
2nd Floor, Rainbow Bazaar
Ph (808) 942-9111 or extension x74057
Hours: 8:00am-5:00pm, daily

Doctors On Call is located on the second floor of the Rainbow Bazaar, provides primary and urgent care services for hotel guests and is staffed by board-certified internists and family physicians.
Comprehensive services include X-ray, laboratory and pharmaceutical services. For after-hours care (from 5 p.m. to 8 a.m.), a registered nurse is available by phone to assist guests with their health care needs. (Hours and services are subject to change.)

**DRUG STORES**

On Property Locations (Limited Selection of Over the Counter Remedies)

ABC Store  
Ground Floor of Rainbow Bazaar  
Ph (808) 945-7774 or ext. 74106  
Hours: 6:30am-12:30am, daily

Whalers General Store  
Ground Floor of Diamond Head Tower  
Ph (808) 945-3966 or ext. 74187  
Hours: 7:00am-12:00am, daily

**Pharmacies**

Longs Drugs Store  
1450 Ala Moana Boulevard  
Honolulu, HI 96814  
Ph (808) 941-4433

Longs Drugs Store  
2220 South King Street  
Honolulu, HI 96826  
Ph (808) 949-4781

Kuhio Pharmacy  
Ohana Waikiki West Hotel  
2330 Kuhio Avenue  
Honolulu, HI 96815  
Ph (808) 923-4466

**DRY-CLEANING**

Laundry and Dry-Cleaning services are available by dialing the Bell Desk at ext. 41.

**Monday-Saturday**
- Garments picked up prior to 11:00am are returned to guests by 8:00pm the same day.
- Garments picked up after 11:00am are returned to guests the following day by 8:00pm.
Sunday & Holidays
- Garments picked up prior to 9:00am are returned to guests by 8:00pm the same day.
- Garments picked up after 9:00am are returned to guests the following day by 8:00pm.

eEVENTS
Hilton has made the task of booking events even easier. With e-Events, guests can plan an event from start to finish online, with no waiting and no paperwork, at more than 2,300 Hilton Family hotels and resorts nationwide. Guests are able to book up to 25 guest rooms, reserve meeting space, order food and beverage and more. To get started go to http://e-Events.hilton.com.

ELECTRICAL
Property Operations provides assistance with all mechanical and electrical needs. Requests are handled through Event Services.

EMERGENCY PROCEDURES
The hotel has an Emergency Procedures Manual, which covers a wide variety of crisis situations which includes Threat Management and Heightened Safety & Security Measures. This manual is reviewed with all Executive Committee members semi-annually.

Emergency Power
- Five back-up generators.
- Life Safety panels are on UPS back-up.
- Two par disposable flashlights with light sticks.
- Portable lanterns.

Human Resources
- Drug Free Workplace policy is in place.
- Zero Tolerance Workplace Violence policy/training is in place.
- Zero Tolerance Harassment policy/training is in place.

Guest Room Security
- Electronic locks.
- Secondary locking device for entry, sliding and connecting doors.
- Entry door viewer.
- Self-closing entry door.

Fire Protection
• The hotel has fire sprinklers throughout the property and each guest room has a smoke detector.
• The closest fire department is in Waikiki, 1 mile away.
• The emergency phone number is ext. 21.
• The hotel meets the Hotel & Motel Fire Safety Act of 1990.
• Fire evacuation maps are on file and drills are conducted semi-annually involving all team members.
• The fire alarm system includes one-way voice communication to all floors, outlets, some common areas and ballrooms.

Medical
• Doctors On Call located on property. See separate section.
• Straub Clinic and Hospital, 888 S. King Street, Honolulu, HI 96813, (808) 522-4000, 4 miles away.
• Queens Medical Center, 1301 Punchbowl Street, Honolulu, HI 96813, (808) 538-9011, 5 miles away.
• There are CPR/First Aid trained staff on every shift.

Security
• In-house security personnel are Certified Lodging Security Officers.
• The closest police station is the Waikiki Sub-Station, 2405 Kalakaua Avenue, Honolulu, HI 96815, 1 mile away.
• 24 hour Safety and Security at ext. 70050.
• CCTV cameras are provided in the garage entry and exits, elevator lobbies, front desk, front service luggage storage, loading docks, key control and cashier’s cage.

ENTERTAINMENT
Event Services is able to assist with confirming entertainment requirements. Groups are also welcome to contract entertainment direct noting that the hotel requests that all entertainers are members of the musician’s union.

ENVIRONMENTAL COMMITMENT
At Hilton Hotels Corporation, protecting the Environment is a top priority. Responsible environmental activity is good for both business and the community. Hilton has developed a comprehensive company-wide policy to promote business practices that help preserve the environment. Guidelines are provided to all facilities with the goal to “Reduce – Reuse – Recycle” as much as possible.

EXHIBITS
The hotel’s Exhibit Resource Guide is available through Event Services.
FAX NUMBERS
Faxes for guests should be sent to the guest fax line at the Xerox Business Center. Contact the Xerox Business Center for information on charges at (808) 949-0656 or Xerox@hawaii.rr.com.

Hotel Guests: (808) 951-5458
Event Services: (808) 948-7748
Sales: (808) 947-7914
Reservations: (808) 948-7660

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 (must be water based), laser exhibits (including tabletop) or extensive productions with staging and props must have a certified permit from the local Fire Marshall. All associated fees for permits, floor plan approval and stand-by fire watch are the group’s responsibility and final approved copies must be received at least three days prior to the event. Cooking inside function rooms is not permitted at any time.

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 the event complies with all applicable laws, including, but not limited to fire and safety codes, rules and regulations.

FITNESS CENTER

Mandara Spa – Fitness Center and Lounge
Ph (808) 945-7721
Fax (808) 947-5285
Website: www.mandaraspa.com
Email: Hawaii@mandaraspa.com
Hours: 6:00am-9:00pm, daily

The Fitness Center and Lounge is part of the Mandara Spa and features cardiovascular and strength-training equipment. There is a daily charge for guests to utilize the Fitness Center. Guests who have a spa treatment may use the Fitness Center and Lounge on that same day at no additional charge. The Mandara Spa is independently owned and operated.

Features of the Fitness Center & Lounge
• State-of-the-art Cardiovascular Fitness Center
• Men's and Ladies' private steam room, whirlpool & locker rooms with day-use lockers
• Herbal tea and refreshing apples
• Sun terrace for relaxation, mosaic tiled infinity pool and whirlpool

Alii Tower guests have access to a private fitness center with massage treatment rooms and sauna that is located on the second floor of Alii Tower. The Alii Fitness Center is open daily, 6:00am-8:00pm.
**FLAGS**
The hotel has a 3’ x 5’ American, Hawaiian, Canadian and Japanese flag.

**FLORAL/FLORIST**

Village Flowers  
Ph (808) 941-6274  
Fax (808) 946-7818  
Website: [www.mamo.com](http://www.mamo.com)  
Hours: 10:00am-5:00pm, daily

Located on the ground floor of the hotel parking garage (right before the garage entrance on the ocean side), Village Flowers is owned and operated by Mamo Inc. In business for over 25 years, Mamo Inc. is a full service theme party, floral, linen, and décor company featuring a wide array of florals including a large selection of leis, tropical or spring gift arrangements, wedding décor, and event florals such as table and buffet arrangements.

**FOOD DONATIONS**
Hilton is committed to working with the community to alleviate hunger in this country. The hotel donates food to the Hawaii Food Bank throughout the year.

**FREIGHT ELEVATOR**
The hotel has two freight elevators, one that services the Mid-Pacific Conference Center and the other the Tapa Conference Center.

**Coral Freight Elevator**
- Interior - 10’3” L x 6’5” W x 7’4” H  
- Door – 6’5” W x 7’4”H  
- Capacity – 6,000 lbs

The Coral Freight Elevator is located past the main parking garage entrance. Freight companies need to be prepared with equipment to remove items from the truck to street level to access the elevator as there isn’t a loading dock.

**Tapa Freight Elevator**
- Interior - 21’ L x 9’ W x 9’ H  
- Door – 9’ W x 8’11” H  
- Capacity – 23,000 lbs

The Tapa Freight Elevator is located at the Tapa Tower. The loading dock height is 40”. Freight companies need to be prepared with a ramp from the truck to dock.
**Tapa Small Freight Elevator**
- Interior – 8’1/2” L x 5’3” W x 7’4” H
- Door – 4’ W x 7’ H
- Capacity – 4,000 lbs

The Tapa Small Freight Elevator is located at the Tapa Tower next to the Tapa Freight Elevator.

Large deliveries must be cleared through the Safety & Security Department. The group contact must provide detailed information that includes the date, time frame and vehicle type. Cleared vehicles will be permitted to drop-off/pick-up only and are not allowed to stage for long periods of time. The hotel is not able to permit overnight staging of containers.

Back to Resource Information

**GIFT CERTIFICATES**

American Express – Main Lobby  
Ph (800) 862-5335 or (808) 947-2607  
Ext 29  
Fax (808) 946-8039  
Hours: 7:00am-9:00pm, daily

American Express – Tapa Tower Lobby  
Ph (800) 446-9180 or (808) 951-0644  
Ext 62081  
Fax (808) 949-0125  
Hours: 8:00am-5:00pm, daily

Hotel gift certificates come wrapped and ready in a festive and beautiful holder and are available for purchase in $50.00 and $100.00 increments through the American Express Tour & Activity Desks. Payment for gift certificates may be made by cash or credit card. The gift certificate may be applied to the guest folio or used at all hotel owned and operated food & beverage outlets.

Back to Resource Information

**GIFT IDEAS**

http://www.hiltonthome.com/ - The Hilton Serenity Collection  
http://www.hilton.corplogoware.com/?rep=hilton - Olympic Merchandise  
http://www.waldorfcollection-hotelsathome.com/home.html - The Waldorf Collection

Creative Hawaiian Gifts, Inc.  
2205 Nuna Street
GOLF COURSE INFORMATION

Hilton Logo & Golf Shop – Rainbow Bazaar
Ph (808) 942-5673
Ext 74070
Hours: 8:00am-10:00pm, daily

Excellent golf is one of the things that makes Oahu Hawaii's favorite destination. The staff at the Hilton Logo & Golf Shop can assist guests with tee times, golf lessons, golf equipment, club rental, and the latest golf attire.

GRATUITIES
Tips are discretionary and may be awarded for above and beyond service. Tipping should not be confused with service charges that are not optional and is a charge confirmed in the union contract.

GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)
G.R.I.P. allows group contacts the ability to identify guests who have made reservations outside the contracted group block. All the group contact needs to do is provide a registration list in excel format (first name and last name in separate cells) to Event Services and return a signed copy of the Indemnity Agreement Addendum in order for the hotel to release the G.R.I.P. report.

GROUP ARRIVALS AND DEPARTURES
All group arrivals and departures that involve passenger vans, minibuses and/or motorcoaches will be to/from the Tapa Bus Lobby which is located on the ground floor of the Tapa Tower. The entrance to the Tapa Bus Lobby is via Paoa Place, the first right past Rainbow Drive, the hotel’s main driveway. Exit from the Tapa Bus Lobby is direct on to Kalia Road.

GUEST LIST MANAGER
Guest List Manager is an on-line tool that allows group contacts to better manage the contracted guest room block. One group contact is permitted to view the information at a time using either a Hilton HHonors number or Fast Reservation Profile via www.hilton.com. Some of the benefits of using Guest List Manager are noted below.

- Save time by reserving multiple rooms at one time.
- View, download and print a reservations guest list to keep track of attendees and their reservation status.
- View total current pick-up and pick-up by category.

Back to Resource Information

GUEST ROOMS
Hotel guest rooms or suites offer a variety of amenities for guest’s comfort and convenience. The hotel’s current bedding breakdown is 60% rooms with two double beds and 40% rooms with one king bed. The fire code mandates a maximum of four guests per room. Rollaways are available for $35.00 plus tax per day.

Hilton is pleased to present “The Serenity Collection”, today’s premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night’s sleep? Visit www.pacificcoast.com to order your own Serenity bed.

Guest Room Amenities
- Alarm clock/radio
- Balcony/lanai
- Cable TV and premium channels (HBO, CNN, ESPN, pay-per-view)
- Coffeemaker
- Dataports
- Two-line speaker phones
- Fire sprinklers
- Electronic locks
- Hair dryer
- High speed internet access (nominal fee)
- In room controlled air conditioning
- In room safe (nominal fee)
- Iron and ironing board
- Refrigerator
- Stationery and post cards
- Smoke detectors
- TDD telephones (upon request at the front desk)
- Toiletries
- Voice mail
- Voltage adapter (nominal fee)
- Work desk or work space with lamp
- 2 emergency flashlights located on the right side of the bottom armoire drawer
Paradise Pass
Enjoy the convenience of all day high speed internet access and access to the Spa fitness center. This daily value added program includes the below for a nominal nightly fee. Once enrolled this package cannot be cancelled and must be valid for the entire duration of the stay. The program is not available in Alii Tower or Lagoon and Kalia Tower timeshare units.

- Unlimited high speed internet access
- Two bottles of water
- Mandara Spa Fitness Center use for up to two adults (not including Luana Lounge or Spa Treatments)

GUEST ROOM DELIVERIES
Group room deliveries should be confirmed with Front Services at least two weeks in advance. Current prices are noted below and are subject to change.

- $1.25 per room slipped under the guest room door
- $1.75 per room placed inside the guest room

The delivery price for multiple items delivered to each guest room will be higher with the price confirmed by Front Services.

GUEST SERVICE HOTLINE
Guests with specific needs or requests may pick up a house phone and dial ext. 54 and a guest service operator will direct their needs to the appropriate hotel contact. The guest service hotline operates daily from 7:00am–12:00 midnight. After hours calls are handled by the hotel operator.

HAIR SALON
Mandara Spa
4th Floor, Kalia Tower
Ph (808) 945-7721
Fax (808) 5285
Email: Hawaii@mandaraspa.com
Hours: 9:00am-9:00pm, daily

Mandara Spa features an assortment of facilities including a full-service salon that offers hair styling, manicures, pedicures, and other beauty treatments.
HOSPITALITY SUITES FUNCTIONS
The hotel’s suites can be set up to accommodate an assortment of functions ranging from small, informal breakfast meetings to lavish cocktail receptions. Room Service would be happy to offer suggestions that may help you in planning your event. For more information please contact Room Service at (808) 948-7756.

HOTEL FACTS/HISTORY
A copy of the Hilton Hawaiian Village Beach Resort & Spa detailed history is available from Event Services.

Awards:

Overall Hotel Awards

- Top 25 Hawaii Hotels World’s Best Award – Travel & Leisure Magazine
  2002 – Ali’i Tower

- Top 10 Hawaii Resorts – Travel & Leisure Family Magazine
  2003, 2005 – Hilton Hawaiian Village
  2002 – Ali’i Tower, #2 on list

- Top 50 Family Friendly Resorts – Child Magazine
  2006 – Hilton Hawaiian Village

- 500 Best Hotels in the World – Travel & Leisure Magazine
  2003, 2004 – Hilton Hawaiian Village

- Gold List – Conde Nast Traveler Magazine
  2004, 2005 – Ali’i Tower

- Millennium International Award of Excellence – Travel & Leisure Magazine
  1999 – International Restaurant & Hospitality Rating Bureau

- Best Hotel In America (Beach Category) – Family Circle Magazine
  1992-1993

- 10 Best Family Friendly Resorts Hawaii Hotels – Travel & Leisure Magazine
  2003 – Hilton Hawaiian Village

- Best of Best – Corporation & Incentive Travel Magazine
  2006 – Hilton Hawaiian Village
• AAA Four Diamond Award – American Automobile Association
  1997-2003

• Top 25 Pacific Rim Resorts – Conde Nast Traveler Magazine

• 500 Greatest Hotels in the World Least Expensive in Hawaii – Travel & Leisure Magazine
  2004 – Hilton Hawaiian Village

• Guest Loyalty Award – Hilton Hotels Corporation
  2001-2003 – Hotels Over 500 Rooms

• Tope 50 Family Resorts – Family Circle Magazine
  1999-2003

• Top 100 Resorts – Conde Nast Traveler Magazine
  1988, 1993

• Platinum Partner Award – Incentive Industry’s Best Suppliers
  2001

**Meetings & Conventions Awards**

• Best of the West – Meetings West
  2002, 2006

• Award of Excellence – Corporate & Incentive Travel Magazine
  Outstanding Facilities and Services to the Meetings and Incentive Travel Industry
  2005

• Pinnacle Award – Successful Meetings Magazine

• Elite Hotel and Resort Award – Facilities and Destinations Magazine
  2002

• Premium Circle Award – Insurance Conference Planners Meeting

• Inner Circle Award – Association Meetings

• Hall of Fame Award – Meetings & Conventions Magazine
2000, 2003

- Gold Platter Award – Meetings & Conventions Magazine

- Gold Key Award – Meetings & Conventions Magazine

- Planner’s Choice Award – Meeting News

- Platinum Partner Award – Incentive Industry’s Best Suppliers
  2001

- Paragon Award – Corporate Meetings & Incentive Magazine
  2003, 2004

**Dining & Restaurant Awards**

- Di Rona Award – Distinguished Restaurants of North America
  2002-2005 – Bali by the Sea

- Best Wine Selection – Wine Spectator
  2002-2005, 2007 – Bali by the Sea

- AAA Four Diamond Award Exceptional Cuisine, Excellent Service, Elegant Dining Atmosphere
  2001-2003, 2005, 2006 – Bali by the Sea

- Zagat Survey Excellent Rating for Top American Restaurant
  1998 – Bali by the Sea

- Gourmet Magazine Gourmet Rooms At The Top
  1998 – Bali by the Sea

- Top the Table Award – Restaurant Hospitality Magazine
  1993 – Bali by the Sea, Golden Dragon, Rainbow Lanai

- Hale ‘Aina Awards – Honolulu Magazine
  Top Oahu Restaurant – 2003, 2004 – Bali by the Sea; 2003 – Golden Dragon
Environmental & Community Leadership Awards

- Keep It Hawaii Awards – Hawaii Tourism Authority
  2006 – Certificate of Merit (Business) – Aloha Friday King’s Jubilee
  2004 – Kahili Award – Visual Arts – Hilton Hawaiian Village Art Collection
  2003 – Certificate of Merit – Event – Hula Oni’E Keiki Hula Festival
  2003 – Kahili Award – Visual Arts – The Hawk Soars with the Winds
  2003 – Certificate of Merit – Event – Duke Kahanamoku Stamp Unveiling; Special – The Village Experience
  2002 – Kahili Award – Attractions – Bishop Museum at Kalia
  2002 – Certificate of Merit – Environment – Hotel Recycling & Conservation Program; Performing Arts – Aloha Friday King’s Jubilee
  2000 – Certificate of Merit – Environment – Waterway Project
  1999 – Kahili Award – Accommodations
  1999 – Kahili Award – Special – Van Dorpe Tapa Display

- Ho’owehiwhi Nui Award – Waikiki Improvement Association
  2001 – Kalia Tower architecture and design

- Governor’s Kilohana Award for Outstanding Volunteerism
  2001

- ‘Oihana Maiki’i (Endeavors of Excellence) Award – The Chamber of Commerce of Hawaii
  1999 (Red Lei)

- Betty Crocker Landscape Award – Scenic Hawaii, Inc.
  2003 – Kalia Tower landscaping (Professional Category)

- Kukulu Hale Award – National Association of Industrial and Office Properties (NAIOP)
  2002 – New construction – Kalia Tower

- Green Business Award – Hawaii Department of Health and Chamber of Commerce
  2002, 2007

- Investing in the Environment Award – Hawaii Investor Magazine
  1992

Back to Resource Information

HOTEL MAP

A property map is given to guests as part of the key packet upon arrival. The map may be accessed via [http://www.hiltonhawaiianvillage.com/resort/resort-facts-map.asp](http://www.hiltonhawaiianvillage.com/resort/resort-facts-map.asp).

Back to Resource Information
**HOUSEKEEPING**
Daily housekeeping services takes place between 7:30am and 5:00pm. Guests may call the Guest Service Hotline at ext. 54 for special requests.

**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.

**IN-ROOM DINING**
Guests who wish to dine in their room will appreciate the broad selection available through Room Service including a children’s menu and selections from Round Table Pizza. There is also a full beverage menu to complement a meal or snack.

**Hours**
- Daily: 6:00am-10:00pm
- Breakfast: 6:00am-10:00am
- All-day dining: 11:00am-10:00pm

Depending which tower you are staying in, Room Service can be reached at the following in-house extensions:

- Lagoon & Rainbow Towers          Ext. 57
- Tapa & Diamond Head Towers       Ext. 56
- Aliʻi Tower                       Ext. 58
- Kalia Tower                      Ext. 65

A 17% service charge and $4.00 per person delivery charge will be added along with the current state excise tax.

**INTERPRETATION/TRANSLATION SERVICES**
Rick & Sue Nichols  
COMpact COMmunication Rental Service  
4062 Koko Drive  
Honolulu, HI 96816  
Ph (808) 732-4604
COMpact COMmunication Rental Service offers simultaneous interpretation equipment as well as wireless equipment and Motorola two-way radios.

INTERNET SERVICES
The hotel offers high speed internet service in all guest rooms and function rooms. Internet access is also available via computers located at the Xerox Business Center.

Guest Rooms
- All guest rooms have wired high speed internet access.
- Wireless high speed internet access is available at Tapa Bar, Tapa Pool, Super Pool and Kalia Tower Lobby only.
- Guests may choose from five access plans.
  - Hourly internet access
  - 24 hours internet access
  - 24 hours VPN internet access
  - 1 week (7 days) internet access
  - 1 week (7 days) VPN internet access

Function Rooms
- 1.5 Mbps shared DSL (1.5 Mbps down/340 Kbps up).
- Computer requirements for high speed internet access:
  - Ethernet Connection
    - Web Browser (such as Internet Explorer and/or Netscape Navigator)
    - Available ethernet port on the computer/laptop.
  - Wireless Connection
    - Web Browser
    - Wireless card/adapter (802.11b compatible)
    - Wireless service must be available in the function room

Xerox Business Center
- Xerox Business Center has two IBM®-compatible computers and one Macintosh® computer.
- Each workstation is connected to high-speed Road Runner® Internet access.

KEYS - CUSTOMIZED GUEST ROOM KEY CARDS
Plasticard Locktech International (PLI)
605 Sweeten Creek International Park
Asheville, NC  28803
The hotel electronic lock system uses 2” x 3 3/8” key cards from PLI. Group contacts are welcome to work directly with PLI to generate custom key cards. Proofs must be provided to the hotel for review prior to going to production.

**KEYS - FUNCTION ROOMS**
Group contacts may request to have the locks on function rooms changed with new keys cut. Current charges can be confirmed through Event Services. Coral Ballroom and Honolulu Suite do not have locks and can only be secured with chains and locks through the Safety & Security Department. Group contacts are welcome to provide a lock that interlocks with the hotel lock to allow for immediate access to the room, thus avoiding having to go through Safety & Security.

**KEY HOTEL CONTACTS**
The Hilton Hawaiian Village Managing Committee consists of the following individuals:

<table>
<thead>
<tr>
<th>Title</th>
<th>Contact</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Manager</td>
<td>Michael Wilding</td>
<td>70005</td>
</tr>
<tr>
<td>Director of Food &amp; Beverage</td>
<td>Brian Keys</td>
<td>77875</td>
</tr>
<tr>
<td>Director of Finance</td>
<td>Pete Twyman</td>
<td>77811</td>
</tr>
<tr>
<td>Director of Front Office</td>
<td>David Means</td>
<td>77884</td>
</tr>
<tr>
<td>Executive Chef</td>
<td>Daniel LaGarde</td>
<td>77879</td>
</tr>
<tr>
<td>Director of Housekeeping</td>
<td>Claire Butler</td>
<td>55</td>
</tr>
<tr>
<td>Director of Property Operations</td>
<td>John Clarke</td>
<td>70053</td>
</tr>
<tr>
<td>Director of Sales and Marketing</td>
<td></td>
<td>28</td>
</tr>
<tr>
<td>Director of Catering &amp; Events</td>
<td>John Murakami</td>
<td>35</td>
</tr>
</tbody>
</table>

**KOSHER**
The hotel offers chicken, fish or beef frozen “airline meal” kosher meals for guests with a minimum of two business days notice. The hotel kitchens are not kosher certified.

**LABOR**
The Unite Here Local 5 Union is represented at the hotel.
**LAUNDRY/VALET**
See Dry Cleaning section.

[Back to Resource Information](#)

**LIMOUSINE SERVICES**

Charley’s Taxi & Tours
Ph (808) 947-0077
Ext. 75255
Fax (808) 941-4051
Hours: 7:00am-8:30pm, daily (on property dispatcher)

Limousine transfers may be arranged direct through the on-site dispatcher. During off hours arrangements can be made by leaving a voicemail message or by calling (808) 531-1333.

[Back to Resource Information](#)

**LINEN SELECTION**
The hotel uses 87” x 87” tablecloths for 66” rounds. Floor length tablecloths, chair covers or specialty linen may be arranged through outside sources at the group’s expense.

<table>
<thead>
<tr>
<th>Napkins</th>
<th>66” Rounds</th>
<th>30” Rounds</th>
<th>3’ x 8’ Luau Tables</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>White</td>
<td>Champagne</td>
<td>White</td>
</tr>
<tr>
<td>Champagne</td>
<td>Champagne</td>
<td>Red</td>
<td>Champagne</td>
</tr>
<tr>
<td>Red</td>
<td>Red</td>
<td>Hunter Green</td>
<td>Green</td>
</tr>
<tr>
<td>Green</td>
<td>Green</td>
<td>Black</td>
<td>Black</td>
</tr>
<tr>
<td>Black</td>
<td>Black</td>
<td>Royal Blue</td>
<td>Purple*</td>
</tr>
<tr>
<td>Yellow</td>
<td>Purple*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Royal Blue</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Light Blue</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Pink</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Burgundy</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Purple*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
<tr>
<td>Lavender*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
<td>Seafoam Green*</td>
</tr>
</tbody>
</table>

*Limited supply available. Allow 3-4 weeks advance notice.

[Back to Resource Information](#)

**LIQUOR LAWS**
The State of Hawaii has strict liquor laws that must be followed by the hotel. Groups are not allowed to provide outside liquor at hotel catered events. Special requests for items that do not appear on the banquet menus may be arranged through Event Services. The legal drinking age in Hawaii is 21 years old.
LOCAL INFORMATION

LOST AND FOUND
Lost & Found
Ph (808) 947-7802
Ext. 77892
Hours: 24 hours a day, 7 days a week

The hotel will make every effort to return any found property to its rightful owner. All found property at the hotel will be recorded, stored, and processed. Cash is held for 90 days with all other items held for 45 days. Items that are not claimed within this time are either returned to the finder or donated to charity. This policy does not apply to minor items found on property such as toothbrushes, ladies hosiery, cigarettes, etc.

A security officer will meet the guest to either pick-up or return items. Security will require the guest to present a photo I.D. when claiming lost items.

LUGGAGE STORAGE
Guests who arrive prior to the 2:00pm check-in time and/or are scheduled to depart later than the 11:00am check-out time may store baggage at one of three luggage centers. The hotel does not store baggage overnight, including golf bags and valuables such as cameras, lap tops or any sort of electronic equipment.

- Luggage Center at Diamond Head Tower – 8:00am-7:00pm
- Main Storage at Main Lobby – 24 hours
- Tapa Storage at Tapa Bus Lobby – 6:00am-11:00pm

MANAGER ON DUTY (M.O.D.)
Manager On Duty
Main Lobby
Ext. 23
Hours: 24 hours a day, 7 days a week
MAIL SERVICES

Xerox® Business Services
Ground Floor of Diamond Head Tower
Ph (808) 949-0656
Fax (808) 951-5458
E-mail: xerox@hawaii.rr.com
Website: www.xeroxhawaii.com

The Xerox Business Center offers complete mail and shipping services as well as materials. Stamps are also available for purchase from the front desk in the main lobby.

United States Postal Service Hours:
• Monday – Saturday: 8:00 am – 4:00 pm
• Closed Daily from 12:00 pm – 1:00 pm
• On Saturdays from 2:00 pm – 4:00 pm – Stamps Only, No Parcels

MASTER ACCOUNTS

A master account is an accumulation of a program’s charges. The group contact should provide clear and detailed information 30 days in advance regarding how the master account should be set up. If the group contact would like a portion or all of the balance direct billed a completed and signed Hilton credit application must be received no later than 30 days prior to the start of the program. The credit application will be processed through Finance. Events Services will advise the group contact if the direct billing request has been approved.

MEDICAL FACILITIES/SERVICES

American Medical Response
88-840 Iwaiwa
Aiea, HI 96701
Ph (808) 487-4900
Hours: 8:00am-5:00pm, Monday-Friday

Refer to the Doctors On Call and Emergency Procedures sections. Groups may contract the above to provide ambulance and EMT support during a program.

MEETING ROOM CAPACITIES

Refer to www.hiltonhawaiianvillage.com and click on the items under Meetings & Banquets for information about the hotel’s meeting room capacities.
MEETING ROOM DELIVERIES
The charge for large deliveries and/or large items (larger than the size of a standard box of copier paper) will be confirmed by Front Services. It is recommended that deliveries of pallets be handled by the group’s delivery company with the company contracted to handle an “inside delivery” and deliver the pallets direct to the designated function room.

MEETING ROOM RENTAL
Refer to the convention contract for specific information about meeting room rental.

MEETING ROOM SET STANDARD
Basic meeting room set up is complimentary. Depending upon the extent of the set up requirements, additional charges may be incurred at the group’s expense. Miscellaneous charges such as electrical, banner hanging/removal charges are additional and can be confirmed through Event Services.

Standard Set-Up
• Banquets – 10 chairs around 66” rounds
• Classroom – 4 chairs per 8’ table
• Risers – 6’ x 8’ sections that are 16”, 24” or 32” high
• Dance Floors – 4’ x 4’ tiles
• Cocktail Reception – 30” rounds that are 30” high

The hotel does not have high cocktail rounds in inventory.

NEWSPAPERS/PUBLICATIONS

ABC Store
Ground Floor of Rainbow Bazaar
Ph (808) 945-7774
Ext. 74106
Hours: 6:30am-12:30am, daily

Bestsellers Books & Music
Ground Floor of Rainbow Bazaar
Ph (808) 953-2378
Ext. 74067
Hours: 8:00am-10:00pm, daily
**Lamont’s Gift & Sundry**  
Ground Floor of Diamond Head Tower  
Ph (808) 943-8762  
Ext. 74058  
Hours: 7:00am-11:00pm, daily

The Honolulu Advertiser is delivered to guest rooms Monday thru Friday.


*Not available at all listed locations.

**OFFICE EQUIPMENT/SUPPLIES**

**Office Equipment Rental**  
Xerox® Business Services  
Ground Floor of Diamond Head Tower  
Ph (808) 949-0656  
Fax (808) 951-5458  
E-mail: xerox@hawaii.rr.com  
Website: [www.xeroxhawaii.com](http://www.xeroxhawaii.com)  
Hours: 24 hours a day, 7 days a week

The Xerox Business Center offers a complete range of services including rental of computer systems, copier machines, facsimile machines, photocopying, word processing services, fax transmission, and shipping and mail services.

Rates are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Please contact the Xerox Business Center for more information.

**Office Supplies Stores**  
Fisher Hawaii  
450 Cooke Street  
Honolulu, HI 96813  
Ph (808) 524-8770  
Fax (808) 537-1972

OfficeMax  
770 Ala Moana Boulevard  
Honolulu, HI 96813  
Ph (808) 545-5177
OFF PREMISE CATERING
The hotel has catered numerous events at the Ilima Lawn and Museum Quad which are Hale Koa Hotel venues located next to the hotel.

- The hotel will contact the Hale Koa Hotel to check on the availability of the requested venue.
- The group contact is responsible for signing the Hale Koa Park Usage Agreement.
- The group should contract a DMC as the overall event coordinator.
- The Hale Koa Hotel charges a per person usage fee based on the guaranteed number of guests. This fee typically includes the use of the venue the day before the event for set-up, the event day and the day after the event until 12:00pm for tear down.
- All equipment is rented from outside vendors with the charges the responsibility of the group. This includes everything from tables, chairs and risers to possibly kitchen equipment.
- The hotel provides the food and the labor associated with the food service. In addition to the price of the menu there will be labor charges for kitchen, steward, banquet porter and banquet staff, vehicle rental charges, and various miscellaneous charges associated with producing the off premise event.
- Heavy duty plastic ware is utilized with the group responsible for the charges. If China is requested there is a $9.50 plus tax per person fee. Glassware is not permitted at any time.
- The Hale Koa Hotel provides the beverage service including the servers and cashiers. The hotel will coordinate arrangements direct with the Hale Koa Hotel.

OUTDOOR VENUES
The hotel offers a variety of on-site outdoor venues. Events may be booked at these venues subject to availability and acceptance of the following guidelines.

General Parameters For All Outdoor Venues
- Weather back-up venue must be reserved.
- Weather call is made by the group contact by 12:00pm on event day.
- Event curfew is 9:00pm.
- Group is responsible for an outdoor lighting fee.
- Event must be a lunch buffet, reception, dinner buffet or served family style. Plated meals are not possible.
- Minimum food revenues noted below do not include beverage revenue which is in addition to the food revenue.
- Guest seating for lunch and dinner events is at long tables of 10. The hotel will rent round tables with the group responsible for the rental charges for events that require round tables of 10.

Lagoon Green
• Minimum of 200 guests.
• Minimum per guest food revenue for lunch buffets = $45.00 Food + Service Charge + Tax
• Minimum per guest food revenue for receptions or dinner buffets = $85.00 Food + Service Charge + Tax.

Village Green
• Minimum of 65 guests.
• Minimum per guest food revenue for lunch buffets = $38.00 Food + Service Charge + Tax
• Minimum per guest food revenue for receptions or dinner buffets = $70.00 Food + Service Charge + Tax

Rooftop Garden
• Minimum of 150 guests.
• Minimum per guest food revenue for lunch buffets = $38.00 Food + Service Charge + Tax
• Minimum per guest food revenue for receptions or dinner buffets = $64.00 Food + Service Charge + Tax

Pools
• Requires the General Manager’s approval.
• Minimum of 100 guests (500 for the Super Pool).
• Minimum of $75.00 + Service Charge + Tax.
• Pool furniture removal charge
  o Super Pool = $2,250 + Tax
  o Tapa Pool = $750.00 + Tax
  o Kalia Pool = Furniture cannot be removed; pool must be used with existing set-up

Back to Resource Information

PACKAGE ROOM

Xerox® Business Services
Ground Floor of Diamond Head Tower
Ph (808) 949-0656
Fax (808) 951-5458
E-mail: xerox@hawaii.rr.com
Website: www.xeroxhawaii.com
Hours: 24 hours a day, 7 days a week

All guest packages are handled through the Xerox Business. XBC will receive items at the earliest three days prior to an event. It is highly recommended that groups call XBC before sending items to the hotel to confirm that XBC is able to receive the items as space is limited.
PARKING
The hotel has a six level parking garage that is conveniently accessible from all towers.

Posted Rates
• First 30 Minutes: $3.50
• Each Additional 30 Minutes Or Any Fraction Thereof: $3.50
• Maximum Per Day: $70.00
• Lost Ticket: $70.00
• 10 Minute Grace Period

Registered Hotel Guest (Unlimited Entry/Exit Per Day – 1:00pm-1:00pm)
• Self-Parking: $24.00
• Valet Parking: $29.00

Guests Attending A Function (One Entry/Exit – Not Valid Overnight)
• Self Parking: $8.00
• Valet Parking: $13.00

PERSONALIZED GROUP WEB PAGE
POG is a personalized group web page for attendees to book reservations directly online. Groups have the option of creating their own page via www.hilton.com once the contracted group block is entered into the reservation system. POG allows the following:

• Guests can book the contracted group rate online, 24 hours a day, 7 days a week.
• Groups can publish details about the program for the guests.
• Groups can customize the page to include a logo, two photos and program details.

PETS (POLICY)
The hotel welcomes and will accommodate service animals.

PHOTOGRAPHY
ACES Hawaii
377 Keahole Street
Suite D10
Honolulu, HI 96825
Ph (808) 392-2237
Fax (808) 396-2237
PIANOS
The hotel has pianos available for rent. It is recommended that the piano is tuned prior to use. The tuning fee is in addition to the rental charge and requires at least one week’s notice. The pianos must remain within the conference centers noted below. Arrangements for additional pianos and/or pianos that need to be placed on risers are coordinated by Event Services with outside vendors at the group’s expense.

Mid-Pacific Conference Center
• Two black baby grand pianos
• One white baby grand piano

Tapa Conference Center
• One black baby grand piano

Rainbow Suite
• One upright piano

POOLS
Refresh yourself with a swim in one of the hotel’s spectacular swimming pools. Relax next to the 10,000 square foot Super Pool (the largest pool in Waikiki), or glide through the sparkling waters of the Tapa Pool.

The Super Pool
This beachfront pool is located between the Rainbow Tower and Alii Tower and is adjacent to the Hau Tree Bar. The pool attendant provides complimentary towels for registered guests’ use as well as sunscreen for purchase.

Super Pool Hours
• Saturday-Thursday: 8:30am-5:30pm
• Friday: 8:30am-4:30pm*
*The pool closes early on Fridays for the Aloha Friday King's Jubilee & Fireworks.

**The Keiki Pool**  
The Keiki Pool is a tiered pool located adjacent to the Super Pool that provides shallow swimming area especially for younger guests.

**Keiki Pool Hours**  
- Saturday-Thursday: 8:30am-5:30pm  
- Friday: 8:30am-4:30pm*

*The pool closes early on Fridays for the Aloha Friday King's Jubilee & Fireworks.

**The Tapa Pool**  
The Tapa Pool offers another beautiful tropical setting for sunbathing and swimming pleasures. This pool is located near the Tapa Tower and Diamond Head Tower. Guests may enjoy the Tapa Pool for after sundown for a refreshing evening swim. The Tapa Pool Towel stand provides complimentary towels to registered guests until 6:00pm.

**Tapa Pool Hours**  
- Daily: 8:30am-10:00pm.

**The Kalia Pool**  
The Kalia Pool is exclusively for guests of Kalia Tower and Mandara Spa. The dramatic infinity pool displays a mosaic-tiled maile lei intertwined with ilima and pikake flowers. The pool deck also offers a whirlpool with a beautifully tiled Hawaiian ginger mosaic.

**POST-CONVENTION MEETING**  
A post convention meeting with the Director of Event Services is encouraged as it provides group contacts with the opportunity to provide feedback. Event Services will coordinate the meeting time with the group contact.

**POST EVENT REPORT**  
The PER (Post Event Report) is generated for groups of more than 100 rooms on peak night. This report includes detail regarding room pick-up and catered food and beverage revenue generated by the main group and affiliate events. The report is completed by Event Services once the last guest checks out of the hotel and can be forwarded to the group contact upon request.

**POSTING OF EVENTS**  
The group contact should provide clear instruction in advance of events that are to be or not to be posted on the hotel reader board. Event postings are limited to approximately
32 characters. Guests may access the reader board via the television in their guest room or monitors located at the Diamond Head Tower Lobby, Main Lobby, Mid-Pacific Conference Center or Rainbow Bazaar. Event Services is able to generate a report that shows the group’s event posting by day. The hotel also places a sign with the event name outside the function room.

Back to Resource Information

**PRE-CONVENTION MEETING**
The hotel recommends a full pre-convention meeting for groups of 100 rooms or more on peak night to allow the group contact to meet the key hotel contacts. The meeting is arranged through Event Services and lasts from 30 minutes to one hour. A more personalized meeting for groups of 100 rooms or less on peak night may also be arranged upon request.

Back to Resource Information

**PRINTING SERVICES**
Xerox® Business Services
Ground Floor of Diamond Head Tower
Ph (808) 949-0656
Fax (808) 951-5458
E-mail: xerox@hawaii.rr.com
Website: [www.xeroxhawaii.com](http://www.xeroxhawaii.com)
Hours: 24 hours a day, 7 days a week

Rates are quoted on an individual basis depending on the scope of the job requested.

Back to Resource Information

**PRODUCTION GUIDELINES**
The Production Resource Guide may be requested through Event Services.

Back to Resource Information

**PUBLIC TRANSPORTATION**
The Oahu Transit Services offers “The Bus” public bus transportation routes to all parts of Oahu. For more information on routes, times, and fares please call (808) 848-5555 or visit the web site at [www.thebus.org](http://www.thebus.org).

Back to Resource Information

**PYROTECHNICS**
Pyrotechnics, including fire works and any other incendiary devices are not allowed for indoor use at any time.

Back to Resource Information
**RADIO/NEXTELS**
Xerox® Business Services  
Ground Floor of Diamond Head Tower  
Ph (808) 949-0656  
Fax (808) 951-5458  
E-mail: xerox@hawaii.rr.com  
Website: [www.xeroxhawaii.com](http://www.xeroxhawaii.com)  
Hours: 24 hours a day, 7 days a week

Walkie-talkie radios and/or Nextels may be arranged through the Xerox Business Center.

Many of the hotel staff have Nextels. Direct connect information will be provided for key hotel contacts upon request for groups that utilize Nextels.

[Back to Resource Information](#)

**RECYCLING**
The hotel participates in various recycling programs.

[Back to Resource Information](#)

**REGISTRATION ASSISTANCE**
Temporary staff may be contracted direct through the following agencies.

OfficeTeam  
733 Bishop Street  
Honolulu, HI 96813  
Ph (808) 531-0800

Olsten Staffing Services  
900 Fort Street Mall  
Suite 1202  
Honolulu, HI 96813  
Ph (808) 523-3313

Remedy Intelligent Staffing  
3465 Waialae Avenue  
Honolulu, HI 96816  
Ph (808) 733-8550

[Back to Resource Information](#)
RESERVATIONS  RAPID! RESERVATIONS AUTOMATED PROCESSING
INPUT AND DELIVERY SYSTEM
RAPID! provides flawless and expedited reservation processing by downloading the group’s rooming list direct into the hotel’s reservation system. The hotel provides the group with a rooming list template or the group can provide a list in excel format (making sure that the guest’s last name and first name appear in separate cells). The result is:

- Accurate and efficient reservations.
- Added security with credit card encryption built in.
- Eliminates the manual entry process.

RESORT FEE
The hotel currently does not have a resort fee.

RESTAURANTS/LOUNGES
Experience another reason why the hotel is known as Waikiki's most complete resort destination. With the Village Experience, guests can choose from over 20 different restaurants, cafés and lounges. The hotel features two award-winning casual elegance restaurants and a wide variety of casual dining restaurants and lounges. The Rainbow Bazaar restaurants and cafés offer a selection of international fare. Below is a list of restaurants and lounges owned and operated by the hotel.

Restaurants

Reservations for Bali By The Sea and Village Steak & Seafood may also be made online via www.hiltonhawaiianvillage.com and selecting Dining. Calls made before 4:00pm for reservations will be handled through Dining Reservations at ext. 39.

Bali By The Sea
Rainbow Tower Mezzanine Level
Ph (808) 941-2254
Ext. 43
Hours: 6:00pm-9:30pm, Monday- Saturday
Dress Code: Aloha attire. No t-shirts, shorts, tank tops, jeans or slippers.

Bali by the Sea offers one of the finest ocean side dining experiences in the Islands. Here, guests will savor the award-winning Pacific Rim cuisine of Chef Adam Hightower in the open-air dining room, which offers stunning views of Waikiki Beach. Offering fine dining in a refreshingly relaxed atmosphere, guests will enjoy culinary creations in a setting caressed by gentle breezes with sounds of the ocean just steps away.

Village Steak & Seafood
Rainbow Tower Mezzanine Level
The Village Steak & Seafood serves popular steak and seafood entrees in a casual atmosphere. This charming American steakhouse provides comfortable indoor and outdoor seating. Its extensive and creative menu includes specialties like Black Angus Filet Mignon and Oven Baked Rock Lobster Tail. The restaurant's famous Village Antipasto Bar offers a bounty of fresh home-made salads, Island greens, fresh Island seasonal fruits and more.

Rainbow Lanai
Ground Floor, Rainbow Tower
Ph (808) 949-4321, ext. 48
Hours: 6:00am-2:00pm & 5:30pm-10:00pm, daily
Dress Code: Casual. Shorts are acceptable. Full swimwear cover-up and footwear required.

Imagine looking out over the clear blue waters of Waikiki, while dining almost any time of day in a relaxed setting. This is the reality of dining at the Rainbow Lanai. The beautiful, casual dining restaurant is perfect for a leisurely breakfast or informal lunch or dinner, and is a great spot for family dining. In addition to its extensive menu, Rainbow Lanai offers a bountiful buffet breakfast and International Theme Dinner Buffets daily.

Tapa Café
Ground Floor, Tapa Tower
Ph (808) 949-4321, ext. 26
Hours: 5:30am-11:30am, daily
Dress Code: Casual. Shorts are acceptable. Full swimwear cover-up and footwear required.

Guests will love having breakfast at this poolside café. Traditional breakfast items are the specialty. Brave guests may try the "Big Kahuna" omelette. Tapa Café’s ala carte menu is sure to have the perfect selection to get the day started. There are also two bountiful buffets; the International Breakfast Buffet or Continental Buffet.

Tropics Bar & Beach Cafe
Ground Floor, Alii Tower
Hours: 7:00am-10:00am (Continental Breakfast), 10:30am-9:00pm (cocktails), 11:00am-8:00pm (Lunch & Dinner) daily
Dress Code: Casual. Shorts are acceptable. Full swimwear cover-up and footwear required.

Shake the sand from your sandals and grab a beachfront seat at this indoor/outdoor café. Sip cappuccino and enjoy a continental breakfast, or try the many lunch items and snacks.
It's a great place to people-watch, enjoy the blue Pacific or relax with a favorite book. Sunset is the perfect time to pause for a refreshing tropical drink while enjoying Hawaiian music.

**Lounges**
Five fabulous lounges provide the perfect place to relax and enjoy entertainment.

**Hau Tree Bar**
Super Pool
Hours: 11:00am-6:00pm.

**Paradise Lounge**
Rainbow Tower Mezzanine Level
Hours: 5:30pm-10:00pm
Entertainment: 8:00pm-12:00am on Friday & Saturday (Music by Olomana)

**Shell Bar**
Main Lobby
Hours: 7:00pm-12:30am
Entertainment: 8:00pm-11:00pm

**Tropics Bar & Beach Café**
Ground Floor, Alii Tower
Hours: 7:00am-10:00am (Continental Breakfast), 10:30am-9:00pm (Beverages),
11:00am-8:00pm (Lunch & Dinner) daily
Entertainment: 4:00pm-7:00pm

**Tapa Bar**
Ground Floor, Tapa Tower
Hours: 5:30am-11:30am (Breakfast, Sandwiches, Salads, Snacks), 12:00pm-11:30pm
(Beverages)
Entertainment: 8:00pm-11:00pm

**RESTAURANT RESERVATIONS**
Reservations are not required for the Rainbow Lanai or Tapa Café. Reservations for Bali By The Sea or Village Steak & Seafood may be made online through [www.hiltonhawaiianvillage.com/dining](http://www.hiltonhawaiianvillage.com/dining) or by calling Dining Reservations at ext. 39 between 7:00am-9:00pm.

**RESUMES**
Event Services creates a group resume that includes all of the details for a group’s program. This is the primary document that the various hotel departments use before and
during a group’s program. Complete information must be received by the group contact a minimum of 30 days in advance.

**RIGGING**

Presentation Services  
Hilton Hawaiian Village Beach Resort & Spa  
2005 Kalia Road  
Honolulu, HI  96815  
Ph (808) 945-0975  
Fax (808) 945-0998  
Hours: Monday-Friday, 8:00am-5:00pm

**ROOM CATEGORIES**

Diamond Head Tower – Garden View, Partial Ocean View, Ocean View  
Tapa Tower – Garden View, Partial Ocean View, Ocean View  
Kalua Tower – Mountain View, Ocean View  
Rainbow Tower – Deluxe Ocean View, Deluxe Ocean Front  
Alii Tower – Garden View, Partial Ocean View, Ocean View, Ocean Front

**SAFES/SAFE DEPOSIT BOXES**

Mini safes are located in each guest room for a nominal daily charge.

Safe deposit boxes are available at the main lobby on a first-come-first served basis for registered guest’s use. A maximum of one key is available per box with a charge for unreturned keys.

**Safe Deposit Box Dimensions**

- 21 ¼” x 4 ½” x 2/12”
- 21 ¼” x 4 ½” x 4 ½”
- 21 ¼” x 9 ¾” x 9 ½”
- 21” x 9 ¾” x 14 ½”
- 21 ½” x 10” x 4 ½”
- 24” x 10” x 10”

**SECURITY**

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

AKAL Security
6700 Kalanianaole Highway
Suite 217
Honolulu, HI  96825
Ph:  (808) 396-6866
Fax:  (808) 396-6812

SHIPPING AND RECEIVING
Packages may be delivered to the Xerox Business Center up to three days prior to the
program or direct to a designated function room.  XBC should be contacted prior to
shipping items to confirm that XBC is able to accept the shipment as the storage facility
is limited.  It is highly recommended that large shipments consisting of pallets of items be
contracted for an “inside delivery” where the freight company will deliver the shipment
direct to a designated function room.  If the shipment is to be received by XBC, the
freight company should be informed that they need to provide the equipment to get the
shipment from the truck to street level and into the XBC as there isn’t a loading dock at
the XBC.  Please do not ship valuables as XBC and the hotel cannot be responsible for
such items.

The following information should be included on all items that are shipped to the XBC to
insure proper delivery and storage.

Program Name
Program Dates
On-Site’s First and Last Name
Hold for Arrival (arrival date)
Attention:  Event Manager Name
Hilton Hawaiian Village Beach Resort & Spa
2005 Kalia Road
Honolulu, HI  96815
Number of packages in that shipment (i.e. 1 of 20, etc.)

It is also recommend that a packing slip is placed on both the inside and outside of each
item.  The group contact is responsible for packing and return of all items upon the
program conclusion.  Items left in a function room after the program concludes will be
considered trash and thrown out.

Receiving, handling and shipping charges may apply.  No COD packages will be
accepted.  The policies on safe package handling are based on advice from the United
SHOPPING
A world of shopping awaits guests at 90 shops, many found only at the Village, plus a mix of designer boutiques and great value shopping. Guests will find everything from fine jewelry and original works of art to the latest fashions and authentic aloha wear. The list of shops includes everything from the DFS Galleria and Louis Vuitton, to the popular ABC Store, Crazy Shirts and Bestsellers Books & Music. The list of shops may be accessed via [http://hiltonhawaiianvillage.com/activities/shopping.asp](http://hiltonhawaiianvillage.com/activities/shopping.asp).

Shopping Centers

 Ala Moana Center  
 1450 Ala Moana Boulevard  
 Honolulu, HI 96814  
 Ph (808) 955-9517  
 Website: [www.alamoanacenter.com](http://www.alamoanacenter.com)  
 Hours: Monday – Thursday: 9:30am - 9:00pm  
 Friday & Saturday: 9:30am - 10:00pm  
 Sunday: 10:00am - 7:00pm  
 Makai Market Opens: 9:00am Daily  
 *Holiday, department stores and restaurant hours may vary; please call ahead.

 Aloha Tower Marketplace  
 1 Aloha Tower Drive  
 Honolulu, HI 96813  
 Ph (808) 528-5700  
 Website: [www.alohatower.com](http://www.alohatower.com)  
 Hours: Monday – Saturday: 9:00am – 9:00pm  
 Sunday: 9:00am – 6:00pm

 Kahala Mall  
 4211 Waialae Avenue  
 Honolulu, Hawaii 96816  
 Ph (808) 732-7736  
 Website: [www.kahalamallcenter.com](http://www.kahalamallcenter.com)  
 Hours: Monday – Saturday: 10:00am – 9:00pm  
 Sunday: 10:00am – 5:00pm

 Pearlridge Shopping Center  
 98-1005 Moanalua Road  
 Aiea, HI 96701  
 Ph (808) 488-0981  
 Website: [www.pearlridgeonline.com](http://www.pearlridgeonline.com)
SIGNAGE/BANNERS
The hotel takes pride in the condition and aesthetic appearance of its facility and must maintain a quality image for all Hotel guests:

The hotel provides a standard 12” x 19” sign in a sign stand outside each function room. Groups may provide their own signage noting that only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. Signs should not be taped, pinned, nailed or glued to any part of the hotel. No handwritten signs or flipcharts are allowed outside the meeting rooms. Group generated signs are subject to hotel approval prior to being posted. Signs not approved will be removed immediately without notice.

Banners are not permitted to be hung along the walls of the Public Areas. Hotel staff must provide the labor to hang banners at a fee of $100.00 each plus tax. Large banners or signs may incur a higher charge. In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit. Banners and signs are not permitted in the main lobby.

SITE INSPECTION/PRE-PLANNING
Refer to the convention contract for specific details.
SMOKING
On November 16, 2006 the Smoke Free Hawaii State Law was put into effect. The law creates fair and consistent statewide protection for the health of people who do not want to be subjected to secondhand smoke. Under the law, smoking is prohibited in enclosed or partially enclosed facilities open to the public. This includes private businesses, areas of employment and facilities owned by the state or the counties.

The hotel has designated smoking areas for guest’s convenience. This includes:

- Benches located between Ali’i and Diamond Head Tower
- Lagoon Green (except during functions)
- Beach fronting the hotel
- Open area by the escalators on the ground level of Tapa Tower.
- Outside the service doors past Coral 1-2 and the restrooms in the Mid Pacific Conference Center

SOUND SYSTEM
All hotel function rooms have a basic sound system with the exception of the Iolani 1-7, Sea Pearl 1-6, South Pacific Boardroom and all rooms in Kalia Conference Center.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel’s noise curfews: No sound system functions can take place outdoors before 8:00am, and all outdoor evening functions must end no later than 9:00pm.

SPA
Mandara Spa
4th Floor, Kalia Tower
Ph (808) 945-7721
Fax (808) 947-5285
Website: www.mandaraspa.com
Email: Hawaii@mandaraspa.com
Hours: 6:00am-9:00pm, daily (Fitness Center), 9:00am-9:00pm, daily (Spa & Salon)

Mandara Spa, the largest spa in Waikiki, provides one of Hawaii's most beautiful and complete spas. Guests will be transported into a world of relaxation and a host of spa treatments that incorporate Hawaiian, Asian, Western, European and Polynesian beauty and relaxation concepts.
Mandara Spa offers exquisite Balinese-style service, as well as Asian spices and oils for masques, scrubs, wraps and other treatments. Guests will experience massage styles ranging from Swedish to Hawaiian lomi lomi to the trademark Mandara Massage that features two therapists working in unison for the ultimate pampering experience.

Mandara Spa also features a state-of-the-art Cardiovascular Fitness Center. After a workout, enjoy a cool down in the relaxation area adjacent to the locker rooms.

**Facilities**
- A private mosaic-tiled outdoor pool, whirlpool and sun terrace
- Locker rooms including a relaxation lounge, Western- and Japanese-style showers
- Sauna, steam rooms and an indoor whirlpool
- Full-service salon offering hair styling, manicures, pedicures and other treatments
- Ola Pono Spa Café, featuring healthy menu items and spa cuisine that blends the flavors of Hawaii and the Pacific, offered in an indoor/outdoor setting
- 25 wet and dry spa treatment rooms, many with outdoor lanai and spa suites for duet massages, body wraps and other treatments
- Gift boutique

**STORAGE**
Storage for group’s advance boxes and supplies is limited at the hotel. Groups that are anticipating on shipping a large volume of materials should designate where items will be stored during the contract negotiation process. The hotel cannot provide security, if shipping valuables, please make arrangements to hire and pay for outside security.

**SUITES**
The hotel has numerous suite options located in each tower. Click on [http://www.hhvmciplanner.com](http://www.hhvmciplanner.com) and select accommodations to view a diagram and brief description of each suite type by tower.

**TAX EXEMPTION**
Hawaii is not a tax-exempt state as the tax is a general excise tax and not a gross sales receipt tax. The general excise tax is levied against the hotel, and as a business, the hotel passes this cost on to the consumer. This is different from a sales tax which federal officers and non-profit organizations are tax exempt from. A sales tax is charged against goods purchased by the consumer.

**TAXES**
The current State General Excise Tax is 4.712%. The current Hotel Occupancy Tax is 7.25%. All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

TAXICABS
Charley’s Taxi & Tours
Ph (808) 947-0077
Ext. 75255
Fax (808) 941-4051
Website: www.charleystaxi.com
Hours: 7:00am-8:30pm, daily (on property dispatcher)

TELEPHONES/TELECOMMUNICATIONS
The hotel can assist by providing the following services. Current charges appear on the separate Telecommunications Order Form. Request must be received at least 10 business days in advance.

House Phone
- Available in function rooms and conference center areas only.
- One house phone is located on the wall of each function room and is available at no charge. Charges apply for additional house phones.
- Used for in-house, local and toll free calls.

DID
- Available in function rooms and conference center areas only.
- Deposit of $100.00 per line required for long distance access.
- Used for in-house, local, toll free, long distance and international calls.

DID-X
- Same as the above for DID lines except the line is located in non-wire management system areas such as guest rooms.

B1
- Available in function rooms and conference center areas only.
- Dedicated number with unrestricted inbound and outbound calls not connected to the hotel switchboard.
- Private business line for computers, fax machines, etc.
- Delayed billing for long distance charges (usually billed within 60 days)

B1-X
• Same as the above for B1 lines except the line is located in non-wire management system areas such as guest rooms.

**Enhancements (Additional Charge)**

• Multi-line Digital Telephone Instrument (MLDT) is used in conjunction with house or DID lines and allows for multiple telephone lines to appear on a single telephone. The charge includes voicemail.

• Voicemail (VM) is used in conjunction with DID lines only and allows incoming calls to be recorded when lines are not in use or not answered within five rings.

• Rotary (RTRY) allows call to rotate to another line when line is busy and/or there is no answer. Requires at least two lines.

• Convention/Group Information Line (INFO) allows attendees to dial in during the program to listen to updated information on a pre-recorded message. One time charge for connection.

• Voicemail Broadcast (VMBR) allows for the convenience of sending a voice message with a personal touch to designated guests. Message recipients must be a hotel guest and have check-in status. Allow for up to two hours processing time. The message may be recorded by the group contact.

• Speaker Phone (SPKR) allows for hand-free speaking and to be used with single analog lines only in conference rooms.

• Conference Speaker Phone is a polycom speaker phone used for high quality conference calls.

**TOURS/SIGHTSEEING**

American Express – Main Lobby
Ph (800) 862-5335 or (808) 947-2607
Ext 29
Fax (808) 946-8039
Hours: 7:00am-9:00pm, daily

American Express – Tapa Tower Lobby
Ph (800) 446-9180 or (808) 951-0644
Ext 62081
Fax (808) 949-0125
Hours: 8:00am-5:00pm, daily

[Back to Resource Information]

**TOWELS FOR OFF PROPERTY ACTIVITIES**

Groups that require large amounts of towels must request towels at least 10 business days in advance. Towels will be provided at $3.00 each plus tax. Missing towels will be charged at $25.00 each plus tax. Requests should include the following information.

• Date
• Activity name
• Activity start/end time
• Time the towels are to be delivered/returned
• Location where towels are to be delivered/picked up from
• Name of person in charge of receiving/returning the towels

Back to Resource Information

TRASH REMOVAL
The hotel will assist with simple requests for trash removal and asks that boxes are flattened and neatly stacked for removal. Contracted vendors including exhibit and delivery companies are responsible for removing all trash generated from the contracted service. The hotel will post a charge of $350.00 plus tax per half ton of trash that is removed upon the program conclusion.

Back to Resource Information

TUXEDOS/FORMAL WEAR

Tuxedo Junction
650 Iwilei Road
Suite 102A
Honolulu, HI 96817
Ph (808) 585-0300
Email: info@tuxedo-junction.com
Website: www.tuxedo-junction.com

Back to Resource Information

VIDEO CHANNEL
The hotel offers groups the opportunity to broadcast information to all guest rooms via the in-room television during the program dates. The information must be provided in DVD format a minimum of 30 days in advance. The hotel will review the DVD for content to make sure that it is acceptable for viewing by all guests. The channel will be accessible to all registered guests and cannot be restricted to attendees of a specific program. There is only one channel available and is reserved through Event Services on a first-come-first served basis.

Rates
• Daily - $375.00 + Tax
• Five Days - $1,400.00 + Tax
• Seven Days - $2,000.00 + Tax
**WHEELCHAIRS**

CR Newton  
1575 South Beretania Street  
Honolulu, HI 96826  
Ph (808) 949-8389  
Website: [www.crnewton.com](http://www.crnewton.com)  
Hours: 8:30am-5:00pm, Monday-Friday; 8:00am-2:00pm, Saturday

Wheel chair and other medical equipment rental may be arranged direct with CR Newton. The pick-up/drop off point is the Bell Desk in the Main Lobby.

[Back to Resource Information](#)

**WIRED PAYMENT**

Event Services will provide instructions regarding wired payments upon. Note that all fees associated with the wire transfer are the issuer’s responsibility.

[Back to Resource Information](#)

**WORSHIP SERVICES**

Catholic Mass and Protestant Services are held at the hotel every Sunday. Check the hotel reader board or call the hotel at (808) 949-4321 for the location.

Catholic Mass  
9:00am-10:00am

Protestant Service  
10:30am-11:30am

There is also a non denominational service on the beach in front of Alii Tower each Sunday at 10:30am. This service is led by the Waikiki Beach Chaplaincy at (808) 923-3137 and includes a program of music and dance.

[Back to Resource Information](#)
FORMS

- Banquet Contract
- Complimentary Usage
- Credit Application
- Credit Card Authorization
- Function Electrical & Mechanical Service Order
- High Speed Internet
- Hold Harmless
- Key Request
- Rapid Template
- Telecommunications