Embassy Suites Raleigh Crabtree

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.

Embassy Suites
4700 Creedmoor Road
Raleigh, NC 27612

www.Hilton.com
www.raleighcrabtree.embassysuites.com
Welcome to the Embassy Suites Raleigh- Crabtree Hotel in North Carolina! Our newly-renovated all-suite hotel is centrally located in the heart of Raleigh at Crabtree Valley, often considered shopping central. Our hotel is near many Raleigh NC attractions, making us the premier destination for shopping, dining, business, or even a romantic getaway!

**FUNCTION SPACE AND BANQUETS**

To ensure that your social event is an event to remember, put your confidence in the superior service that has made Embassy Suites Hotel Raleigh-Crabtree a favorite for triangle functions. We offer a memorable setting, prime location and event
planning experience to keep your event running smoothly.

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<th>Theatre</th>
<th>Classroom</th>
<th>Hollow Sq.</th>
<th>Conference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renaissance</td>
<td>1750</td>
<td>50X35</td>
<td>10’</td>
<td>120</td>
<td>200</td>
<td>100</td>
<td>42</td>
<td>50</td>
</tr>
<tr>
<td>Renaissance A or B</td>
<td>875</td>
<td>25 X 35</td>
<td>10’</td>
<td>60</td>
<td>100</td>
<td>50</td>
<td>30</td>
<td>25</td>
</tr>
<tr>
<td>Romanesque</td>
<td>750</td>
<td>30X25</td>
<td>10’</td>
<td>50</td>
<td>50</td>
<td>30</td>
<td>28</td>
<td>22</td>
</tr>
<tr>
<td>Gothic</td>
<td>308</td>
<td>11X28</td>
<td>10’</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>10-12</td>
</tr>
<tr>
<td>Baroque</td>
<td>469</td>
<td>14X33.5</td>
<td>10’</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>10-12</td>
</tr>
</tbody>
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The hotel offers groups and their affiliates opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

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.
### AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>Airline</th>
<th>Nationwide</th>
</tr>
</thead>
<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>Air Tran</td>
<td>1-800-247-8726</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>Frontier</td>
<td>1-800-432-1359</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>
</tr>
<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

The nearest airport is the **RDU International** Airport located 12 miles, approximately 20 minutes from the [Embassy Suites Raleigh Crabtree](http://www.rdu.com/).
**Note:** The map and directions are informational only. Please verify specific routes. The map and directions shown are provided as a guide for your convenience.

<table>
<thead>
<tr>
<th>Maneuver</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Start out going NORTHEAST on W INTERNATIONAL DR toward N RAMP DR.</td>
<td>0.37 miles</td>
</tr>
<tr>
<td>2. Turn RIGHT onto N RAMP DR.</td>
<td>0.10 miles</td>
</tr>
<tr>
<td>3. N RAMP DR becomes E INTERNATIONAL DR.</td>
<td>1.14 miles</td>
</tr>
<tr>
<td>4. Turn LEFT onto COMMERCE BLVD.</td>
<td>0.54 miles</td>
</tr>
<tr>
<td>5. Turn RIGHT onto AVIATION PKWY.</td>
<td>0.39 miles</td>
</tr>
<tr>
<td>6. Turn RIGHT onto GLENWOOD AVE.</td>
<td>6.26 miles</td>
</tr>
<tr>
<td>7. Turn RIGHT onto CREEDMOOR RD.</td>
<td>0.31 miles</td>
</tr>
</tbody>
</table>

9.11 miles

The Embassy Suites Raleigh Crabtree complimentary airport shuttle operates from 7:00 am-11:00 pm. The shuttle departs on the hour every hour for airport drop-off. For airport pick-up, guests should call the hotel directly at 919-881-0000 once they have arrived in the baggage claim area.

**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 <22.00%>.

**Standard Amenities**  
List your hotel’s standard amenities and include photos where available.

**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.

**AUDIO/VISUAL**

A&V Company, our audiovisual company, brings over <30> years of experience in the field of audio visual to your meeting at the Embassy Suites Raleigh Crabtree. A&V Company may be reached by dialing 919-462-0720.

**AUTOMATED TELLER MACHINES**

There is an ATM conveniently located in the lobby beside the business center. There are also ATM locations located directly across the street in the Crabtree Valley Mall shopping.

**BALLOONS**

There is a $ clean up fee for the use of helium 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.

Balloon Krazy  
919-382-9666  
gary@balloonkrazy.com  
www.balloonkrazy.com

Balloon Design  
919-676-6911  
Theresa@triangleballoons.com  
www.triangleballoons.com
BANKS

Wachovia
4315 Glenwood Ave Raleigh, NC 27612
www.wachovia.com
9:00 am-5:00 pm

Bank of America
4325 Glenwood Ave Raleigh, NC 27612
http://locators.bankofamerica.com/locator/locator/4325_Glenwood_Avenue_27612_RALEIGH_NC/bank_branch_locations/
9:00 am-5:00 pm

BANQUET BEVERAGE SELECTION
The Embassy Suites Raleigh Crabtree 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  Gordon’s, Jim Beam, Grant’s, Ron Castillo, Juarez
Premium Brands  Absolut, Beefeater, Bicardi, Dewars, Cuervo
Cordials  Amaretto, Midori, Bailey’s
Beer  Miller Lite, Coors Lite, Bud Light, Budweiser, Michelob Ultra, Heiniken, Amstel, Corona
Wine  Canyon Road
Non-Alcoholic Beverages  Coke Products

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.

BANQUET CURFEWS
In accordance with North Carolina liquor laws, all alcoholic beverage sales will begin at 11:00 am and conclude at 2:00 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.

Please note the hotel does not carry the following items: standing cocktail tables, serpentine tables, 72 inch rounds, chivari chairs, staging, house/patched sound equipment.

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

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BANQUET MENU SELECTION
We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 14 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.

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STANDARD TERMS & CONDITIONS

1. MEETING INFORMATION: There is a $13.50 per person, per day catering minimum with the rental of each meeting space for 4 or more hours. There is a $6.75 per person, per day catering minimum with the rental of each meeting space for less than 4 hours. Outside food and beverage cannot be brought into meeting space. Should you ship boxes to the Hotel for your meeting, they must be addressed to the attention of Courtney Scholl and marked with the name and date of your event and the appropriate group contact name. Please ship them no more than 2 days prior to the start of your meeting; if the Hotel is required to receive and store boxes more than 2 days prior to the start of your meeting, an additional fee will be assessed. The Hotel reserves the right to assign meeting space based on the final program. Meeting room telephones will be in use in house at all times. If you require local and/or long distance service, please notify your sales manager. All phone call (local and long distance) charges will be automatically billed to your account. The phones need to remain operational to allow client(s) the ability to contact our staff for necessary meeting needs.

2. OUTSIDE FOOD AND BEVERAGE: Due to state 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. Failure to do so could result in penalties and/or fees.

3. RESERVATIONS: Reservations will be made by: Rooming List no later than April 7, 2010. After that date, you agree that we may offer unused rooms held in your block to other customers to reduce our loss and your obligations under the performance clause. Reservations requested by your attendees after this date will be accepted based upon availability. Individual reservations must be cancelled 24 hours prior to arrival.

4. COMMISSION/THIRD PARTY PAYMENTS: The Hotel will pay NA for each revenue room night reserved as part of the established group block at the special group rates contained in this agreement to your group block at the special group rates contained in this agreement to your group. Any change in the recipient of this payment after the contract is signed will require written notification, signed by both you and the recipient. Payment will be made after receipt by the Hotel of full payment for the function. You will take full responsibility for determining whether disclosure of payments is required and for making disclosure of all such payments, and defend and indemnify Hotel in any claims arising out of or related to disclosure.

5. CANCELLATION & PERFORMANCE: The rates offered by us are based in part upon the total gross revenue anticipated by us from your agreement to use and pay for the rooms and meeting space listed on the previous page. You agree and understand that in the event of a cancellation or lack of full performance by you, our actual damages would be difficult to determine. Therefore, you have agreed to pay reasonable liquidated damages to the Hotel for cancellation or lack of performance as described in this paragraph. Cancellation damages will be calculated as a percentage, based on the date of cancellation listed below, of total anticipated gross revenues from all contracted sleeping rooms, food and beverage and meeting room rental listed on the previous page.

<table>
<thead>
<tr>
<th>Date of Cancellation</th>
<th>Percentage owed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Signing to 90 Days in Advance</td>
<td>10%</td>
</tr>
<tr>
<td>89 Days to 60 Days in Advance</td>
<td>25%</td>
</tr>
<tr>
<td>59 to 30 Days inAdvance</td>
<td>40%</td>
</tr>
<tr>
<td>29 Days or Less in Advance of Event</td>
<td>60%</td>
</tr>
</tbody>
</table>

6. 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 BANK 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. IF YOU PREFER, ALL CHARGES CAN BE PAID BY CREDIT CARD. HILTON ACCEPTS AMERICAN EXPRESS, DINERS CLUB, DISCOVER CARD, JCB INTERNATIONAL, MASTER CARD, AND VISA. IF CREDIT HAS NOT BEEN APPROVED FOR YOUR FUNCTION, YOU WILL PROVIDE US WITH THE CREDIT CARD TO WHICH ALL ESTIMATED MASTER ACCOUNT CHARGES WILL BE CHARGED NO LATER THAN THREE DAYS PRIOR TO EVENT. IF CREDIT HAS BEEN APPROVED, YOU WILL PROVIDE US WITH YOUR CREDIT CARD INFORMATION AT THE TIME OF YOUR FUNCTION. INDIVIDUALS MAY PAY THEIR OWN CHARGES BY CASH, CHECK, OR CREDIT CARD.

7. SECURITY: WE HAVE NO INSURANCE FOR AND ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO YOUR PROPERTY. 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. SUCH SECURITY PERSONNEL MAY NOT CARRY WEAPONS. FOR THE SAFETY OF PERSONS AND PROPERTY, NO FIREWORKS OR INCENDIARY DEVICES MAY BE USED INDOORS AT THE HOTEL. 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 ALL PROVISIONS OF THE PATRIOT ACT AND REGULATIONS OF THE U.S. DEPARTMENT OF HOMELAND SECURITY AND THE OFFICE OF FOREIGN ASSETS CONTROL AND THE PROVISIONS OF 29 CFR PART 470. GROUP AGREES TO COOPERATE WITH HOTEL AND ANY RELEVANT GOVERNMENTAL AUTHORITY TO ENSURE COMPLIANCE WITH SUCH LAWS.

8. INDEMNIFICATION & INSURANCE: TO THE EXTENT PERMITTED BY LAW, YOU AGREE TO PROTECT, INDEMNIFY, DEFEND AND HOLD HARMLESS THE HOTEL AND HILTON HOTELS CORPORATION, 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. YOU REPRESENT AND WARRANT THAT YOUR ACTIVITIES CONDUCTED AT THE HOTEL AND IN CONNECTION WITH THE FUNCTION SHALL NOT INFRINGE THE PATENT, COPYRIGHT OR TRADEMARK RIGHTS OR VIOLATE RIGHTS OF PRIVACY OR PUBLICITY OF ANY THIRD PARTY. YOU FURTHER AGREE TO OBTAIN AND KEEP IN FORCE GENERAL LIABILITY INSURANCE COVERING THE EVENT DESCRIBED IN THIS CONTRACT WITH LIMITS OF NOT LESS THAN $1,000,000 PER OCCURRENCE AND TO PROVIDE THE HOTEL WITH A CERTIFICATE OF INSURANCE NAMING HOTEL AND HILTON HOTELS CORPORATION AS AN ADDITIONAL INSURED FOR YOUR EVENT.

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 ONE WEEK IN ADVANCE YOU WILL FURNISH TO US A LIST OF ANY AUXILIARY AIDS NEEDED BY YOUR ATTENDEES IN MEETING OR FUNCTION SPACE. YOU AGREE TO PAY ALL CHARGES ASSOCIATED WITH THE PROVISION OF SUCH AIDS. WHEN YOUR ATTENDEES MAKE ROOM RESERVATIONS, PLEASE ASK THEM TO NOTIFY US OF THEIR AUXILIARY AID NEEDS SO THAT WE MAY NOTIFY YOU AS TO THE NAMES OF BUSINESSES WITH WHICH YOU MAY CONTRACT TO OBTAIN THOSE AIDS.

10. PROMOTIONAL CONSIDERATIONS: WE HAVE THE RIGHT TO REVIEW AND APPROVE ANY ADVERTISEMENTS OR PROMOTIONAL MATERIALS IN CONNECTION WITH YOUR FUNCTION THAT SPECIFICALLY REFERENCE ANY NAME OR LOGO OF THE HILTON FAMILY OF HOTEL BRANDS.

11. ARBITRATION: THE PARTIES AGREE THAT ANY DISPUTE IN ANY WAY ARISING OUT OF OR RELATING TO THIS CONTRACT, OTHER THAN DISPUTES INVOLVING PATENTS, TRADEMARKS, TRADE DRESS, COPYRIGHTS, TRADE SECRETS, FALSE ADVERTISING, FALSE REPRESENTATION, UNFAIR COMPETITION AND/OR INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, WILL BE RESOLVED BY ARBITRATION BEFORE JAMS/ENDISPUTE® OR THE AMERICAN ARBITRATION ASSOCIATION, PURSUANT TO THE ORGANIZATION’S RULES IN THE STATE AND CITY IN WHICH THE HOTEL IS LOCATED AND PURSUANT TO THAT STATE’S LAW AS THE GOVERNING LAW. THE PARTIES AGREE THAT ANY ARBITRATION AWARD WILL BE ENFORCEABLE IN STATE OR FEDERAL COURT. THE PREVAILING PARTY IN ANY ARBITRATION OR COURT PROCEEDING WILL BE ENTITLED TO AN AWARD OF ITS REASONABLE COSTS AND ATTORNEY FEES AND PRE AND POST JUDGMENT INTEREST.

12. FORCE MAJEURE: Neither party shall be responsible for failure to perform this contract if circumstances beyond their control, including, but not limited to; acts of God, shortage of commodities or supplies to be furnished by the Hotel, governmental authority, or declared war in the United States that makes it illegal or impossible for the hotel to hold the event.
**BELL SERVICES**
Porterage service is available for group luggage assistance. The current rate is $6 per person, and is subject to change. Arrival and departure times should be scheduled with your Catering/Event manager.

**BILLING**
Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your 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**
Box lunches are available through the catering department. 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**
For large quick printing or copying jobs, we recommend calling:

FedEx Office
6820 Glenwood Ave
Raleigh, NC 27612
Phone: (919) 787-8636
Fax: (919) 787-8437
E-mail: usa1547@fedex.com

**BUS/BUS COMPANIES**
Harrison Global
318 North Dixon Ave
Cary, NC 27513
919-439-2024
CAR RENTAL AGENCIES
Following are the three Hilton Embassy Suites Raleigh Crabtree preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car  800-654-3011
919-840-4875
Location:  RDU International Airport

Avis Rent-A-Car  800-321-3712
Local phone number:  919-840-4750
Locations:  RDU International Airport

Budget Rent-A-Car  800-527-0700
Local phone number:  919-840-4781
Locations:  RDU International Airport

*CASH PAID OUTS
Cash refunds are only given if original amount was paid in cash.

*CASH PAYING GUESTS
In the event a hotel guest does not have a major credit card to secure his/her room, the Embassy Suites Raleigh Crabtree will require full payment in advance for room and tax charges. In addition, there will be a $30 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 up to $50 at the Front Desk. The check must be imprinted with the guest’s name and address and made out to Embassy Suites Raleigh Crabtree. Identification may be required.
CHECK-IN AND CHECKOUT
Hotel check-in is 3:00 p.m., and check-out is 12:00 p.m. (All guests arriving before 3:00 p.m. will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

Early Departure
Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a $50 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 0 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.

COFFEE MAKER
Each suite comes equipped with a coffee pod that brews two individual cups of Rain Forest Alliance French Roast coffee. Starbucks coffee is served in our restaurant and for our banquet events.

COMMUNITY OUTREACH
Insert hotel specific text.

CONVENTION CENTER <CITY>
Mandatory if the center is within 20 miles of your hotel.
Raleigh Convention Center
500 South Salisbury Street
Raleigh, NC 27601
(919) 996-8500
www.raleighconvention.com
15 minutes
Approximate Taxi Cost $20
CREDIT CARDS
The Embassy Suites Raleigh Crabtree accepts most major credit cards including Visa, Mastercard, American Express, Diners Club, Discover, JCB.

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

DANCE FLOOR
Insert hotel specific text.

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.

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

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.

DIRECTIONS TO THE HOTEL
From RDU International Airport:

Directions: I-40 E, take exit 289-Wade Ave. From Wade Ave, take exit for Edwards Mill Rd. Turn left at end of exit ramp. Stay straight on Edwards Mill for 4.5 miles. Hotel is on right after crossing Glenwood Ave (opposite Circuit City).

www.raleighcrabtree.embassysuites.com

DOCTORS ON CALL
Urgent Care Facilities:

NextCare
6801 Pleasant Pines Drive
919-788-0099

Accent Urgent Care
2406 Blue Ridge Rd, Ste 190
919-789-4322

Rex Hospital
4420 Lake Boone Trail
919-783-3100

DRUG STORES
Rite Aid
5631 Creedmoor Road
919-782-7330

CVS
6840 Glenwood Ave.
919-781-8604
DRY-CLEANING – SEE LAUNDRY/VALET
Guest self service laundry facilities are available on the 9th floor of the hotel. Same day dry cleaning service is available Monday-Friday. Garments should be brought to the front desk by 8:30 a.m. and will be delivered to your suite between 6:00-8:00 p.m. the same evening. Garments dropped off after 8:30 a.m. will be returned the following day between 6:00-8:00 p.m.

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

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 Embassy Suites Raleigh Crabtree hotel has 2 guest elevators located to the left of the front desk. In addition, there is one parking garage elevator centrally located on each of the 4 floors.

EMERGENCY PROCEDURES
The Embassy Suites Raleigh Crabtree 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 0 for the front desk.
• The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 0 will initiate the appropriate response.
• Paramedics, Fire Department, and the Police Department are all located approximately 5-10 minutes from the hotel.
• Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
• Emergency evacuation routes and procedures are located on the inside of all guest room doors.
• Nearest emergency room: Rex Hospital
• Nearest hospital: Rex Hospital

ENTERTAINMENT
The Embassy Suites Raleigh Crabtree has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The hotel requests that entertainment begin no earlier than 10 a.m. and end no later than 12:00 a.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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.

EXECUTIVE MEETING PACKAGES
The Embassy Suites Raleigh Crabtree has over 3,000 square feet of newly renovated meeting space overlooking our lush tropical atrium. We offer a variety of specialty menus created with the business client in mind as well as a wide range of up-to-date audio and visual equipment and accessories. Our experienced staff provides assurance that your specific requirements will be met and exceeded.
FAX MACHINES

Guests may send/receive facsimiles by using the hotel fax number. Charges may apply.

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FAX NUMBERS

For Guests: 919.782.7225
Catering/Convention Services office: 919.782.7225
Sales office: 919.782.7225
Reservations office: 919.782.7225

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FIRE CODES

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

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

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

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

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

Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.
No open flame devices shall be used in any meeting rooms. When necessary for ceremonial or religious purposes, the fire marshal having jurisdiction may permit open flame lighting under such restrictions as are necessary to avoid danger of ignition of combustible materials or injury to occupants. Fireworks of any kind are prohibited from use in or around the property.

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

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

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

FITNESS CENTER
Our hotel offers a 24/7 fitness center featuring leading edge cardio and resistance equipment by Precor.

Hours of Operation:
24 Hours

FLORGES
Our Banquet Department currently has one United States flag and one North Carolina State flag in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

FLORAL/FLORIST
Dogwood Tree Floral Design is our recommended special event florist. They can provide beautiful table and buffet centerpieces for your special event. They are available by appointment only. Please contact Mel Day at 919.829-4222 for further information.

North Raleigh Florist is our recommended florist for special occasion or anytime arrangements. They are open weekdays 9am-5pm and Sat 10am-5pm. Please contact them at 919.847.3381.
FOOD DONATIONS
Hilton is committed to assist our communities in the effort to alleviate hunger in this country. Our hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. We ask you to cooperate with us in this endeavor.

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GENERAL MANAGER

Chris Cramarossa joined the Embassy Suites Raleigh Crabtree in the month of December 2000 as General Manager. He has been in the hotel industry since 1985, previously holding positions as Chief Engineer, Embassy Suites Jacksonville/Boca Raton, Front Desk Manager Embassy Suites Boca Raton, Executive Housekeeper Embassy Suites Memphis, TN, Assistant General Manager Embassy Suites Memphis, TN.

Chris Cramarossa is thrilled to welcome your group to the Embassy Suites Raleigh Crabtree and is accessible as needed.

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GIFT IDEAS

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

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

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

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GRATUITIES
Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - $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.

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GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)
Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

- Automates the process of all reservations booked within or around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- No charge – it’s FREE

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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:

225 spacious and contemporary 2-room suites including:
- 173 King Suites
- 50 Double/Double Suites
- 2 Presidential Suites
- Handicapped Accessible Suites
- Smoking Suites Available

Suite Features
- Multi-million dollar renovation in 2008
- Private bedroom with one king or two double beds
- Separate living room with pull out sofa and work station
- Wet bar, mini refrigerator and microwave
- Two flat screen televisions with in-suite movies

North Carolina state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children) in king suites and 6 guests per room (adults/children) in double suites.

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.

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GUEST ROOM DELIVERIES
Bell Services delivers non-food or packaged deliveries to the guest rooms. A signature is required by recipient upon delivery.

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
Mitchells
4325 Glenwood Ave
Raleigh, NC 27612
919-782-8810
M-F 10:00-9:30 Sat 10:00-7:30 Sun noon-6:00

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

HOSPITALITY DESKS
Your Catering/Event Manager is happy to arrange a hospitality desk/registration table for your group. Hospitality desks are located in the lobby. Should you require a larger area for an office, 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**

Our hotel has two Presidential Suites that are often used as hospitality suites. These luxurious 2-bedroom 2-bathroom suites boast 1100 square feet of total space. Each suite has a large living area featuring a dining table, sideboard, wet bar with a microwave and mini refrigerator, sofa, 2 club chairs, a large leather ottoman and a flat screen television.

**HOTEL FACTS/HISTORY**
The following is a fact sheet for the [Embassy Suites Raleigh Crabtree](http://www.raleighcrabtree.embassysuites.com)

- **Location:** Raleigh, North Carolina
- **Address:** 4700 Creedmoor Road, Raleigh, NC 27612
- **Telephone:** 919-881-0000
- **Facsimile:** 919-782-7225
- **Reservations:** 919-881-0000
- **Website:** www.raleighcrabtree.embassysuites.com
- **Developer:** Felcor
- **Managed By:** Hilton Hotels
- **Grand Opening:** 1988
- **Last Renovation:** 2008
- **Architects:** Mastin Associates Inc.
- **Employees (Full-Time, Part-Time):** 45

**Brief Description:** Our all-suite property is centrally located in the heart of Raleigh. Directly across the street from Crabtree Valley Mall and minutes from downtown Raleigh we are easily accessible to a variety of shopping, dining and nightlife.

**Awards:**

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**HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 8:00a.m. and 4:30p.m weekdays, 9:00am-5:30pm Sat and 10:00am-6:30pm Sun. 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. Please note there is a maximum of four persons (including children) allowed per king room and six persons per double room.

Turndown service is available upon request.

**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 is available from 11:00 am-11:00 pm for lunch, dinner, snacks and beverage service. In-Room Dining can be reached at extension 7140 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of $2.50 per order.
INTERNET SERVICES

The Embassy Suites Raleigh Crabtree provides numerous Internet Services. Please contact the front desk for any questions or problems regarding internet services.

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KEY CARDS

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms.

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(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 Embassy Suites Raleigh Crabtree Managing Committee consists of the following people:

- General Manager: Chris Cramarossa, Extension 7160
- Director of Food & Beverage: Geoff Gaumer, Extension 7144
- Director of Finance: Peggy Leach, Extension 7104
- Director of Front Office: Chris Cramarossa, Extension 7160
- Executive Chef: Robert Chase, Extension 7140
- Director of Housekeeping: Donna Mills, Extension 7116
- Director of Engineering: George Weyrauch, Extension 7148
- Director of Sales and Marketing: Jason Berry, Extension 7110
- Director of Catering: Kyle Adams, Extension 7103

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LABOR

The Embassy Suites Raleigh Crabtree is a non-union hotel.

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LAUNDRY/VALET – SEE DRY CLEANING

Same day dry cleaning service is available Monday-Friday. Garments should be brought to the front desk by 8:30 a.m. and will be delivered to your suite between 6:00-8:00 p.m. the same evening. Garments dropped off after 8:30 a.m. will be returned the following day between 6:00-8:00 p.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 VIP transported by our hotel limousine or town car, or through an outside service. Blue Diamond Limousines & Sedans is our preferred service and can be reached at 919-772-9595.

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: White, Black, Champagne
Tablecloths: White, Black, Champagne

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

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

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

LOADING DOCK
The loading dock is located at the back of the hotel. The hours of operation are from 8:00 am to 5:00 pm. There are no deliveries or load-in/load out between the hours of < > p.m. and < > p.m. Please refer to The Exhibit Resource guide for details.

Embassy Suites Raleigh Crabtree
4700 Creedmoor Road
Raleigh, NC 27612
Dimensions:

Doorway < > Wide
< > Wide

Clearance to Service Elevators

Blast Header < >

Doorway < > Wide
< > Tall

LOCAL INFORMATION

Marbles Kids Museum and IMAX Theater  http://www.marbleskidsmuseum.org/
Frankie’s Fun Park  http://www.frankiesfunpark.com/raleigh/
Monkey Joes  http://www.monkeyjoes.com/Raleigh
Pullen Park  (919) 831-6468
NC State University  www.ncsu.edu
Meredith College  http://www.meredith.edu/
Shaw University  www.shawuniversity.edu/

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.

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**MAIL SERVICES**
If you have a large number of items that need to be mailed, or require shipping materials, we suggest the US Post Office. They are located across the street in the mall parking lot behind Barnes and Noble and offer complete mail services as well as materials.

They are open Monday through Friday from 9:00 a.m.- 6:00 p.m., and Saturday from 9:00 a.m.- 1:00 p.m.

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**MASTER ACCOUNTS**
See Sales Agreement.

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**MEDICAL FACILITIES/SERVICES**
Medical Services facilities nearby:

**Urgent Care/Emergency Room**

- **Urgent Care Facilities:**

  NextCare  
  6801 Pleasant Pines Drive  
  919-788-0099

  Accent Urgent Care  
  2406 Blue Ridge Rd, Ste 190  
  919-789-4322

  Rex Hospital  
  4420 Lake Boone Trail  
  919-783-3100

  ***Travel Time from hotel is 5-10 minutes***

**Ambulance**

In the event of an emergency and an ambulance is required please dial 911.

Hotel Address: 4700 Creedmoor Road, Raleigh, NC 27612

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MEETING PACKAGES
*Insert hotel specific text.*

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MEETING ROOM CAPACITIES

*See Meeting and Event Resource Guide*

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MEETING ROOM RENTAL
Meeting room rental at the Embassy Suites Raleigh Crabtree varies depending on event dates, size and scope. Please contact the hotel Sales office for additional details.

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

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

Basic meeting room set up is included in the room rental. 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.

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MUSIC/MUSICIANS
The Embassy Suites Raleigh Crabtree 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.

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NEWSPAPERS/PUBLICATIONS

A complimentary USA Today is delivered to guests Monday-Friday.
The local paper is available to purchase from the hotel gift shop on Saturday and Sunday.

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OFFICE EQUIPMENT/SUPPLIES

The rental of office equipment such as copiers, fax machines, computers etc can be arranged for groups. Please contact your Event/Catering manager for additional details.

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

FedEx Office
6820 Glenwood Ave
Raleigh, NC 27612
Phone: (919) 787-8636
Fax: (919) 787-8437
E-mail: usa1547@fedex.com

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PARKING

The Embassy Suites Raleigh Crabtree offers complimentary self-parking on-site.

If a group requires special parking arrangements please contact your Sales/Event Manager.

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PERSONALIZED ON-LINE GROUP PAGE (POG)

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

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

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PETS (POLICY)

Service animals are always welcome and must be accommodated. The Embassy Suites Raleigh Crabtree does allow pets but does require a non-refundable pet deposit of $25 per day.

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PHOTOGRAPHY
< > is a shop located <where>. Services include: film developing, one hour developing and photo enlarging.

<Name>
<Address>
<City State Zip>
<Phone>
<Email>
<Web address>
< > is a company that can also provide photography services for all occasions, special events, weddings, and groups.

<Name>
<Address>
<City State Zip>
<Phone>
<Email>
<Web address>

PIANOS
The Embassy Suites Raleigh Crabtree has 1 piano for use in the mezzanine.

POOLS
The Embassy Suites Raleigh Crabtree has an indoor heated pool located on the lobby level.

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
The Embassy Suites Raleigh Crabtree has an event readerboard in the main lobby. If you would like your group to be posted on the readerboard please see your Sales/Event Manager.

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.

PUBLIC TRANSPORTATION
*Hotel and city specific text.*
The <Name> is a shuttle that operates between < > a.m. and < > p.m.. The shuttle picks up and drops off near the front of the hotel. The fare is $[ ] per person one-way. Bulk purchases of the shuttle passes are available for your attendees. Please consult your Catering/Event Manager for a shuttle schedule.

There is no bus service in <city>. Taxis are available from the hotel front door 24 hours a day. They are also readily available at the airport and <where>. The <Name> Area Transit Authority operates bus service to and from the airport and downtown. The <Name> makes one stop between the airport and the Hilton. Cost is $[ ] each way.

RECYCLING
*Insert hotel specific text.*
**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.

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**REGISTRATION DESKS**
Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in <where> near the group’s check-in. 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 days use.

Should you require a larger area for an office, 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.

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**RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM**
 Expedited reservation processing straight from your rooming list into our system.
  - Eliminates dual entry process
  - Accurate and efficient reservations
  - Supports 3rd Party Clearinghouses
  - No charge – it’s FREE

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**RESTAURANTS/LOUNGES**

*Brief description*

*Photo*

*Hours and days of operation*

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

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**RESTROOMS**
Public restrooms are located in the following areas:
RESUMES
Resumes are no longer accepted on property. Applicants are asked to visit Hiltonfamily.jobs to inquire about job openings.

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

ROBES
Embassy Suites robes will be provided for Diamond Hilton Honors members. If you would like to purchase a robe, they are available for an additional fee.

SAFES/SAFE DEPOSIT BOXES
Embassy Suites Raleigh Crabtree has complimentary safe deposit boxes available at the front desk. There are no in room safes.

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.

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 note that the hotel storage facilities are extremely limited.

Please do not ship valuables. We cannot be responsible for contents.
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 **<Name>

The <Name> utilizes <Name>, <Name>, and <Name> for our shipping needs. Please see <Name> 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**
*Please list hotel shops and local shops.*

**Crabtree Valley Mall**
4325 Glenwood Ave
Raleigh, NC 27612
Monday - Saturday 10am - 9pm; Sunday 12noon - 6pm
919-787-8993
www.crabtree-valley-mall.com

**SIGNAGE/BANNERS**
The Embassy Suites Raleigh Crabtree 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. Hotel personnel must provide the labor to hang the signs.

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

SITE INSPECTION/PRE-PLANNING
Please contact your Sales/Event Manager to schedule pre-planning or site inspections.

SMOKING
The Embassy Suites Raleigh Crabtree has one floor designated as a smoking floor. All the public spaces and meeting rooms are smoke free.

SOUND SYSTEM
The hotel meeting/banquet rooms do not have house sound. Please contact your Catering/Event Manager with questions. A sounds system can be provided at an additional cost. Please contact Kyle Adams, Director of Catering, at 919-645-1463 for additional information.

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

SPORT
*Sustainable Property Operations Results Tracking*
SPORT is an integrated, performance based system, built into our HEAT system that looks at all of the key focus areas in terms of sustainability and operational best practices. Your Catering/Event Manager can share detailed information.
STORAGE
Storage for your advance boxes and convention supplies is quite limited at the Embassy Suites Raleigh Crabtree. 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. If shipping valuables, please make arrangements to hire and pay for outside security.

SUITES
The Embassy Suites Raleigh Crabtree is an all suite property. All of our guest rooms are over 400 square feet and include a living area with a separate bedroom.

SUSTAINABILITY
Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:
- Enhance the guest experience
- Engage our employees
- Improve operational efficiency
- Advance building design
- Strengthen our partnerships
- Serve our communities
- Protect our global environment
- Enrich our Family of Hotels

TAXES
The current North Carolina State General Excise Tax is 7.75%. The current North Carolina State Hotel Tax is 6% (includes state tax).

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.
TAXICABS
For the city of Raleigh, there are many taxi companies available to our guests. The Embassy Suites Raleigh Crabtree recommends Rapid Response at 919-218-4729 or Cardinal at 919-302-3003.

The standard rate for transfers from the RDU International Airport to the Embassy Suites Raleigh is approximately $25 plus gratuity.

TEAM MEMBER RECOGNITION
Embassy Suites Raleigh Crabtree is proud of our talented staff. The hotel participates in corporate recognition programs as well as property level recognition events.

TELEPHONE/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.
- Speaker Phone @ $75 per day, hardware rental only, price does not include phone line.

Internet Access
- Broadband Access – T1.5 or greater (Call for price quote)
- DSL (Call for price quote)
- Devices (call for price quote)

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>9+911</td>
<td>No Charge</td>
</tr>
<tr>
<td>Room to Room</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
<tr>
<td>Local</td>
<td>9+Number</td>
<td>Local Rate</td>
</tr>
<tr>
<td>$.10 per minute after 60 minutes</td>
<td>9+1+Number</td>
<td>Toll Free 1st 60</td>
</tr>
<tr>
<td>800/888/8xx toll free minutes $.10</td>
<td>9+1+Number</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>Long Distance assisted rate less 50%</td>
<td>9+11+CC+CC+</td>
<td>AT&amp;T Operator</td>
</tr>
<tr>
<td>International assisted rate (by country)</td>
<td>9+011+</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. AT&T 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. Press MESSAGE key.
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
128kb lines for Internet access $9.95 per 24 hours
Higher speed ISDN lines available (Inquire)
1.5 megabyte (options) (Inquire)

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:

Savvi Formalwear
6212-106 Glenwood Avenue
Raleigh, NC 27612
(919) 783-8911
http://www.savvincgowns.com

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

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

The following companies have wheelchairs for rent and will deliver to the Embassy Suites Raleigh:

*Medical Supercenter of Raleigh*
*Raleigh, NC*
*919-981-0700*
*www.Medicalsupercenter.com*
*M-Sa 9am-6pm*

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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**
  
  Providence Baptist
  
  6339 Glenwood Ave
  
  Raleigh, NC
  
  919-326-3000
  
  Sunday 8am, 9:30 am, 11am

- **Buddhist**
  
  Kadampa Center
  
  5412 Etta Burke Court
  
  Raleigh, NC 27606
  
  (919) 859-3433
  
  http://www.kadampa-center.org/index.php
• Catholic
  Our Lady of Lourdes
  2718 Overbrook Drive
  Raleigh, NC 27608
  919-861-4600
  Saturday 5pm, Sunday 9am & 11:30 am, Mon-Thurs 8am, Fri 8:15

• Christian
  Hillyer Memorial Christian Church
  718 Hillsborough Street
  Raleigh, NC 27603
  919-832-7112
  Sunday 9am & 11am

• Church of God
  Deliverance Holy church of God
  626 Capital Blvd.
  Raleigh, NC 27603
  919-833-4085

• Episcopal
  St. Timothy's Episcopal Church
  4523 Six Forks Road
  Raleigh, NC
  919-787-7590
  Sun 9am & 11am, Wed 10:30 am

• Jehovah’s Witness
  Cary Congregation
  516 Reedy Creek Road
  Cary, NC 27513
  919-481-4352
  www.watchtower.org

• Jewish
  Temple Beth Or
  5315 Creedmoor Rd
  Raleigh, NC 27612
  919-848-1573
  Friday 6:30 pm, Sat 10:30 am

• Lutheran
  Good Sheperd
  7000 Creedmoor Road
  Raleigh, NC 27613
  919-848-1573
  www.gspchurch.org
• Methodist  
  Benson Memorial  
  4706 Creedmoor Rd  
  Raleigh, NC 27612  
  919-787-0789  
  Sun 8:45 am & 11:00 am

• Mormon  
  Raleigh First Ward  
  5060 Six Forks Rd  
  Raleigh, NC 27609  
  919-782-7367  
  www.lds.org

• Pentecostal  
  Emmanuel Pentacostal Holiness  
  521 Polk Street  
  Raleigh, NC 27604  
  919-832-2100  
  www.iphc.org

• Presbyterian  
  St. Andrews Presbyterian  
  7506 Falls of Neuse Rd  
  Raleigh, NC 27615  
  919-847-1913  
  www.sapc.com

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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. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman’s desk.