Doubletree Guest Suites Boston

Meeting & Event Resource Guide

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

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

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

Doubletree Guest Suites Boston
400 Soldiers Field Road
Boston MA 02134

www.Hilton.com
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GENERAL INFORMATION

The Doubletree Guest Suites Boston Hotel is a full-service, all-suite hotel beside the scenic Charles River at Boston's gateway just off I-90 (Mass Turnpike), overlooks the Boston and Cambridge skylines only ten minutes from Logan International Airport. For business or pleasure, long-term stay or brief visit, our warm hotel provides the perfect mix of elegance and comfort, while situated moments from Harvard University, MIT, Boston University, Boston College, and Cambridge's burgeoning biotech center. Our well-appointed suites and executive accommodations boast all the comforts of home, including **wireless high-speed internet access**. Our full-service Boston hotel offers garage parking and **complimentary shuttle** service to the area's finest dining, shopping and entertainment districts in downtown Boston and Harvard Square in Cambridge.

In addition to a great location, our guests enjoy the use of our on-site fitness center and indoor pool. Dine in casual comfort at our Boathouse Grille, featuring American classics and fabulous seafood. Relax with your favorite beverage in the Terrace Lounge. As a special treat, we proudly present nationally renowned entertainers at our very own **Scullers Jazz Club**, voted "**Best Live Music Venue in Boston**" by CitySearch.com in 2006, and "**#1 Jazz Club in Boston**" by Boston TAB magazine and Improper Bostonian in 2006.

The Doubletree Guest Suites Boston is the perfect hotel for your meeting, conference, reception or special event, with almost 9,500 square feet of versatile meeting and ballroom space, including a rooftop terrace with dazzling views of Boston. Let our professional meeting planners, catering and banquet staff creates an affair to remember. Our knowledgeable Concierge will gladly assist with transportation and sightseeing plans for all of our area's favorite sites -- from Fenway Park to Faneuil Hall, Boston Common to Chinatown. Our friendly and courteous staff looks forward to welcoming you with our very special, signature warm chocolate chip cookie at check-in.
Standard Suite Layout

Suites available with king bed or two twin beds. Couch in living room is a double bed pullout.
**FUNCTION SPACE AND BANQUETS**

- Catering Menu’s available separately.

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<th>L x W x H</th>
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<th>Theater</th>
<th>Classroom</th>
<th>Conference</th>
<th>U-Shaped</th>
<th>Hollow Sq.</th>
<th>Reception</th>
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<td>Rooftop Terrace</td>
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<td>Executive Meeting Suite</td>
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Hair Salon
HHonors Floor
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Meeting Room Deliveries
Meeting Room Rental
Meeting Room Set Standard
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Resort Fee
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Ropes/Stanchions
AFFILIATES
Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space will work directly with our Event Services Department. All meeting space, if available, will be at the hotel’s normal prevailing room rental rates and will be subject to the hotel’s standard contract terms and conditions.

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

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<table>
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<tr>
<th>Airline</th>
<th>Nationwide</th>
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<tbody>
<tr>
<td>Aero Mexico</td>
<td>1-800-237-6639</td>
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<tr>
<td>Air Canada</td>
<td>1-888-247-2262</td>
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<td>Air France</td>
<td>1-800-237-2747</td>
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<td>Air India</td>
<td>1-800-223-7776</td>
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<td>Air Jamaica</td>
<td>1-800-523-5585</td>
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<td>Air New Zealand</td>
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<td>Air Tran</td>
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<tr>
<td>Alaska Airlines</td>
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<td>All Nippon Airways</td>
<td>1-800-235-9262</td>
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<td>American Airlines</td>
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<td>America West Airlines</td>
<td>1-800-235-9292</td>
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<td>Austrian Airlines</td>
<td>1-800-843-0002</td>
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<td>British Airways</td>
<td>1-800-247-9297</td>
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<tr>
<td>Continental Airlines</td>
<td>1-800-525-0280</td>
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<tr>
<td>Delta</td>
<td>1-800-221-1212</td>
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<tr>
<td>Frontier</td>
<td>1-800-432-1359</td>
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<td>Japan Airlines</td>
<td>1-800-525-3663</td>
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<td>Jet Blue</td>
<td>1-800-538-2583</td>
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<td>KLM Royal Dutch Airlines</td>
<td>1-800-447-4747</td>
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<td>Korean Air</td>
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<td>Lufthansa</td>
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<td>Midwest Airlines</td>
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<td>Northwest (Domestic)</td>
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<td>Northwest (International)</td>
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</tr>
<tr>
<td>Qantas</td>
<td>1-800-227-4500</td>
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<tr>
<td>Singapore Airlines</td>
<td>1-800-742-3333</td>
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<tr>
<td>Southwest Airlines</td>
<td>1-800-435-9792</td>
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<tr>
<td>United Airlines</td>
<td>1-800-521-0810</td>
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<tr>
<td>US Air</td>
<td>1-800-428-4322</td>
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<tr>
<td>Varig</td>
<td>1-800-468-2744</td>
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<tr>
<td>Virgin Atlantic</td>
<td>1-800-862-8621</td>
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**Airport Information**

The nearest airport is the Logan International Airport located 6 miles, approximately 10 minutes from the Doubletree Guest Suites Boston Hotel. Click on this [Link](#) for a map.

**Airport Website**

[Link](#) to hotel information on shuttle transportation

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**AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. You may choose from the list of amenities below or advise your Catering/Event Manager of your specific preferences or budgeting guidelines.
All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 18.00%. For a standard delivery, the fee is $3.00.

Standard Amenities
- ATM
- Baggage Storage
- Bell Service/Porter
- Car Rental Desk
- Coin Laundry
- Concierge Desk
- Dry Cleaning
- Early check-in/Late check-out
- Elevators
- Express check-in/check-out
- Fire alarms/sprinklers
- Gift shop
- Ice Machines
- Local Public Transportation
- Lounge
- Luggage Hold
- Multi-Lingual Staff
- Parking
- Room Service
- Safety Deposit Boxes
- Security Staff on Duty
- Shuttle Service (complimentary)

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

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AUDIO/VISUAL
PSAV- Presentation Services, our audiovisual company, brings over 30 years of experience in the field of audio visual to your meeting at the Doubletree Guest Suites - Boston. PSAV may be reached by dialing 617-562-4179.

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AUTOMATED TELLER MACHINES
There is an ATM conveniently located in the Lobby of the hotel. There are also ATMs located in Boston at all major bank locations.

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

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

Nanny Poppins
165U New Boston Street
Woburn, MA 01801p
781-938-1267
www.nannypoppins.com

Parents In a Pinch
45 Bartlett Crescent
Brookline, MA 02446
617-739-5437
Fax 617-739-1939
www.parentsinapinch.com

BALLOONS
All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information

BANKS

Century Bank
2309 Massachusetts Ave
Cambridge, MA 02140
617-349-5300
Monday through Wednesday: 8:30 AM – 4:00 PM
Thursday: 8:30AM – 5:00 PM
Friday: 8:30AM – 6:00 PM
Saturday: 9:00 AM – 12:00 PM

Sovereign Bank
515 Mass Avenue in Central Square
Cambridge MA 02139
Mon-Wed: 9AM - 4PM
Thu-Fri: 9AM - 5PM
Sat: 9AM - 12PM
Telephone
Main 617.661.1279

*There are various banking locations within 1 mile of the hotel. Please consult your concierge for specific banking needs.

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BANQUET BEVERAGE SELECTION
The Doubletree Guest Suites - Boston offers a choice of standard and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

Standard Brands (Canadian Club, Jack Daniel’s Black Label, Beefeater, Bacardi Superior, Dewar’s white Label, Cuervo Gold, Hiram Walker, Martini & Rossi (sweet & dry), SKYY)

Premium Brands (Cron Royal, Maker’s Mark, Tanqueray, Bacardi, Johnnie walker Black Label, 1800 Reposado, Hiram Walker, Martini & Rossi, Ketel One)

Beer (Bud Light, Budweiser, Coors Light, Miller Lite, Samuel Adams Boston Lager, Amstel Light, Corona Extra, Heineken, Blue Moon, Guiness, Michelob Ultra, Pilsner Urquell, Stella Artois)

Wine (Hogue Cellars, Columbia Crest Two Vines, Danzante, Montevina, Dancing Bull, Jacob’s creek)

Non-Alcoholic Beverages (Coca-Cola, Poland Spring, San Pellegrino, Perrier)

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request.

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BANQUET CURFEWS
There is an outdoor function curfew of 10:00 PM. In accordance with Massachusetts liquor laws, all alcoholic beverage sales will begin at 12:00 p.m. and conclude at 1:00 AM.
BANQUET EQUIPMENT
Items in our banquet inventory are for your use at no additional charge. Any equipment requested not in inventory, which have associated costs, will be passed on to your group.

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

BANQUET MENU SELECTION
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 90 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

STANDARD BANQUET TERMS AND CONDITIONS

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

2. GUARANTEE OF ANTICIPATED REVENUE: At least 7 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.

3. LABOR CHARGE: If the guaranteed number for your event is less than 20 persons, we will add a $50 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
4. **OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final EO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

5. **GRATUITY & SERVICE CHARGE:** 14.5% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 4.5% of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

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

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

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

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

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

11. **CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, you agree to pay the liquidated damages outlined in your sales agreement, if any, or the guarantee amount as set forth in paragraph 2, whichever is greater. As products and services must be
purchased and scheduled in advance, notification seven (7) business days or less before the event will require all charges (including labor and service fees, rentals and applicable taxes) for the final guarantee or contracted number of guests will be charged. Additional damages may be owed for cancellation of your sleeping room contract.

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

BELL SERVICES
Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is $6.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Event Manager.

BILLING
Should you require a master account for billing purposes, please submit your credit application a minimum of 30 days prior to your event. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Catering/Event Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily review with the Group Billing Coordinator.

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

BUSINESS CENTER
Whatever your business needs are, they can all be accommodated through our in-house Business Center.
Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group’s needs, please refer to the Business Center or discuss them with your Catering/Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone’s needs in mind.

Business Center hours are: 24 hours

For large quick printing or copying jobs, we recommend calling:

FedEx/Kinkos
1 Miflin Place
Cambridge, MA 02138
617-497-0125
24 Hours

BUS COMPANIES

For Group Transportation:

Yankee Bus lines or Crystal Transportation
Can be arranged through either your Event Service Manager or Concierge

For Local Transportation:

Pete Pan & Greyhound
Can be arranged through either your Event Service Manager or Concierge

CAR RENTAL AGENCIES
Following are the two Hilton Doubletree Guest Suites Boston preferred companies. Both of these companies will happily deliver directly to the hotel. Please feel free to consult with our concierge prior to arriving to the hotel or even during your stay, for arrangements.

Dollar Rent A Car
617-660-1460
Enterprise
617-547-7400

*CASH PAID OUTS
CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Doubletree Guest Suites Boston will require full payment in advance for room and tax charges. In addition, there will be a $50.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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

CHECK CASHING PRIVILEGES
Hotel guests may cash checks (personal or travelers) up to $100.00 per day at the Front Office. The check must be imprinted with the guest’s name and address and made out to Doubletree guest Suites Boston. Identification is required.

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

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $75.00 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

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

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

Back to Resource Information

**COAT CHECK SERVICES**
*Not available unless specifically contracted*

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**COFFEE MAKER**
*There are coffee makers & complimentary coffee in each room.*

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**CONCIERGE**
*Located on the lobby level of the hotel and is available from 7:00am – 11:00pm*

Back to Resource Information

**CONVENTION CENTER BOSTON**

*For all Boston Convention Centers*

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

**Boston Convention & Exhibition Center (BCEC)**

415 Summer Street  
Boston, MA 02210  
Phone: 617-954-2000  
Fax: 617-954-2299  
E-mail: info@massconvention.com  
[www.advantageboston.com](http://www.advantageboston.com)  
Travel Time: 10 minutes  
Approximate Taxi Cost: $20-$25

**John B. Hynes Veterans Memorial Convention Center**

900 Boylston Street  
Boston, MA, 02115  
Phone: 617-954-2000  
Fax: 617-954-2299  
E-mail: info@massconvention.com  
(This location does not accept mail. Please send all correspondence to the BCEC)  
For directions, [click here.](#)  
Travel Time: 15 minutes  
Approximate Taxi Cost: $15.00 - $18.00

Back to Resource Information
CORKAGE
Not permitted. See MA State Liquor Laws

CREDIT CARDS
The Doubletree Guest Suites Boston accepts most major credit cards including:
American Express
Diners Club
Discover Card
JCB International
Master Card
VISA

Back to Resource Information

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

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DANCE FLOOR
Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

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

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

Back to Resource Information

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

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

DIAGRAMS
Diagrams are available on our website or contact your Catering/Event Manager.

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

DINE AROUND
Dine Around for your group is scheduled through your Catering/Event Manager.

DIRECTIONS TO THE HOTEL
*From Logan International Airport:*
Take the Ted Williams Tunnel out of the Airport. Follow sign to I-90W (Mass Turnpike), take exit 20-Brighton / Cambridge, bear right towards Cambridge; turn right at the second light. The hotel driveway is on the right.
DRUG STORES

Brooks Pharmacy
330 River Street
Cambridge, MA 02138
617-492-9030
Store Hours: Monday through Friday 8:00AM-10:00PM; Saturday & Sunday 9:00AM-9:00PM
Pharmacy Hours: Monday through Friday 9:00AM-9:00PM Saturday 9:00AM-9:00PM Sunday 9:00AM-7:00PM

24 Hour Drug Stores:

**please note that the pharmacies in these locations are NOT 24 hours**

Walgreens
625 Massachusetts Ave,
Cambridge, MA 02138
617-491-7926

CVS
1426 Massachusetts Ave.
Cambridge, MA 02138
617-547-7434
**DRY-CLEANING – SEE LAUNDRY/VALET**
Laundry services are available by dialing extension 25. Garments picked up prior to 9a.m. are returned to guests by 6p.m. the same evening. Garments picked up after 9a.m. will be returned the following day by 6p.m.

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year’s.

**EVENTS**
Hilton Family’s online booking channel for small groups and meetings.

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

A complete production package is also available through your Catering/Convention Services Manager. Please see forms for pricing and ordering.

**ELEVATORS**
The *Doubletree Guest Suites Boston* hotel has 4 guest elevators located in the main lobby. In addition, there is also a parking garage elevator going to and from the main lobby to the garage only.

**EMERGENCY PROCEDURES**
The *Doubletree Guest Suites Boston* is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 911.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 911 will initiate the appropriate response to both 911 operators and hotel personnel.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
• Emergency evacuation routes and procedures are located on the inside of all guest room doors.

• Nearest emergency room:
  St. Elizabeth’s Medical Center
  736 Cambridge Street
  Boston, Massachusetts 02135
  617.789.3000 • semcmail@cchcs.org

  Nearest hospital:
  St. Elizabeth’s Medical Center
  736 Cambridge Street
  Boston, Massachusetts 02135
  617.789.3000 • semcmail@cchcs.org

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ENTERTAINMENT
As a special treat, we proudly present nationally renowned entertainers at our very own Scullers Jazz Club, located on the second floor of the hotel. Scullers Jazz Club was voted "Best Live Music Venue in Boston" by CitySearch.com, and "#1 Jazz Club in Boston" by Boston Magazine and Improper Bostonian in 2005.

Please contact your Catering/Event Manager for assistance in booking entertainment.

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

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EXECUTIVE MEETING PACKAGES
Please contact your Catering/Event Manager

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EXHIBITS
Please request the hotel’s Exhibit Resource Guide from your Event Services Manager.

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FAX MACHINES
Located in the business center 24 hours
FAX NUMBERS
For Guests: 617-783-0897
Catering/Convention Services office: 617-783-0189
Sales office: 617-583-1297
Reservations office: 617 254 1305

FIRE CODES

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

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

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

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

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

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

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

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

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

For the safety of persons and property, no fireworks or incendiary devices may be used indoors at the hotel.

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

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FITNESS CENTER
The fitness center is located on the third floor of the hotel. The fitness center includes Elliptical Steppers, Stationary Bikes, Treadmills, & Universal Weight Machines.

Hours of Operation:
6:30AM – 11:00PM.

Also Jogging Trails Nearby the hotel:

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<th>Watertown Square</th>
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<th>Arsenal St.</th>
<th>Eliot</th>
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**Back to Resource Information**

**FLAGS**
If you require additional flags, please discuss rental costs with your Catering/Event Manager.

**FLORAL/FLORIST**
Please consult your Catering/Event Manager for assistance with a proposal for your special event.

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

**FREIGHT ELEVATOR**
The Freight Elevator services the 1st & 2nd floor. The Mezzanine Level stop opens directly onto the stage, located at the North End of the Grand Ballroom. Single Freight Elevator with interior dimensions of 22’L x 7’10”W x 7’10”H. Door measurement of 7’10”W x 7’10”H. Capacity of 7,000 lbs.

**GENERAL MANAGER**
Christian Coffin joined the Hilton Doubletree Guest Suites Boston in August 1985 as General Manager.
Christian Coffin is thrilled to welcome your group to the Doubletree Guest Suites Boston and is accessible as needed.

GIFT CERTIFICATES
A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase by calling 1-888-937-2410 and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

GIFT IDEAS

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

http://www.hilton.corplogoware.com/?rep=hilton - Olympic Merchandise

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

GOLF COURSE INFORMATION

Newton Commonwealth Golf Course
212 Kenrick Street
Newton MA 02458

Golf Course Information

Daily Greens Fees:
*Monday - Thursday (until 5pm)*
Non-Residents - $30

*Friday - Sunday & Holidays*
Non-Residents - $37
Non-Residents - $30 after 4:00 p.m.

*Everyday (after 5:00 PM)*
Non-Residents - $19
Juniors (under 18) - $14
Seniors (over 62) - $18
9 Hole - Monday - Friday 8:00 a.m. - 4:59 p.m.
Non-Resident Monday - Thursday $24; Friday - $31

*Early Bird Special - Monday - Friday only*
(9 holes - tee off before 8 a.m.)
Non-Resident $19
Resident $15

*Sunset Special (1 hour before sunset)*
Adults $10
Juniors $5

*College Rate (must show current College Student I.D.)*
Monday - Friday $22

*Senior Discounts*
Monday - Thursday $18
Friday before 9 a.m. $22
Everyday after 5 p.m. $18

*Junior Discounts*
Monday - Thursday $14
Friday thru Sunday & Holidays after 3 p.m. $20
Everyday after 5 p.m. $14

*(ID is required for all discounted rates)*

*Tee Time Policy:* Reservations may be made five days in advance online or four* days in advance by phone. A credit card number is required to secure your time on Fridays, Saturdays, Sundays and Holidays. Groups of 20 or more for weekdays anytime or weekends after 11:00 a.m. can reserve tee times anytime.

(Rates are subject to change - please call to confirm.)

**Please call 617-630-1971 for reservations.**

**Back to Resource Information**

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

**Back to Resource Information**

**GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**
Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.
- Automates the process of all reservations booked within or around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- No charge – it’s FREE

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GROUP CHECK-IN, ARRIVALS AND DEPARTURES
The Doubletree Guest Suites Boston has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

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

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GUEST ROOMS
The hotel’s current bedding breakdown is as follows:

- 204 King Suites
- 81 Twin Bed Suites
- 23 King Rooms only (non-suite)
Massachusetts state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children).

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

GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. There is no charge for deliveries.

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

HAIR SALON
The Carriage House Salon  
33 Church Street  
Harvard Square  
Cambridge, MA 02138  
617-868-7800  
thecarriagehousesalon@yahoo.com

**Salon/Spa Hours**  
Monday: 10:00 a.m. - 6:00 p.m.  
Tuesday: 10:00 a.m. - 7:00 p.m.  
Wednesday: 10:00 a.m. - 7:00 p.m.  
Thursday: 11:00 a.m. - 8:00 p.m.  
Friday: 10:00 a.m. - 7:00 p.m.  
Saturday: 9:00 a.m. - 5:00 p.m.  
Sunday: 11:00 a.m. - 5:00 p.m. (mid September to June)

**HHONORS FLOOR**  
Floors 12-16

**HOSPITALITY DESKS**  
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day’s use.

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

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

**HOSPITALITY SUITES FUNCTIONS**  
Please contact your Catering/Events manager to be arranged.

**HOTEL FACTS/HISTORY**  
The following is a fact sheet for the Doubletree Guest Suites Boston:

Location:   Overlooking the Charles River and just a half a mile from Harvard Square  
Address:    400 Soldiers Field Road – Boston, Massachusetts, 02134  
Telephone:  617 783 0090
HOTEL MAP
Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions.

HOUSEKEEPING
Daily housekeeping services, which consists of general cleaning, take place between 8a.m. and 4:30p.m. The night attendants are available until 11:00 PM. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

The suggested housekeeping gratuity is $1.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

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

IN CONJUNCTION WITH (ICW’S)
Any group hosting an In-Conjunction With Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

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

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

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
Our In-room Dining, Suite Service, is available day for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service and a late night menu. Suite Service can be reached at extension <22> from any guest rooms.

A variety of amenities are also available through room service.

Room service gratuity is 15% and is posted automatically on all checks. There is also a delivery fee of $3.00 per order.

INTERPRETATION/TRANSLATION SERVICES
Please consult our concierge for on/off property language specifics.

INTERNET SERVICES
The Doubletree Guest Suites Boston provides numerous Internet Services. Hilton is our Internet Service Provider for all guests’ networks and will answer any questions concerning your system.
KEY CARDS
Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms.

Customized) KEY CARDS
Please contact your Catering/Event Manager if you would like custom keys for your group. They are an excellent way to market your organization.

KEY HOTEL CONTACTS
The *Doubletree Guest Suites Boston* Managing Committee consists of the following people:
- **General Manager**
  - Christian Coffin
- **Director of Food & Beverage**
  - John Ralston
- **Controller**
  - Timothy Bowes
- **Front Office Manager**
  - Eric Thieling
- **Executive Chef**
  - Tony Frechette
- **Executive Housekeeping**
  - Carolyn Vencile
- **Director of Engineering**
  - Barry Lubao
- **Director of Catering**
  - Dennis Spear
- **Event Service Manager(s)**
  - June Jennings & Kelvin Woo

KOSHER
We offer a variety of Kosher Meals to our guests. Please ask your Catering/Event Manager for kosher suggestions.

LABOR
The *Doubletree Guest Suites Boston* is a non-union hotel.

LAUNDRY/VALET – SEE DRY CLEANING
Complete laundry services are also available by dialing extension 25 in-house. Garments picked up prior to 9a.m. are returned to guests by 6p.m. the same evening. Garments picked up after 9a.m., will be returned the following day by 6p.m..

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day and New Year’s Day.
**LIMOUSINE SERVICES**
Arrangements may be made to have a group transported by limousine or private car through an outside service. Prices vary by length of use and size of vehicle. These arrangements can be made through your Catering/Events Manager or through the concierge directly.

Back to Resource Information

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

Linen colors:
Napkins               Tablecloths
white                 white

Back to Resource Information

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

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

Back to Resource Information

**LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**
Please refer to the Production Resource Guide.

Back to Resource Information

**LOADING DOCK**
The hours of operation are from 7a.m. –11p.m.
*Please see the Guest Service Manager for assistance with the loading dock.*

Back to Resource Information

**LOCAL INFORMATION**
Located along the scenic banks of the Charles River, Doubletree Guest Suites Boston offers an ideal retreat from city-center bustle. You'll enjoy convenient access to the Mass Turnpike and the area's most popular attractions. We also offer you the convenience of a complimentary, scheduled shuttle bus to nearby downtown Boston and Harvard Square.
You'll find world-renowned universities, including Harvard University and the MIT a short commute from the hotel. Distinguished Ivy League universities, old-world New England charm, and exciting attractions are yours at Doubletree Guest Suites Boston.

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

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

MANAGER ON DUTY (M.O.D.)
For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 0.

MAIL SERVICES
Stamps are for sale, at the Guest Services Desk. If you have a large number of items that need to be mailed, or require shipping materials, we suggest FedEx/Kinkos. They are located in Harvard Square and offer complete mail services as well as materials.

They are open 24 hours. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

MASSAGE THERAPY
Massage is well known for its ability to relax muscle spasms and relieve tension from the body. In room appointments are available typically between the hours of 9:00AM – 7:00PM, seven days a week. Pricing varies by type and length of session. For booking
massages as a group activity option, you may consult your Catering/Convention Services Manager or Concierge.

Back to Resource Information

MASTERS ACCOUNTS
See Sales Agreement.

Back to Resource Information

MEDICAL FACILITIES/SERVICES
Medical Services facilities nearby:

Urgent Care/Emergency Room

- St. Elizabeth’s Medical Center
  736 Cambridge St
  Brighton, MA 02135
  (617) 789-3000

  24 Hours   **Distance from the hotel is about 3 miles**

Ambulance

Please dial 0 and speak with hotel operator 24 hours, 7 days a week. For emergencies dial 911. By dialing 911, this will also alert proper hotel personnel.

Available 24 hours a day

Back to Resource Information

MEETING PACKAGES
Please consult with your Catering/Event Manager

Back to Resource Information
MEETING ROOM CAPACITIES

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<thead>
<tr>
<th>MEETING ROOM DELIVERIES</th>
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<tr>
<td>For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the hotel bell staff for a charge of $3.00 per item/per move.</td>
</tr>
</tbody>
</table>

Back to Resource Information
MEETING ROOM RENTAL
Consult with a Catering/Event Manager regarding pricing and contracts

Back to Resource Information

MEETING ROOM SET STANDARD
Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Ice water
- Lectern

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

Back to Resource Information

MUSIC/MUSICIANS
The Doubletree Guest Suites - Boston has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

Back to Resource Information

NEWSPAPERS/PUBLICATIONS
Newspapers available in our gift shop are:

New York Times
The Boston Globe
The Wall Street Journal
The Boston Herald
USA Today

They are delivered to the Doubletree Guest Suites Boston gift shop at 4a.m. daily.

The USA Today is delivered to guest rooms on weekdays.

Back to Resource Information
OFFICE EQUIPMENT/SUPPLIES
The in-house Business Center offers a complete range of self-use office equipment including computer systems, copier machines, facsimile machines, photocopying, and fax transmission

The Business Center is complimentary and available 24 hours.

Back to Resource Information

PARKING
The Doubletree Guest Suites Boston offers self-parking in the hotel parking garage. Self-parking is $20.00 for overnight parking with unlimited in and out privileges.

We also offer valet parking at the rate of $27.00 overnight parking with unlimited in and out privileges.

If you are planning a large movement or delivery of rental cars for a specific group event or are planning to park over-sized vehicle(s), please advise your Catering/Event Manager so that specific parking may be reserved.

Back to Resource Information

PERSONALIZED ON-LINE GROUP PAGE (POG)
POG is a personalized web page for your attendees to book reservations directly online.

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

Back to Resource Information

PETS (POLICY)
Pets are permitted. A $250 refundable deposit is required. We do request that guests with pets avoid public areas by using our service entrance and elevators for hotel access.

Back to Resource Information

PHOTOGRAPHY
Hunt’s Photo Center is a Professional Photo service located in Kenmore Square.

For smaller photo services such as film developing, one hour developing and photo enlarging:

Walgreens
625 Massachusetts Ave,
Cambridge, MA 02138
PIANOS
The Doubletree Guest Suites - Boston has 2 pianos for use in the Hotel. Pianos are provided at $250.00; however it is recommended that they be tuned prior to each use. The tuning fee is $150.00 and requires advance notice.

If your group requires additional pianos your Catering/Event Manager can rent them from an outside source.

POOLS
The pool is located on the lobby level. Hours of Operation: 7:00AM – 11:00PM

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

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

POSTING OF EVENTS
Please consult your Catering/Event Service managers to make arrangement.

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

**PRODUCTION GUIDELINES**
Your Event Manager will provide you with the hotel’s Production Resource Guide.

**PRODUCTION CREW MEALS**
Please contact your Catering/Event Manager regarding production crew dining in the hotel employee cafeteria.

**PUBLIC TRANSPORTATION**
- Public Transportation to all points in Boston is available 7 days a week primarily from 5:30AM-12 Midnight.
- Taxis are available 24 hours a day in front of the hotel. They will transport up to 4 people. We recommend calling to have one held during peak travel times.
- The hotel also has a shuttle service. Reservations are required. See below for shuttle stops and times. Please consult your Catering/Event Manager for large group shuttle transportation:

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<thead>
<tr>
<th>Leaves</th>
<th>Copley Square</th>
<th>Boston Common</th>
<th>N.E Aquarium</th>
<th>Quincy Market</th>
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### Arrival/Pick-up Times

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<th>Location</th>
<th>Leaves</th>
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<th>Location</th>
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### PYROTECHNICS

*Not permitted.*

### RADIOS/PAGERS/NEXTELS

We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Catering/Event Manager for assistance.

### RECYCLING

*Please consult with your Catering/Event Manager*

### REGISTRATION ASSISTANCE

If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. Registration attendants are easily scheduled with sufficient notice.
RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM
Expeditied reservation processing straight from your rooming list into our system.
- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3\textsuperscript{rd} Party Clearinghouses
- No charge – it’s FREE

Back to Resource Information

RESTAURANTS/LOUNGES

*Photo (see below)*

*The Boathouse Grille: serving a full menu for breakfast lunch, and dinner.*

*Terrace Lounge: serving lite fare*
Boathouse Grille

Breakfast:
Monday through Friday
6:30AM-10:30AM

Saturday
6:30AM – 11:00AM

Sunday
7:00AM – 12 noon

Lunch:
Monday through Saturday
11:30AM – 2:00PM

Sunday
12Noon – 2:00PM

Dinner:

7 Days:
5:30PM – 10:00PM

Terrace Lounge
**Sunday through Thursday**
*4:00PM – 11:00PM*

**Friday & Saturday**
*4:00PM – 1:00AM*

**RESTAURANT RESERVATIONS**
Reservations are strongly recommended for all restaurants in the hotel and in <Boston>, whether it is for a table of four or a dine-around for 250.

**RESTROOMS**
Public restrooms are located in the following areas:
*The lobby level & the 2nd floor atrium*

**RESUMES**
*Please consult your Event Services Manager*

**RIGGING**
Your Event Services Manager will provide you with the Production Resource Guide.

**ROBES**
*Are available upon request*

**ROPES/STANCHIONS**
Ropes and Stanchions
- 2 Pairs of stanchions with connecting rope.

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

**ROOMING CODES/ROOMING LISTS**
The following are the room category and special service codes that are utilized by the hotel’s reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Doubletree Guest Suites:
*Insert hotel specific text.*

A  
B  
D  
E  
H – Handicap Accessible  
N - no smoking  
S - smoking room request  
R - rollaway  
X - there is a rate change or room change  
U - requested high floor  
T - requested low floor  
Y - early arrival request  
Z - near elevator request  
I - crib  
A - room nearby/same floor  
C - connecting room  
1 - king bed  
2 - 2 double beds doubles not available at this property (Twin Beds)  
p - sofa sleeper turn down  
o - Run of House view  
q - Run of Ocean view not available

ROH  
**ROH** - Run of House - Includes a variety of scenic views in the following categories, City or River based upon availability.

**SAFE DEPOSIT BOXES**  
*There are safe deposit boxes available. They are complimentary and accessible 24 hours. Inquire at the front desk. Identification is required during initial safe box obtaining process and will be needed anytime you wish to access your box. There is a safe box drill fee of $150.00 shall the key be misplaced.*

Back to Resource Information

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

Back to Resource Information
SHIPPING AND RECEIVING
Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please use care when shipping valuables to ensure a timely and safe delivery of your package. All packages will be available for collection at the Concierge Desk.

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

Conference Name
Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention <your catering/event contact>
Hotel Name / Address / City State ZIP
Phone
Fax
Number of packages in that shipment

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

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

Shipping from the Doubletree Guest Suites Boston
The Doubletree Guest Suites Boston utilizes FedEx, UPS, and DHL for our shipping needs. Please see Concierge for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

SHOPPING
The hotel gift shop is located on the lobby level of the hotel directly on the side of the front desk. It is open from 7:00AM11:00PM seven days a week. The gift shop carries various items such as cigarettes, snacks, postcards, playing cards, one time use cameras, hats, etc.

Local Shopping

Below lists local shopping accessible by our hotel shuttle:

COPLEY SHUTTLE STOP:

1. Copley Place Mall---Niemar Marcus, Gucci, etc.
2. SHOPS AT PRUDENTIAL---SAKS, ANN TAYLOR, ETC
3. NEWBURY STREET---BOUTIQUE SHOPPING WITH ARMANI, POLO, CHANEL, ETC

BOSTON COMMON SHUTTLE STOP:
1. MACYS
2. Filene’s Basement
3. Marshalls
4. TJ Maxx

AQUARIUM SHUTTLE STOP:
QUINCY MARKET SHOPS---TOURIST BOUTIQUE SHOPPING
Some

HARVARD SQUARE SHUTTLE STOP
VARIABLES BIG NAME AND SOME LOCAL STORES OFFERING APPAREL, BOOKS,
AND A WIDE VARIETY OF RESTAURANTS.

SIGNAGE/BANNERS
The Doubletree Guest Suites Boston takes pride in the condition and aesthetic appearance
of our facility. In order to maintain a quality image for all Hotel guests, there are a few
things we ask of you during your stay:

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

No banners can be hung along the walls of the Public Areas. Banners may be hung from
the skirting of the hospitality desks and at outdoor functions.

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

SITE INSPECTION/PRE-PLANNING
Hotel to enter policy on comp rates and menu tastings.

SMOKING
Smoking is not permitted anywhere in the hotel except for in the 10th floor Smoking
Suites.
SOUND SYSTEM
Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges.

SPECIAL MEAL REQUESTS
Please consult with your Catering/Event Manager for any special meal requests. The Executive Chef is pleased to accommodate your requests to the best of his abilities.

STORAGE
Storage for your advance boxes and convention supplies is available at the Doubletree Guest Suites Boston. If you are anticipating shipping a large volume of materials, we suggest you consult your Catering/Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. Hotel cannot provide security. For extremely valuable or sensitive material we recommend a private security company be contracted. Please consult your Catering/Event Manager in advance regarding your package delivery.

SUITES
Each two room suite features:
- a separate bedroom and living room
- *Sweet Dreams* by Doubletree bedding with plush-top mattress, luxurious linens, down comforter, and jumbo pillows
- Refrigerator and coffee maker with complimentary coffee (microwaves available upon request)
- Work-friendly desk
- Pullout sofa-bed
- Two cable TV’s with pay-per-view movies & complimentary HBO
- Individual climate control
- Iron & ironing board; hairdryer
- Two-line speaker phone with voice mail

SUNRISE/SUNSET
varies
**TAXES**
The current Massachusetts State Hotel Tax is **12.45%**. All goods and services are subject to state tax of 5% including but not limited to food, beverage, labor, and gratuities.

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**TAXICABS**
There is a taxi stand in front of the hotel 24 hours. We recommend calling the concierge to have one held for you during prime travel times.

For transfers from the *Doubletree Guest Suites Boston* to the *Logan Airport* is approximately **$30-$40** plus gratuity.

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**TEAM MEMBER RECOGNITION**
*Insert hotel specific program.*

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

**House phones**
- Used for in-house, local and toll-free calls only.

**DID Lines**
The installation fee is **$100.00** plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**DID Lines**
The following are enhancements that can be added to a DID Line:
- Speaker Phone @ **$140.00** per day, hardware rental only, price does not include phone line.
- Voicemail capabilities are available in guest rooms only

**B1 Telephone Lines**
Outside line, not connected to the hotel switchboard. (Dedicated Number)
This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.
The hotel operators need (2) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines.
The fee is **$[ 100 ]** daily/per line plus price of all calls.
**Internet Access**
Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices - The set-up fee is $9.95 for wireless; $175.00 for desktop; $150.00 for laptop

**Guest Room Calls**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Instructions</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Dial-Bill to Room</td>
<td>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>EMERGENCY</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Room to Room</td>
<td>7 and then the room #</td>
<td>No</td>
</tr>
<tr>
<td>Charge</td>
<td></td>
<td>Local Rate</td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Toll Free 1st 60 minutes</td>
</tr>
<tr>
<td>$.10 per minute after 60 minutes</td>
<td></td>
<td>Toll Free 1st 60 minutes</td>
</tr>
<tr>
<td>800/888/8xx toll free minutes $.10 per minute thereafter</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>Long Distance assisted rate less 50%</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>International assisted rate (by country)</td>
<td>9+011+CC+CC+Number</td>
<td>AT&amp;T Operator</td>
</tr>
</tbody>
</table>

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

Applicable Taxes will be added ● Rates subject to change.

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

Federal Communications Commission, FCC Enforcement Division;
CCB Room 6202; Washington, DC 20554.
State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY  12223 800-342-3377

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

To hear messages, if the red light is flashing on your guest room telephone:
1. Lift the receiver
2. Dial 30
3. Follow recorded instructions.
Should you require assistance while using Voice Mail, simply press the “*” key at any time.

**Integrated Services Digital Network (ISDN)/T1 Speeds**

Higher speed ISDN lines available (Inquire)
1.5 megabyte (options) (Inquire)

**Video Teleconferencing**
We have video conferencing equipment - can be installed in all public space rooms except the Boardroom and Board Dining room (Inquire).

**THEME PARTIES**
The <Doubletree Guest Suites Boston> is proud to present a complete package of signature theme parties. Please discuss themes with your Catering/Event Manager and ask for a copy of our latest and most popular menus and productions.

**TOURS/SIGHTSEEING**
Various city tours are available in season showcasing Boston's attractions and historic sites. For large group tours please consult with your Event Services Manager

**TRASH REMOVAL**
Basic trash removal is handled by our housekeeping department. For large scale trash removal please consult with our Engineering Department.

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

The following companies offer tuxedo rentals:
Keezer’s
140 River Street
Cambridge, MA 02139
617-547-2455
<Email> info@keezers.com
<Web address> www.keezers.com
<Hours of operation> Monday through Saturday 10:00AM – 6:00PM

*Mr. Tux*
Various Locations:

8 Milk St, Boston, 02108 - (617) 542-4600

270 Parsons St, Brighton, 02135 - (617) 782-4455

100 Cambridgeside Pl, Cambridge, 02141 - (617) 252-0055

www.mrtux.com

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VOICE MAIL
All guest rooms have a voice mail message service. Voice mails can be checked from the guest room only by dialing 30 on your room phone

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WEATHER
New England weather is known for it’s sudden changes and unpredictability. Weather conditions and forecasts can be obtained from our Concierge Desk.

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

The following companies have wheelchairs for rent and will deliver to the Doubletree Guest Suites Boston:

Belmont Medical Supply
185 Belmont St.
Belmont, MA
(617) 484-3888

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

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WORSHIP SERVICES
The following is a list of nearby locations.

- **Baptist**
  First Baptist Church
  5 Magazine Street
  Cambridge, MA 02139
  617-354-3062

- **Buddhist**
  Zen Center of Cambridge
  199 Mt. Auburn Street
  Cambridge, MA 02139
  617-576-3229

- **Catholic**
  St. Pauls
  29 Mt. Auburn Street
  Cambridge, MA 02139
  617-354-7092

- **Christian**
  Christian Missions Holiness Church
  789 Main Street
  Cambridge, MA 02139
  617-547-3272

- **Church of God**
  Church of God of prophecy
  270 Warren Ave
  Boston, MA 02135
  617-427-7766

- **Episcopal**
  St. Peters Episcopal Church
  838 Mass Ave.
  Cambridge, MA 02139
  617-547-7788

- **Jehovah’s Witness**
  Jehovah’s Witness Cambridge
  9 Beech Street
  Cambridge, MA 02139
617-868-5220

- Jewish
  Temple Beth Shalom
  8 Tremont Street
  Cambridge, MA 02139
  617-864-6388

- Lutheran
  University Lutheran Church
  66 Winthrop Street
  Cambridge, MA 02139
  617-876-3256

- Methodist
  Harvard Epworth United Methodist Church
  1555 Massachusetts Ave
  Cambridge, MA 02139
  617-354-0837

- Mormon
  Church of Jesus Christ of Latter Day Saints: Cambridge First Ward
  2 Longfellow Park
  Cambridge, MA 02139
  617-491-4749

- Pentecostal
  Pentecostal Tabernacle
  77 Columbia Street
  Cambridge, MA 02139
  617-661-0222

- Protestant
  Old South Church
  645 Boylston Street
  Boston, MA 02135
  617 536 1970

Please consult with our Concierge regarding the different service schedules

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**ZIP-OUT CHECKOUT**
With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension < 0 > to Checkout. Please leave your keys in the room, however you will need your parking key to exit the garage. You may take that key with you and at the exit gate there is a key drop box. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.

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