



Meeting & Event Resource Guide

The right setting can work wonders to ensure a successful meeting. And when that meeting demands the prestige affiliated with one of the nation's grand hotels, The Waldorf=Astoria is the location of choice. Just steps away from the world's most famous attractions, and minutes away from three International Airports, the Waldorf=Astoria provides endless options in entertainment and is easily accessible from anywhere in the world.

With 60,000 feet of renovated or restored meeting room space, The Waldorf=Astoria offers access to an incomparable collection of meeting and special event venues. An array of majestic function space provides a unique variety of settings. 40 world-class banquet rooms accommodate from 10 to 1,500 in renowned architectural style. Outstanding facilities are complemented by the dedicated services of a sales, catering and culinary team with unrivaled events experience including the World Economic Forum and exclusive weddings.

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.

The Waldorf=Astoria
301 Park Avenue
New York, NY 10022
(212)355-3000
www.waldorfnewyork.com

**At the Waldorf=Astoria, we not only host meetings,
we create experiences and memories
that will last a lifetime.**



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MEETING PLANNERS GUIDE

I. HOTEL SERVICES

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Guest rooms that comply with ADA are available throughout the hotel, with features such as roll-in showers, low sinks with insulated pipes, grab bars in the lavatories, and flashing fire alarms, doorbells and telephones. Because there are a limited number of accessible accommodations, with different features, it is important for attendees to advise the hotel in advance of any special requirements.

Telephones can be used with hearing assistance devices. The hotel should be informed of any auxiliary aid needs, so that proper arrangements can be made.

Elevator buttons and guestroom numbers are in Braille. The public space has accessible public telephones and restrooms. Wheelchair access to the hotel is from 49th or 50th street through the motor entrance to the east elevator bank.

Wheelchairs can be obtained through our Security Department at extension 4642. If you know a guest will require assistance, please request a wheelchair in advance from your meetings and conventions contact.

The Hilton and Empire Rooms can only be accessed by stairs at this time; however, provisions can be made to add ramps, and hotel security will assist anyone who requires their services. Please advise your meetings and conventions contact if you anticipate the need for special arrangements in the Hilton or Empire room.

If you have any guests who require the assistance of listening devices in any meeting room or function space, we suggest you contact the sales office of our audio visual company, *Presentation Services*, at 212-872-7390, or *Sound Associates* at 212-757-5679.

ATTRITION

(Convention Industry Council – Project Attrition)

Meeting Planner timeline for events with a signed contract

The following planning template is a product of the Convention Industry Council's Project Attrition. In early 2003, industry leadership gathered together and funded an initiative that was designed to broaden the awareness among industry professionals about attrition and its impact on the meetings, conventions and exhibitions industry. The initiative is Project Attrition.

This tool, Template 1 and others (see Templates 2 and 3) were designed to assist the professional meeting planner, trade show organizer, and the industry suppliers in managing today's number one problem, attrition. This timeline is for an event to be conducted in the next year and an attrition fee is anticipated. This timeline offers a series of tactical suggestions designed to help minimize potential attrition and maximize the utilization of the convention-contracted guest room blocks.

12 months out and prior

- ◆ Review all signed hotel contracts for upcoming years.
- ◆ If based on current trends and recent history the guest room block needs to be adjusted and/or reduced, contact the hotel immediately. One or more years prior to arrival are the most opportune time to reduce a guest room block and thus reduce attrition liability. With a year or more notice, the hotel may have the opportunity to resell the guest rooms.
- ◆ If the guest room block in the signed contract is in line with the current trends and recent history, review the rest of the contract and communicate to the hotel any changes and/or updates in the organization's policies and procedures, i.e. changes in registration procedures, enhanced technology enabling one-stop shopping for housing and registration, etc.
- ◆ Set target dates to review guest room pickup beginning with the date guest room registration opens.
- ◆ Review all marketing opportunities for the organization to partner with the host hotel(s) to encourage attendees to secure a guest room at the convention-contracted hotel(s). Plan to communicate multiple messages to the attendees prior the reservation cutoff date.
- ◆ Provide value-added commodities to attendees that reserve a guest room at the convention-contracted hotel(s), i.e. car rental discount, ground transportation discount, tickets to special events in the host city, etc.

ATTRITION – Continued

4 – 6 months out

- ◆ Prior to registration opening, establish a process to track registered attendees who have not made a guest room reservation at the convention-contracted hotel(s).
- ◆ Open guest room housing.
- ◆ Schedule to review guest room pickup on a bi-weekly basis (or other time frame that meets the needs of the organization and hotels) with the convention-contracted hotel(s).
- ◆ Monitor convention-contracted hotel(s) web sites for guest room rates advertised over the event dates that are lower than the convention guest room rate.
- ◆ Call convention-contracted hotel(s) toll free telephone number for central reservation systems and audit the convention-contracted rate and other promotional rates over the event dates.
- ◆ Distribute several messages promoting the convention-contracted hotel(s) and the benefit of staying at the convention-contracted hotel(s) to the potential attendees via fax, email, e-newsletters and/or direct mail.
- ◆ Create a pace report. Track the guest room pickup of the current year and compare it with the previous year on a weekly basis.
- ◆ In the event the guest room pickup pace is below the previous year, contact the convention-contracted hotel(s) immediately and ask to release guest rooms if necessary. It is best to communicate with the convention-contracted hotel(s) as soon as possible.
- ◆ Review other vendor contracts that are affected by attendance. Confirm or revise the contracted numbers accordingly. Examples of other vendors include transportation companies and outside caterers.

2 – 4 months out

- ◆ Schedule to review guest room pickup on a weekly basis with the convention-contracted hotel(s).
- ◆ If the guest room pickup is below pace (and expectations), increase the marketing efforts to the targeted audience (email blast, etc.)
- ◆ Obtain guest list of reservations inside the group block at the convention-contracted hotel(s). Identify registered attendees who do not have a guest room reservation at the convention-contracted hotel(s) and call them.

Continue to monitor convention-contracted hotel(s) web sites and toll free number for central reservations for guest room rates advertised over the event dates that are lower than the convention guest room rate.

ATTRITION – Continued

Analyze the registration and reservations of the event exhibitors. If required, assess the collection of pre-payments and/or deposits.

- ◆ In the event the guest room pickup pace is down, contact the convention-contracted hotel(s) immediately and ask to release guest rooms if necessary. It is best to communicate with the convention-contracted hotel(s) as soon as possible. At this stage, the organization should be prepared to reduce the contracted meeting space proportionately to the reduction in the contracted guest room block.

1 – 2 months out

- ◆ Continue to review guest room pickup on a weekly basis with the convention-contracted hotel(s).
- ◆ Continue marketing efforts to the targeted audience.
- ◆ The guest room reservation cutoff date is usually between 3-5 weeks prior to the first day of the event.
 - ✓ If necessary, ask the convention-contracted hotel(s) if it is possible to extend the reservation cutoff date.
 - ✓ If the reservation cutoff date is extended, ask the hotel if it will continue to accept the contracted guest room rate.
 - ✓ If necessary, ask the convention-contracted hotel(s) to allow attendees to make guest room reservations directly with the hotel.
- ◆ Be prepared to review overall guest room pickup and the potential of attrition liability.
 - ✓ Ask the convention-contracted hotel if it will consider a fire sale (the promotion of a last minute guest room rate significantly reduced below the convention-contracted rate). Ensure that the group will get credit for the guest rooms reserved in this rate category. This is a fairly new concept that many hotels may be unfamiliar with. It most likely will require discussion.

30 days out

- ◆ Schedule to review guest room pickup twice a week or as needed with the convention-contracted hotel(s).
- ◆ Prepare an attendee evaluation that specifically addresses the guest room usage of the attendees for distribution on-site.
- ◆ Finalize planning details for the event (Banquet Event Orders (BEOs), convention resume, etc.)
- ◆ Continue to follow the recommendations outlined above.
- ◆ Replace cancelled reservation with new bookings.

ATTRITION - Continued

On-Site

- ◆ Schedule a meeting separately from the pre-convention meeting to discuss any issues surrounding the guest room pickup and attrition liability.
- ◆ Ensure the focus of the pre-convention meeting is on the event and the attendees' expectations and needs.
- ◆ Conduct a daily meeting with the designated hotel individual(s) to review previous night's guest room pickup, cancellations, and no-shows.
- ◆ Conduct a daily meeting with the designated hotel individual(s) to compare the event registration list with the hotel(s) guest list. The organization should receive credit for guest rooms reserved outside of the convention-contracted block.
- ◆ Distribute the attendee evaluation and promote its importance to the attendees. Try to collect as many completed evaluations as possible. Make daily announcements encouraging attendees to complete the evaluation.

Post-Convention

- ◆ Conduct a hotel audit with the designated hotel individual(s) comparing the event registration list with the hotel(s) guest list. The organization should receive credit for guest rooms reserved outside of the convention-contracted block.
- ◆ Collect final pickup report(s) from the convention-contracted hotel(s). This will be the final guest room history report for the event.
- ◆ Compile attendee evaluations.
- ◆ Compare the guest room pickup to the contract for the following year. Make any necessary changes to the guest room block at the convention-contracted hotel(s).

AUDIOVISUAL

Our in-house audiovisual company is **Presentation Services**. The direct number for the projection sales office at The Waldorf=Astoria is **212-872-7390**.

We recommend Presentation Services for all your audiovisual needs. Should you wish to use an outside AV company, please contact your Event Services manager for further information.

The Waldorf=Astoria has built-in, state-of-the-art sound systems in the Grand Ballroom and in all of our larger function rooms. There is also a house screen, which measures 20' x 24', in the Grand Ballroom.

Please refer to the Production Guidelines located in this guide for labor and union regulations pertaining to audio visual companies.

BANQUET INFORMATION AND CHARGES

- 1) **ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** You agree to confirm with us the assigned function space before printing any materials listing specific meeting or function locations. The schedule of events listed in your function space, indicates the space that is tentatively being held for your event and will be held on a definite basis upon signing of the contract by both parties. 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. Please contact the hotel at least one month before your event to review and confirm the details for your event, including menus, decorations, entertainment and beverage service. Upon review of your event requirements, Banquet Event Orders (“BEO”) will be sent to you to confirm all final arrangements and prices. These BEO’s must be signed and returned prior to the event and will serve as a part of this agreement.

- 2) **GUARANTEE OF ANTICIPATED REVENUE:** At least 48 hours (two business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. If the event is held, but the Hotel does not realize the total revenue anticipated from your event, you agree to pay performance damages. The damages owed will be the amount articulated in your contract as the minimum food, beverage and/or rental requirement. You will be charged based on the event guarantee that you give us or the anticipated revenue indicated at the time you signed this agreement, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.

- 3) **DEPOSITS/TAXES:** We may request that you pay a deposit of 50% of the estimated dollar value of the event when you sign this agreement. In addition to the anticipated charges set forth in the schedule of events, you agree to pay separately any and all federal, state, municipal or other taxes imposed on or applicable to your event. In the State of New York, service charges and public room rental are subject to a 8.375% tax.

BANQUET INFORMATION – Continued

- 4) **CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, the parties agree on the following amounts to be paid by you to us upon notice of cancellation as liquidated damages:
- a) More than nine months prior to the scheduled date: An amount equal to one-third of the estimated food, beverage and meeting room revenue.
 - b) More than 90 days to nine months prior to the scheduled date: An amount equal to one-half of the estimated food, beverage and meeting room revenue.
 - c) 90 days to arrival date: An amount equal to seventy-five percent of the estimated food, beverage and meeting room revenue.
 - d) As products and services must be purchased and scheduled in advance, notification three (3) business days or less before the event will require that 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.
- 5) **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 business days prior to your function or by personal bank check two weeks prior to your function. We may terminate this agreement and retain the portion of your deposit or seek additional amounts necessary to equal the cancellation fee provided in paragraph 3 if payment is not made as agreed. 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 or 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 ____ . If credit has been approved, you will provide us with your credit card information at the time of your function.

BANQUET INFORMATION – Continued

- 6) **LABOR CHARGE:** If the guaranteed number for your event is less than twenty-five (25) persons, we will add a \$125.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- a) **OVERTIME:** There will be a charge for every additional half hour or fraction thereof, for each waiter, waitress, captain and where applicable, each bus helper and/or bartender who helps in the Event if service has not been completed:
- i) Breakfast/Continental Breakfast – After two (2) hours from the start of the event, and/or if the event begins prior to 8:00 AM, overtime charges will apply.
 - ii) Lunch – After two and a half (2 ½) hours from the start of the event, with or without Reception.
 - iii) Reception/Afternoon Tea – After two (2) hours from the start of this event.
 - iv) Dinner/Supper – After three and a half (3 ½) hours from the start of the event, not including Reception.
 - v) Dinner/Dance – After four and a half (4 ½) hours, provided that dinner services has been completed within three and a half (3 ½) hours, not including Reception.
 - vi) Dance – After four (4) hours from the start of the event, providing there is not food service.

Overtime Rate – After completion of the time designated above, which is determined by the time service personnel have cleared and left the room, overtime charges will begin at the rate of \$16.68 per half hour or increment thereof, per service personnel including all captains, waiters, bartenders and bus help assigned to this event. When an earlier set up for linen or complete table set up is required, the charge of \$33.35 per man, per hour (minimum 2 hours).

7. **AUDIO VISUAL:** AV Technicians (PSAV employees) are covered by our Collective Bargaining Agreement and its provisions. As such, work by an outside vendor cannot “adversely affect” a PSAV employee and a PSAV employee must be employed for each outside vendor tech engaged at a rate of \$105 per hour.
8. **OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final BEO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

BANQUET INFORMATION – Continued

9. **GRATUITY AND SERVICE CHARGE:** A 23% charge will be added to your bill total plus applicable state or local tax. A portion of this charge will be gratuity as calculated by the following formula and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. This amount of gratuity will be 15% (or the current gratuity in effect on the day of the event pursuant to the applicable Union contract) of the greater of either: (x) the food and beverage total, or (y) 96.3% of the food and beverage, room rental, audio visual (please refer to the PSAV contract) and other sundry charges. The remainder of the 23% charge will be a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the event.
10. **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
11. **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, contractors, or agents.
12. **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.
13. **DISPLAYS AND DECORATIONS; YOUR PROPERTY:** 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 prior 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.
14. **SECURITY:** If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our prior approval. Such security personnel may not carry weapons.

Initial Here

BANQUET INFORMATION – Continued

15. **CONDUCT OF EVENT:** You agree to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations, and our rules, copies of which are available from the hotel's sales department. You agree to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. For the safety of persons and property, no fireworks or incendiary devices may be used indoors at the hotel. 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.
16. **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. 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.
17. **FIRE SAFETY:** All room sets must be in compliance with the local Fire Department regulations pertaining to occupancy load, mandatory aisles and ceiling clearance and 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, floorplan approval and stand-by fire watch are your responsibility and final approved copies must be received at least three days prior to the event.
18. **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.
19. **DELIVERIES:** Arrangements for delivery of packages should be made through the catering office. 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).

BANQUET INFORMATION – Continued

20. **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 Hotels 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.
21. **COMPLIANCE WITH LAWS.** Group agrees to comply with all applicable federal, state and local laws, including health and safety codes and federal anti-terrorism laws and regulations. Group agrees to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. Group represents, warrants and agrees that it is currently, and at the time of the event which is the subject of this contract will be, in compliance with all applicable local, state, federal regulations or laws, including but not limited to, all provisions of the Patriot Act and regulations or requests of the U.S. Department of Homeland Security and the Office of Foreign Assets Control in the U.S. Department of the Treasury.
22. **COLLECTION/ATTORNEY'S FEES:** The parties agree that in the event that any dispute arises in any way relating to or arising out of this contract, the prevailing party in any arbitration or court proceeding will be entitled to recover an award of its reasonable attorney's fees and costs, plus pre and post judgment interest. If the hotel retains the services of a collection agency or attorney to assist in the collection of any amounts due under this agreement, you will pay all expenses incurred by us in such collection efforts.
23. **ARBITRATION:** The parties agree that subject to the exclusion of intellectual property matters as set forth below, any dispute in any way arising out of or relating to this contract will be resolved by arbitration before JAMS or American Arbitration Association in the state and city in which the hotel is located, or the closest available location; provided, however, a dispute relating to patents, trademarks, trade dress, copyrights, trade secrets, false advertising, false representation, unfair competition and/or infringement of intellectual property rights shall not be subject to this provision. The parties further agree that in any arbitration proceeding they may conduct reasonable discovery pursuant to the arbitration rules, that the law of the state in which the hotel is located will be the governing law, and any arbitration award will be enforceable in state or federal court.
24. **AMENDMENTS/CHANGES:** The parties agree that any amendments or changes to the arrangements described in this contract must be made in writing, signed by both you and us, provided, however, that this contract includes all signed or unsigned banquet event orders (and the terms and conditions contained therein and attached thereto) issued by us for this and related events.\

BANQUET INFORMATION (Continued)

25. **INSURANCE:** You agree, if requested by us, to obtain and keep in force, during the term of its occupancy and use of our premises for your event, policies of general liability insurance, specifically referring to and including the contractual liability referred to herein, premises-operations, broad form property damage, independent contractors coverage, and personal injury liability with limits of \$1,000,000.00 with such responsible insurance companies satisfactory to us; and, if applicable, worker's compensation insurance to statutory limits, employer's liability insurance with limits of \$100,000.00 and automobile liability insurance covering all owned, non-owned and hired vehicles with limits satisfactory to us. You agree to include Hlt NY Waldorf LLC, dba Waldorf=Astoria and Hilton Hotels Corporation and each of such entities' owners, subsidiaries and affiliates now or hereafter existing are additional insureds in such policies thereunder. Your insurance will be considered primary of any similar insurance carried by us. You agree to deliver to us at least three (3) days prior to your event copies of certificates of insurance for each policy required by us.
26. **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 war in the United States make it illegal or impossible for the hotel to hold the event.

BUSINESS CENTER

Telephone: **212-872-4950** (in-house **extension 4950**)

We highly recommend our Business Center for comprehensive and convenient business event solutions ranging from production of meeting materials to meeting support personnel. The Business Center can pre-produce your meeting materials at pricing competitive with your local vendor. Eliminate shipping costs, chance of lost boxes and shipping damage to large signs. Document Technologies, Inc., a national document services company, provides our services and operates a midtown 24/7 production center lending back-up support.

The Business Center hours are as follows:

Monday - Friday - 7am to 9pm

Saturday & Sunday from 9am to 5pm

Schedule may vary on national holidays.

Extended hours arrangement available, please call 212-872-4950 for further information.

The Business Center is located off the main lobby. Services include rental of cellular phones, beepers, and all office equipment, as well as fax receipt (212-872-7272) and transmission, Xerox copying, producing overhead transparencies, and providing secretarial and translation services and workstations.

CARPENTER SERVICES

FUNCTION SPACE SET-UPS and/or ASSISTING A COMPANY

Labor charge is \$100.00 per man per hour. From 6:02am to 11:59pm, there is 4-hour minimum. From 12m to 6:01am, there is a 7-hour minimum.

1. Labor charge for the Ballroom stage includes all work needed for the Ballroom. *Example:* Setting a podium, head table or hanging a banner on stage is included in the general set-up fee; banners hung in the Ballroom will NOT be charged separately if set-up is involved. However, if general set-up is not required, there will be a charge for hanging the banner.
2. Clients MUST be charged for the tear-down of the stage in addition to the set-up.

SERVICE & EQUIPMENT

1. **Banners:** Installation (including tear-down) is \$150.00 for all function rooms.
2. **Curtain Operator:** \$100.00 per hour rate (4-hour minimum)
3. **Hang AV Screens:** Carpenters will hang projection screens next to the stage in the corners. General hourly rates apply for set-up. The carpenter is also responsible for lowering the house screen on stage.
4. **Removal of ballroom carpet:** This generally requires two carpenters & usually takes two hours. Charges will also apply to replace the carpet. The set-up charge is not for two men; rather one set-up charge will apply for the hours worked.
5. **Piano on stage:** The piano may be removed from stage by placing it in the well of the stage. The client will be charged for both the removal and replacement of the piano.
6. **Please refer to the [Carpentry Price List](#) located in the Appendix section of this Guide.**

CATERING

Your Catering Sales manager can assist you with all of your catering needs. Sample conference menus are enclosed for your information. The main phone number for Catering Department is **212-872-4800**.

CHECKROOM (Coat Check)

Luggage and coat check service at the Waldorf=Astoria is provided by Planetary Recreations.

The luggage checkroom **212-872-4610** is on the garage level and is open from 6:30 a.m. to 8:30 p.m. seven days a week (accessible 24 hours a day via the bell captain in the lobby). Luggage storage is complimentary for hotel guests.

Coat Check Prices: Prices quoted are for one attendant.

\$3.75 per person based on the final guarantee or the number of guests attending in excess of the final guarantee. Minimum checkroom charge is \$75.00 per man-hour or part man-hour thereafter, with minimum of five hours. (i.e., the minimum charge is \$375.00 or a guarantee of 100 for up to five hours.) Minimum rates are quoted on the basis of one staffed checkroom attendant

DELIVERIES

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 \$2.50 per item/per move.

DELIVERY INSTRUCTIONS

Please have **EACH BOX** marked with the following information and sent to the following address no sooner than (1) day prior to your function:

THE WALDORF=ASTORIA

Package Room

120 East 50th Street (between Park Avenue & Lexington Avenue)

New York, NY 10022

Attn: Event Services Manager/Catering Manager

Hold for: (name of organization/company and date of event)

The general hours of the Package Room are 6:30am-8pm.

If you are sending more than (25) boxes, please advise us (1) week in advance to ensure available storage space.

ELECTRICAL CHARGES

All electrical work must be done under the supervision of a licensed electrician as required by NYC Electrical Code. The Waldorf=Astoria maintains a licensed electrician on property to meet this requirement. All electrical installations must meet NYC electrical code. Guidance and information on current regulations can be provided.

Labor

\$100 per man per hour. From 6:02am to 11:59pm, there is a minimum of (4) hours. From 12m to 6:01am, there is a 7-hour minimum.

Rates apply week days, weekends and holidays

Grand Ballroom: The Grand Ballroom requires a house light operator at any time the room is occupied.

House Lights Operator, Follow Spots with Operator

\$100 per man per hour, four (4) hour minimum

Electrical Licensing & Filing

\$200 New York City & Fire Underwriters electrical inspection filing fee. This fee is billed to the Master Account for all exhibits as required by New York City code.

Electrical Price List - Please refer to [full Price List](#) in the Appendix section of this guide.

Please refer to the Production Guidelines in this Guide for full labor and equipment information.

EXHIBITOR CHARGES AND INFORMATION

Your Event Services Manager will provide you or your drayage company with electrical & service order forms to forward to exhibitors.

Price List - Please refer to full Price List in the Appendix section of this guide.

STANDARD CONDITIONS FOR EXHIBITS

The New York City Code requires that no electrical equipment or apparatus can be connected unless it conforms to its electrical code. The Hotel will supply an electrician to correct any minor infractions at stated labor cost. WIRING REGULATIONS ARE BASED ON THE ELECTRICAL CODE OF THE CITY OF NEW YORK.

NON-INFLAMMABLE MATERIALS: All materials used in the Exhibit Hall, Ballroom or any other room of the Hotel MUST be non-inflammable to conform with the Fire Regulations of NYC Electrical wiring and equipment installation must conform to appropriate NYC codes. Material not confirming with such regulations will be removed immediately at the exhibitor's expense. Engines, motors or any kind of equipment may be operated only with the consent of the Director of Engineering of the Hotel.

SPECIAL NOTICES: No nails or bracing wires used in erecting displays may be attached to building without written consent of the Director of Engineering at the Hotel. All property destroyed or damaged by exhibitors must be replaced in its original condition by the exhibitor or at the exhibitor's expense.

All material and equipment furnished by The Waldorf=Astoria will to remain its property and will be removed by The Waldorf=Astoria after close of show.

The Electrical General Foreman is obligated to refuse connections where wiring is not in accordance with the NYC electric code.

LIABILITY: The Hotel will not be responsible for any injury, loss or damage that may occur to the exhibitor, the exhibitor's employees or property, or to any other person, prior, during, or subsequent to the period covered by the exhibit contract, provided said injury, loss or damage is not caused by the willful negligence or wrongful act of an employee of the Hotel. Each exhibitor expressly releases the Hotel from such liabilities and agrees to indemnify the Hotel against any and all claims for such injury, loss or damage.

EXHIBITOR CHARGES AND INFORMATION – Continued

INSURANCE: Exhibitors who desire to carry insurance on their exhibits must place it at their own expense.

Please refer to the Exhibit and Production Guidelines in this Guide for additional information on labor, regulations and charges.

FITNESS CENTER

The Fitness Center is a perfect complement for your convention and meeting needs. Located on the 5th floor, the Fitness Center offers our hotel guests a full range of cardio, strength, and conditioning equipment with a large selection of free weights. The Fitness Center does not offer lockers, showers or a steam room.

Fitness Center Access Fees:

\$15 per day

Hours of Operation:

24 Hours a day with Key Card Access

Attendants Hours

Monday- Friday 5:00am - 8:00pm

Saturday & Sunday 6:00am - 6:00pm

For further information please call (212) 872-4970 (In House extension 4970)

FLORIST

Telephone: **212-872-4581** (in-house **extension 4581**)

Floralia Decorators, located in the Waldorf=Astoria Hotel, ground level, is our recommended hotel florist. For further information, contact Peter Grontas, Marc Eliot or Lawton Tootle.

Hours:

Monday-Saturday: 8 a.m. - 6 p.m.

Sunday - Closed

FUNCTION SPACE BROCHURE

The Waldorf=Astoria function space brochure, containing floor plans, meeting room dimensions, capacities, and additional information, is enclosed at the back of this guide. Please contact your Event Services Manager if you have any questions or if you would like floor plans to scale.

GUEST ROOM INFORMATION

The Waldorf=Astoria and Waldorf Towers together have 1,415 individually decorated guestrooms and suites.

The Waldorf Towers occupies the 28th - 42nd floors of the hotel. The Towers, a Waldorf=Astoria Collection hotel and a member of *The Leading Hotels of the World*, is a “hotel within a hotel”, with a private entrance on 50th Street.

The Astoria level, featuring upgraded accommodations and amenities, occupies the 26th floor of the main hotel. There is a concierge lounge on the 26th floor, which is available to Astoria level and Towers guests, and offers complimentary continental breakfast, hors d’oeuvres, desserts, and non-alcoholic beverages.

The Waldorf=Astoria main hotel has guestrooms from the 5th –17th floors as well as the 19th - 24th floors, plus the Astoria level. Most of the guestrooms in the main hotel, and all of the newly renovated accommodations below the Astoria level, are on non-smoking floors.

The Waldorf Towers has 65 guestrooms and 115 suites, and the Waldorf=Astoria has 1017 guestrooms and 195 suites. The main hotel accommodations include 15 Astoria level guestrooms and 8 Astoria level junior suites and suites.

HOSPITALITY

You can contact our Hospitality Manager at **212-872-4898** (in-house extension 4898) for any meeting or food & beverage needs in your guestroom accommodations.

HOTEL HISTORY

The Waldorf=Astoria A Reflection of American History

For months, construction workers and scaffolding kept the building largely hidden from view, but savvy New Yorkers knew something extraordinary was going on. Hardly a day passed that an important dignitary didn't sweep up to the site in a limousine, while columnists like Cholly Knickerbocker kept America's curiosity quotient running high with tidbits on the progress of the "world's biggest hotel."

Still, strollers who happened to be promenading on Park Avenue on October 1, 1931, the day The Waldorf=Astoria shed its cloak and opened its doors, were overwhelmed by the dazzling sight that greeted them. Thousands of onlookers watched as the police held back traffic on Park Avenue to allow stately rug bearers to ceremoniously lay 50 red carpets in front of the main entrance.

The mighty 2,200-room hotel – then the world's largest and tallest – occupied the entire city block from Park Avenue to Lexington Avenue and 49th to 50th streets. From its graceful porte-cochere and gold-leaf frieze above the doorway, the Queen of Hotels soared 42 floors above midtown Manhattan, earning it the appellation of New York's first skyscraper hotel.

From his office in the White House, President Herbert Hoover delivered a message of congratulations on the hotel's opening. The president's words were more than dutiful expressions of praise – after leaving office, he became a permanent resident of The Waldorf Towers, the luxurious "hotel within a hotel" that occupies the 28th through the 42nd floors.

The hotel that opened on that fall day in 1931, and became an international legend, was actually the continuation of a tradition that started almost 40 years earlier.

In 1893, millionaire William Waldorf Astor launched the 13-story Waldorf Hotel at Fifth Avenue near 34th Street. Designed by renowned architect Henry Hardenbergh, The Waldorf was the embodiment of Astor's vision of a New York hostelry that would appeal to his wealthy friends by combining the opulence of a European hotel with the warmth and comfort of a luxurious residence.

New York's most distinguished families quickly gave their stamp of approval to Astor's magnificent hotel (which even boasted rooms with private baths!) by moving their elegant dinner parties from their lavish homes to The Waldorf. Indeed, The Waldorf was the first hotel to host a society charity ball. Four years later, the 17-story Astoria Hotel, erected on an adjacent site by William Waldorf Astoria's cousin, John Jacob Astor IV, joined The Waldorf. The cousins built a corridor that connected the two hotels, which became known by a single hyphenated name, The Waldorf=Astoria.

In 1929, after decades of hosting distinguished visitors from around the world, The Waldorf=Astoria closed its doors to make room for what would become another famous New York landmark, the Empire State Building. The legendary skyscraper was officially inaugurated on May 1st, 1931, exactly five months before The Waldorf=Astoria opened at its new Park Avenue address.

HISTORY – Continued

The hotel, whose name had come to represent the epitome in luxury and service, soon caught the eye of an ambitious young businessman named Conrad N. Hilton. Hilton was so smitten by The Waldorf=Astoria that for years he kept a picture of it under glass at his desk. Across the picture was written “The Greatest of Them All.” In 1949, he finally realized his dream of being associated with the greatest when he acquired management rights to the hotel. In 1977, Hilton purchased the land on which The Waldorf=Astoria stands from the Penn Central Railroad for \$36 million.

Under the aegis of Hilton Hotels & Resorts, The Waldorf=Astoria has undergone nearly \$400 million in renovations since 1982, many of which are part of a master planned restoration of the Art Deco public spaces. In the process many of the hotel’s Art Deco decorations have been rediscovered to delight a new generation of The Waldorf=Astoria admirers. Indeed, the hotel remains one of the largest Art Deco buildings in the world and was recognized as an official New York City Landmark in January 1993.

Although it’s been more than a century since William Waldorf Astor’s vision of the ideal hotel became reality, The Waldorf=Astoria, the flagship of Hilton Hotels & Resorts, remains true to its original goal. The winning formula is still a combination of unparalleled luxury and unstinting hospitality.

An Art Deco Masterpiece

When Hilton Hotels & Resorts commissioned Kenneth Hurd & Associates to undertake the \$150 million refurbishment of The Waldorf=Astoria in 1982, little did anyone realize the decision would lead to the discovery of a long-lost cache of treasure, as well as to a long-term relationship between the hotel and Hurd that would yield a master planned Art Deco restoration of the Waldorf.

Chosen because of its distinguished reputation for handling historic preservation projects, the Hurd team worked from blueprints that hinted at the wealth of period detail lavished on the 1931 building by the original architects, Schultz & Weaver. Still they were amazed to come upon breathtaking Art Deco masterpieces that had literally been kept under wraps for the better part of three decades.

Underneath layers of carpeting in the Park Avenue Lobby, the restoration team uncovered a magnificent 148,000-piece mosaic depicting the Wheel of Life by the great French artist, Louis Rigal. Thirty feet above, hidden under heavy draperies on the lobby’s soaring walls, were 13 allegorical oil murals, also by Rigal.

The mosaic and murals had fallen victim to the “modernization” craze that swept America in the 1950s and 1960s. Following World War II, many Americans abandoned art and architectural styles they associated with the pre-war years and eagerly embraced an unfettered look they felt better reflected the country’s new streamlined, fast-paced lifestyle.

It wasn’t until the late 1970s and the emergence of the historic preservation movement that the country’s mood shifted and America expressed a growing sense of national pride in its artistic and cultural heritage.

Hilton's aim in launching the Waldorf project was twofold – to restore one of New York's acknowledged Art Deco landmarks and, at the same time, to bring the hotel's infrastructure and support systems into a high-tech age.

HISTORY - Continued

A focal point of the program was the \$2.5 million restoration of the Waldorf's crowning glory, the four-story Grand Ballroom, which was – and still is – the setting for some of the city's most illustrious charity balls and banquets. New York's only two-tiered ballroom resembles a magnificent Old World opera house. Appropriately enough, the Conrad Schmitt Studio of Milwaukee, which normally handles theater restorations, was hired to reclaim the ballroom's exquisite architectural details.

Underneath French rococo style moldings and murals and Louis XIV style embellishments were the hotel's original Art Deco medallions, grillwork and other adornments, which were cleaned, repaired and polished. On the 41-foot high ceiling, just above the ballroom's enormous crystal chandelier, the restorers removed a layer of paint that had covered a beautiful mythological hunt scene of the goddess Diana chasing an impala and brought it back to life with glowing 22-carat gold leaf.

A cumbersome lighting system that had been installed in the ballroom in the 1950s was replaced by state-of-the-art lighting and sound equipment, including subtle background lighting and a 31,000-watt sound system for the stage.

The Grand Ballroom is one of more 38 lavish private-event spaces in The Waldorf=Astoria. Another is The Starlight Roof, the legendary nightclub that was the city's most glamorous in the 1930s and 1940s, is another – almost as famous as the hotel itself. Radio programs broadcast from the unique 18th floor penthouse room, with its a retractable roof that afforded dancing under the stars, first brought the big band sounds of Count Basie and Glenn Miller into America's homes. For years, New Year's Eve with Guy Lombardo and his Royal Canadians was a Starlight Roof tradition.

In the 1950s, when central air-conditioning was installed, the skylights and retractable roof were covered to support the necessary equipment. However, in 1984, Kenneth Hurd decided that the romantic open-air feeling of moonlight should be recaptured. He succeeded brilliantly by uncovering the grillwork under the skylights, treating it with gold and silver leaf, and adding recessed lighting and a blue-and-white color scheme to create the illusion of sky.

Subsequently, The Starlight Roof underwent its extravagant renovation, which required the room's closing for five months and the expenditure of some \$6 million. When it reopened in 2001, the room had been re-created to reflect its original Art Deco glamour. Oversized windows that had disappeared during earlier renovations reappeared; the fanciful nickel and brass railings of its mezzanine was restored; the decorative grilled ceiling treatment that once filtered the starlight from above was enhanced; and the wrap-around terrace was relit to serve as a dramatic foreground to the skyline beyond.

Today, The Starlight Roof not only continues to be one of New York's premier venues for elegant evening events, but is also the setting for daytime business and social functions.

Although Hilton Hotels & Resorts has completed the full Art Deco restoration of The Waldorf=Astoria's public rooms, the hotel is involved in an ongoing refurbishment of its guest accommodations and continues to add improvements. Recent additions include the Guerlain Spa, a 14,000 sq. ft. facility featuring 16 treatment rooms which brings a sumptuous urban spa retreat that

delivers incomparable tranquility, transformation and luxury. All guest accommodations have been outfitted high speed Internet access. An expanded Business Center offers a full range of document services.

HISTORY - Continued

These ongoing enhancements illustrate The Waldorf=Astoria's commitment to preserving its rich heritage and, at the same time, to serving the needs of today's travelers.

The Waldorf=Astoria

Famous Firsts

The Waldorf=Astoria's tradition of trend setting began on opening night, October 1st, 1931, when the hotel at its present site on Park Avenue was inaugurated over network radio. President Herbert Hoover spoke to 20,000 people assembled at The Waldorf=Astoria from his office at the White House. Later, President Hoover would become a permanent resident of The Waldorf Towers.

Other famous firsts at The Waldorf=Astoria and The Waldorf Towers include:

At its opening, The Waldorf=Astoria was the largest and tallest hotel in the world.

The Waldorf was the first mainstream venue to book Frank Sinatra, thereby elevating him about the status of a short-term teenage rage and paving the wave for recording contracts.

Ginger Rogers appeared in the first major film to feature a hotel, Weekend at the Waldorf.

The first hotel to start the practice of having assistant managers in the lobby to greet and assist guests with all their needs.

The first hotel to be included in the lyrics of a Broadway show. The lyrics from Cole Porter's "Anything Goes" include, "You're a Waldorf Salad."

The first hotel to introduce 24-hour room service.

The Waldorf Towers was the first hotel to suggest people live permanently in private suites.

The first hotel to give prominence to the Art Deco style in America. Today, the exterior and interior design are acknowledged as masterpieces of this art genre.

The Starlight Roof, a jewel of décor and dining, was the first supper club to have a retractable roof.

The Waldorf Towers is the only hotel that is also an embassy; it is the official residence of the US Ambassador to the United Nations.

The only hotel to be the residence of three first-star generals: Dwight Eisenhower, Douglas MacArthur, and Omar Bradley. The five-star insignia is still displayed over the door of the "Eisenhower Suite."

The Waldorf Towers

The Premier Boutique Hotel

Lavish pampering is the prerogative of any guest at The Waldorf Towers, the boutique hotel adjunct to The Waldorf=Astoria and home of some of the world's most legendary hotel suites. From celebrities to royalty, The Waldorf Towers has hosted the crème de la crème of global society. The most famous suites include the Presidential Suite, the Royal Suite, the MacArthur Suite and the Cole Porter Suite.

Each Waldorf Towers' room and suite is individually decorated with exquisite antiques and reproductions. In styles ranging from French provincial to traditional English with Oriental accents, each suite has its own signature look. Magnificent crystal chandeliers hang from 15-foot ceilings, casting a dazzling glow over majestic marble mantels, richly textured Oriental rugs and valuable artwork. Dining rooms, full kitchens and maids' quarters are part of the many opulent suites. Luxurious marble bathrooms features televisions, additional phone lines and a full array of Penhaligon toiletries presented on silver trays.

The Presidential Suite

The three-bedroom suite on the 35th floor has accommodated six decades of U.S. Presidents, as well as world leaders such as Nikita Khrushchev and General Charles de Gaulle, and CEO's of America's Fortune 500 companies.

Every U.S. President since Herbert Hoover has stayed in the extraordinary suite, which recently underwent a \$450,000 renovation. General Douglas MacArthur's desk and a rocking chair that belonged to President John F. Kennedy adorn the living room. The desk was donated by MacArthur's widow, the late Mrs. Jean MacArthur, a Towers resident from 1952 until her passing in 2000.

The suite was first unveiled, decorated in colonial American style, when the main hotel opened in 1931. It was redecorated in 1969 to resemble the White House, with a traditional Georgian motif, complimented with paintings by American artists.

When not required for heads of state, the Presidential Suite plays host to movie stars, millionaires, top executives of major corporations, and private individuals. However, whenever the current President or First Lady is in residence, everything in the suite is highly personalized from monogrammed linens to presidential note paper.

Interestingly, two past presidents have been permanent residents of the Waldorf, although not in this particular suite. They are President Hoover, who moved into the hotel as soon as he left office and President Dwight D. Eisenhower, who lived in a suite in The Waldorf=Astoria. President Hoover, who lived in The Waldorf Towers for more than 30 years delivered a warm message of congratulations on the opening day of the hotel (October 1, 1931) via live radio directly from the Cabinet Room of the White House. It was received on The Waldorf=Astoria's master antennae and broadcast nationally.

According to reports, President Eisenhower chose to reside on a low floor in the main hotel, rather than in a Towers suite because his wife Mamie had a fear of heights. The Eisenhower Suite is still distinguished by the five star circle above the doorway.

The Waldorf Towers – Continued

The Royal Suite

Although the Duke and Duchess of Windsor maintained a permanent New York residence at The Waldorf Towers for six months out of every year, for more than 25 years, moving in soon after the Duke abdicated as King of England, it wasn't until later that they moved into the "Royal Suite."

The creation of this suite has an amazing story behind it. On October 21, 1957, Queen Elizabeth II and the Duke of Edinburgh were scheduled to arrive in New York. They had always stayed in the Presidential Suite, but it was being occupied by Prince Faisal of Saudi Arabia, whose stay was prolonged because of unexpected illness.

The Waldorf Towers management had to act quickly to make alternative arrangements for the British monarch and her consort. An equally regal suite, one decorated with antiques and period furniture, was prepared; thus the "Royal Suite" was born.

It is immaculately appointed to meet the tastes and needs of the most demanding king, sheik or tycoon. This 42nd story mansion-in-the-sky contains enormous party-sized rooms and spectacular, unobstructed views of New York City.

The living room, measuring 39' by 24' is decorated in a mélange of English and French antiques, tasseled drapes, and lacy chandeliers. It is carpeted with a \$25,000 Persian rug and has a mirrored blue and white marble fireplace. The room accommodates 55 people for a sit-down dinner or 100 people for a reception.

The dining room overlooks Park Avenue and nearby St. Patrick's Cathedral. Dominating the room is a polished Louis XIV-style oval mahogany dining table accompanied by Chippendale style chairs. It is used for more intimate dinners, up to 22 guests.

The MacArthur Suite

In 1946, representatives of the U.S., Great Britain, France and Russia (the "big four" of the Allied Victory) met in this suite to sign the peace treaty for World War II and divide the spoils. It was the first time a treaty council was held in the U.S. since Russia and Japan met at Portsmouth, New Hampshire to agree upon the Treaty of 1905. Treaties dealing with Italy, Bulgaria, Hungary, Yugoslavia and Finland have also been agreed upon in this celebrated suite.

General Douglas MacArthur and his wife Jean became permanent residents of the suite upon his return from Korea in 1951. After her husband's death, Mrs. MacArthur moved into a smaller Towers apartment, until her passing in 2000.

The highlight of this suite is the magnificent living room with its exquisitely appointed furnishings, primarily done in pastel green and pinks. A large chandelier graces the living room ceiling, adding the final elegant touch to this remarkable room. This suite, always a favorite for entertaining due to its luxurious spaciousness, has played host to numerous political dignitaries, including the Duchess of Luxembourg, the Shah of Iran, and Prince Ibn Abdul Aziz of Saudi Arabia.

The Waldorf Towers – Continued

The Cole Porter Suite

Composer Cole Porter wrote many of his most famous lyrics and melodies while a resident of this suite, which he called home for 25 years. Perhaps he was inspired by the beautiful floral decorated Steinway grand piano given to him by the hotel. Porter's piano now resides in The Cocktail Terrace, where it is played nightly.

Porter arranged to have two grand pianos played curve to curve so the players could face each other. He would often have his musically talented friends up to the suite for some friendly piano dueling.

Frank Sinatra and his wife Barbara later lived in this suite as permanent residents until 1987, leaving an impenetrable mark on the suite. Barbara's initials are imprinted on the show door in the master bedroom, while Frank's are etched in the glass door of a shower in another of the suite's bathrooms.

A World of Unparalleled Luxury

Guests who pass beneath The Waldorf Towers' canopied entrance on East 50th Street, just around the corner from the main entrance of The Waldorf=Astoria, enter a world of unparalleled luxury and impeccable service.

Presenting 101 exquisite suites and 79 executive guestrooms, this boutique property, occupying the 28th through 42nd floors above the main hotel, is the one by which all others are judged.

The Waldorf Towers maintains its own Clef d'Or concierge desk, registration desk, and expertly-trained, multi-lingual staff whose duties range from packing and unpacking guests' luggage to providing in-suite catering for private functions.

While the Waldorf Towers' celebrity visitors may be the focus of media attention, the staff prides itself on going to the same great lengths to lavish princely service on any of all the hotel's visitors for whom a stay at The Waldorf Towers is the fulfillment of a long-cherished dream.

Located at 100 East 50th Street, in the heart of midtown Manhattan, The Waldorf Towers, a proud Conrad Hotel, is New York City's premier boutique hotel. It offers distinctive privacy and highly personalized service, while affording guests access to all the shops, restaurants and services of the adjoining Waldorf=Astoria.

HOTEL OUTLET INFORMATION

The Waldorf=Astoria Retail Shops

Capricorn Limousine 212-872-4585

**Monday-Saturday: 7:30am-12 a.m., Sunday: 7:30 am-7p.m*

Main Office: 24 hour Chauffeur on duty.

Tel. 718-729-3000

Cellini (fine jewelry) 212-872-4573

**Monday-Friday: 9 a.m. - 5:30; Saturday – 9am-5pm., Sunday: closed*

Elliot Stevens (antiques) 212-872-4569

**Monday-Friday: 9a.m. -6 p.m. Saturday: closed and Sunday: 9 a.m.-5 p.m.*

Floralia (florist) 212-872-4581

**Monday-Saturday: 8 a.m.-6 p.m. Closed on Sunday.*

Kenneth's Salon 212-872-4570

**Monday-Saturday: 9 a.m.-6p.m., Wednesday: 9 a.m.-8p.m.*

N. Landau Hyman (costume/boutique jewelry) 212-872-4574

**Monday- Sunday: 9 a.m.-10 p.m.*

Lamonts (gift shop and newsstand) 212-872-4579

**Daily: 6:30 a.m.-11 p.m.*

LAUNDRY/VALET/TAILOR

Laundry, dry cleaning and pressing services are available through our valet department seven days a week by calling **extension 4505**. A tailor is also available for minor repairs and alterations through the valet department Monday through Friday 9 a.m.-5 p.m. In addition, all guestrooms are equipped with irons and ironing boards for your convenience.

Hours:

Monday through Friday 5 a.m. – 12midnight
(Items picked up by 10:00 a.m. will be returned by 6 p.m.)
(Last pick up is at 8:30pm)

Saturday 8 a.m. – 8 p.m. - Dry Cleaning & Laundry Only
(Items picked up by 10 a.m. will be returned by 6 p.m.)
(Last pick up is at 5:30pm)

Sunday 8 a.m. - 8 p.m. - Dry Cleaning & Laundry Only
(Items picked up by 10 a.m. will be returned by 6 p.m.)
(Last pick up is at 4:30pm)

Overnight service is available Monday through Friday
(Items picked up by 9 p.m. will be returned by 7:30 a.m. the next day.)

For pressing, 90-minute rush service is available every day during hours of operation.

Limited tailoring is available Monday and Wednesday, 9 a.m. - 5 p.m.

LIMOUSINE SERVICE

Limousine service is offered by Capricorn Limousine, located at the Transportation desk in the Main Lobby. Please contact Capricorn in advance at **212-872-4585** or at **extension 4585** while in-house. For special group arrangements, contact the Director of Sales and Marketing for Capricorn Limousines at 718-729-3000.

Hourly rates (including gratuity)

Luxury Sedan - \$101.80/hour
Mercedes Sedan/Stretch Limousine - \$130.07/hour
Van - \$127.25/hour
SUV - \$130.07/hour
Super Stretch Limousine - \$172.49/hour
Three-hour minimum

Airport rates (including gratuity, parking and toll)

To LaGuardia

\$142.75 sedan
\$185.16 stretch
\$234 van

To JFK

\$163.95 sedan
\$206.37 stretch
\$288 van

From LaGuardia

\$197.08 sedan
\$239.50 stretch
\$127.25 per hour for a van

From JFK

\$218.29 sedan
\$260.71 stretch
\$127.25 per hour for a van

To Newark

\$152.90 sedan
\$192.50 stretch
\$269.06 van

From NWK/TETERBORO

\$203.50 sedan
\$243.10 stretch
\$127.25 per hour for a van

LOADING DOCK

The loading dock is located on 50th Street between Park & Lexington Avenues. The hours of operation are from 8 a.m. –2 p.m. and after 5 p.m. daily. There is no delivery or load-in/load out between the hours of 2 p.m. and 5 p.m. The loading dock is also open on weekends; please coordinate with your event manager. The loading dock does not permit tractors or trailers to unload & does not have hydraulic equipment. Please contact your hotel contact for more information.

The Waldorf=Astoria
Loading Dock Address:
102 East 50th Street
New York, NY 10022-6897

Dimensions:

2 Bays 9'6" wide
 9'2" Tall

Doorway 6'1" Wide
 7'8" Wide

Clearance to Service Elevators
 Blast Header 7'2"

Doorway 6'2" Wide
 6'11" Tall

PACKAGE ROOM

The package room hours of operation are Monday-Friday from 6:30 a.m. - 8 p.m. and Saturday-Sunday from 8 a.m. - 8 p.m. During the hours of operation you can contact the Package Room directly at **212-872- 4697**. In the event that there is no response as the attendant may be involved in a delivery, please contact the bell captain at **212-872-4695**. Please allow ample notice (minimum 24 hours) for large shipments/movements. All deliveries are \$2.50 per item/ per move, please see price list below. Prices may vary for extremely large or odd shaped boxes. Due to limited storage, we ask that you do not ship items for receipt sooner than 3 days prior to your function.

-Storage Fee Charge: \$2.50 for all incoming boxes
-Delivery/Per Movement Charge \$2.50 per standard box. The charge for a large box / trunk movement will be assessed on size & weight.

-The charges for Supplies are as follows:

Boxes:				
Small	12X12X12	\$5.00	Box Cutter	\$5.00
Medium	14X14X14	\$6.00	Roll of Packing Tape	\$5.00
Large	16X16X16	\$7.00	Bubble Wrap	\$1.00 per foot

-Shipping charges are as follows per box:

1-50 lbs.	\$10.00
51-100 lbs.	\$25.00

Shipping Address:

The Waldorf=Astoria

301 Park Avenue

New York, NY 10022-6897

C/O (Waldorf Event Manager)

(Name of Convention)

(Convention Contact)

PARKING

Central Parking System offers valet parking to guests of the Waldorf=Astoria. The motor entrance to the hotel is on 50th Street between Park and Lexington avenues. Guests should call 30 minutes in advance of the time they wish to have vehicle available.

212-872-4640 (in-house extension 4640)

Rates (do not include in/out service):

REGISTERED GUESTS			NON REGISTERED GUESTS		
Time	Regular Size Vehicles	Oversize / SUV Vehicles	Time	Regular Size Vehicles	Oversize / SUV Vehicles
Up to 8 Hours	\$32.00	\$42.00	Up to 1 Hour	\$22.00	\$32.00
Up to 24 Hours	\$50.00	\$60.00	Up to 8 Hours	\$42.00	\$52.00
After 24 Hours			Up to 12 Hours	\$60.00	\$70.00
Up to 2 Hours	\$18.00	\$28.00	Up to 24 Hours	\$84.00	\$94.00
Up to 8 Hours	\$32.00	\$42.00			

*After 8 hours, the rates for vans and limousines of non-registered guests will repeat.

In addition to valet parking, there are several other garages within walking distance of the hotel. Hourly rates vary by day and time so it is best to call directly for more information. The nearest is **Central Parking Garage** on 50th Street between Lexington and Third avenues (**212-888-2732**). It is also reasonably priced, at approximately \$45.00 including tax for 24 hours.

Chelnik Parking

51st Street (between Lexington and Third avenues)

\$38 including tax for 12 hours

212-888-3422

Parking for vans and trucks available at additional charge

Distinctive Parking

51st Street (between Lexington and Third avenues)

(south side of street)

212-688-8067

\$45 tax included for 24 hours

Parking for vans up to 6' high available

PORTERAGE

Standard portage for bell staff is \$2.25 per bag/ per move. Doorman charges are \$1.89 per person in/out. Porterage for trunks is \$5 per move.

*All prices are double when “double handling” occurs. Double handling occurs when an item is delivered to one location and held for delivery to a second location. This also applies if storage of bags is needed due to arrival before check-in time. Double handling does not apply if forced by weather conditions.

Amenity Deliveries are \$1.75 per item per room. The only exception is when a ‘small’ card accompanies an item; in this event there will be no charge for the ‘small’ card.

Examples of common amenities: envelopes, flowers, gift boxes, letters, umbrellas, etc.

Miscellaneous items:

Flowers	\$1.50/arrangements
Newspapers in bulk	\$0.20/paper
Individual	\$1.50/paper

PRODUCTION AND EXHIBIT GUIDELINES

Please refer to our Production and Exhibit guidelines for information on labor, pricing, equipment, etc.

RAPID RESERVATIONS

RAPID stands for “reservations automated processing input and delivery.” This fast and convenient service provides you with a seamless connection between your reservations database and Hilton’s central reservation system.

Hilton’s technical experts will work with your systems experts to coordinate the hardware and software configuration that will ensure an accurate technology exchange.

Once the protocols are established, you can simply send your reservations to your Service Manager, either electronically or on diskette. Your data is then entered directly into Hilton’s worldwide reservation system.

RAPID saves you time, speeds confirmations, and improves accuracy because traditional data-entry errors are eliminated.

Enrolling in the *RAPID* program is absolutely free.

Please contact your Sales or Event Services professional for more information about enrollment.

RESTAURANT INFORMATION

All food and beverage served in the Waldorf=Astoria must be provided by the hotel. Any items brought from the outside will be subject to a corkage fee. The Waldorf=Astoria offers complete banquet facilities, 24 hour room service, and a variety of fine restaurants and lounges, which are featured below.

BULL AND BEAR

With one of the most historic and well-recognized bars in New York City, this celebrated steakhouse offers a selection of fresh seafood and is the only restaurant on the East Coast serving the prime grade of USDA Certified Angus Beef®, the highest quality grade of beef available in the U.S.

Monday through Friday, from 5:00 p.m. to 6:00 p.m., patrons gather for cocktails and the filming of live broadcast Fox Business show "Happy Hour".

Dinner

Monday-Sunday 5 p.m. - 11:30 p.m.

Bar

Monday-Friday 4 p.m. - 11:30 p.m.

Saturday-Sunday 5 p.m. - 11:30 p.m.

Live Fox News "Happy Hour"

Monday-Friday 5 p.m. - 6:00 p.m.

Cuisine: Steak and Seafood

Dress Attire: Elegant Casual.

For more information, please visit www.bullandbearsteakhouse.com. Or contact the Restaurant Reservations Desk at (212) 872-1275 or the restaurant at (212) 872-4900 or email us at RestaurantReservations@WaldorfNewYork.com. Reservations are recommended.

Special Events: Bull and Bear's wine library is a private, secluded dining salon adjacent to the bar, one of Manhattan's most historic and heralded gathering spots. The Wine Library offers an influential environment for strategic social events. From bullish banquets with top sales performers to after-hours rendezvous with close friends, the Wine Library is a vintage choice. For more information on hosting your event at the wine library, please call our Hospitality Sales Desk at (212)-872-4942

RESTAURANT INFORMATION – Continued

PEACOCK ALLEY

Peacock Alley Restaurant is located in the heart of the main lobby of New York’s iconic landmark hotel, with its gilded ceiling, Deco design and frieze work. The restaurant also flanks the original focal point of the lobby, a famed nine-foot-high, two-ton clock, first exhibited at the Chicago World’s Fair in 1893. The clock chimes every 15 minutes and has, for decades, been a popular meeting spot in New York City.

Breakfast

Monday-Friday	7 a.m. – 10:30 a.m.
Saturday	8 a.m. – 11:00 p.m.
Sunday Brunch	10:00 a.m. – 2:30 p.m.

***Reservations for Brunch are strongly recommended*

Lunch

Monday – Friday	12 p.m. – 2:30 p.m.
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Small Plates

Monday-Friday	2:30 p.m. – 10:00 p.m.
Saturday	5:00 p.m. – 11:00 p.m.
Sunday	2:30 p.m. – 6:00 p.m.

Dinner

Monday – Saturday	5:30 p.m. – 10:30 p.m.
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Bar

Monday – Saturday	12:00 p.m. – 12:45 a.m.
Sunday	12:00 p.m. – 8:00 p.m.

Cuisine: Seafood

Dress Attire: Business, chic and elegant attire.

For more information, please visit [Peacock Alley online](#), or contact the Restaurant Reservations Desk at (212) 872-1275 or the restaurant at (212) 872-4895; or email us at RestaurantReservations@WaldorfNewYork.com.

Private Parties - The private dining rooms are favored for wine-tasting events, wedding receptions, and high-profile corporate functions. The 1,700 square feet venue accommodates 10 to 120 guests for banquets; up to 250 guests for a cocktail reception. Please call our Hospitality Sales Desk at (212)-872-4942.

RESTAURANT INFORMATION – Continued

OSCAR’S BRASSERIE

Named for Oscar Tschirky, the maitre d’ who defined the concept of epicurean public dining, Oscar’s is the place to start the day right of. The venue is open for breakfast and lunch and engages diners with Waldorf-invented favorites such as Eggs Benedict and Waldorf Salad as well as bold and bountiful newcomers, overflowing salads and Manhattan’s best burger.

Breakfast

Monday-Sunday 6:30 a.m. - 11:30 a.m.

Lunch

Monday-Saturday 12:00 p.m. – 2:00 p.m

Brunch (Al a carte menu) Sunday 11:30 a.m. – 2:00 p.m.

Cuisine: American comfort food with variations of Oscar’s classics.

Dress Attire: Casual

For more information, contact the Restaurant Reservations Desk at (212) 872-1275 or the restaurant at (212) 872-4913 or email us at restaurantreservations@waldorfnewyork.com
Planning an event? Let Oscar's be your host for groups ranging from 10-100 people. Please call our Hospitality Sales Desk at (212)-872-4942 for more details on group bookings.

SIR HARRY’S

Named for a famous explorer, Sir Harry’s is a clubby and companionable Manhattan mainstay where friends unwind with premium libations such as the in-house invented Rob Roy or Waldorf Sunset. Located just off the main lobby, offering traditional club ambiance with an elegant bar and seating around checkerboard tables.

Monday-Friday

5:00 p.m. – 2:00 a.m.

Saturday-Sunday

1:00pm-2:00am

When reserved for private events, guests enjoy an exploration of their own, as the hotel’s famed banquet chefs turn even light hors d’oeuvres into a gastronomic foray. Please call our Hospitality Sales Desk at (212)-872-4942 for more details.

STARBUCKS

Located just inside of the Park Avenue Doors

Monday-Sunday

6:00 a.m. – 6:00 p.m.

RESTAURANT INFORMATION – Continued

INAGIKU

Stylish and exotic, Inagiku presents New-Style Japanese cuisine in a theatrical setting. The first fine dining Japanese restaurant in midtown Manhattan, this nearly 30-year-old institution attracts a devoted clientele of international Epicureans seeking contemporary twists on time-honored preparations. Located on the Ground Level on 49th Street.

Lunch

Monday-Friday 12:00 p.m. – 2:00 p.m.

Dinner

Monday-Sunday 5:30 p.m. – 10:00 p.m.

For more information, contact the restaurant at (212) 355-0440 or [visit online](#).

ROOM SERVICE

Room service is available 24 hours a day and offers a menu ranging from light snacks to gourmet meals (touch **62** from any in-house phone). Available for individual orders and private, in-suite functions, the hotel's room service has been featured in Gourmet magazine and offers a richly textured mix of both traditional classics and inspired newcomers. Our Team prepares menus ranging from romantic candlelit dinners for two, to spectacular banquets for 60.

For all hospitality arrangements, please contact the Hospitality Sales office at **212-872-4772**.

For amenity suggestions, please contact your Meetings and Conventions Contact.

ASTORIA LOUNGE

The 26th floor concierge lounge (**212-872-4774**) is open to guests of the Waldorf Towers and the Concierge level. Complimentary food and non-alcoholic beverages are available for Towers and Astoria Level guests.

Continental breakfast

Monday-Friday 6:30 a.m. - 10:30 a.m.

Saturday-Sunday 7:00 a.m. – 11:00 a.m.

ROOM RESERVATIONS

Hotel reservations may be made individually and/or through a rooming list (or housing bureau forms).

Individuals calling in can use our toll-free reservations number, **877-GROUPWA (800-WA-TOWER for the Waldorf Towers)**. The fax number for the reservations department is **717-450-1584**.

The hotel will be pleased to have complimentary reservation cards printed up to the amount of three times your peak night room block. A shell of this card is included with this guide. Please request cards as early as possible as they generally take a minimum of four weeks to deliver. If you prefer to use your own form, we request that your Meetings and Conventions contact review it to ensure that all key points in our cards are included.

Rooming lists should be typewritten and contain names, arrival and departure dates, type of accommodation (single/double/twin/suite, etc.), rates, late arrival guarantee information, billing information, smoking/non-smoking preference (S/NS is most important for group arrivals), and any other special requests.

Reservations must be guaranteed on your master account or with an individual credit card. Reservations may be canceled until 4:00pm Eastern Time one day prior to arrival.

There is a one day room rate fee for guests checking out prior to their stated departure date. Departure dates may be revised until time of check-in to avoid an early departure fee.

Taxes are applicable as follows per room per night:

14.25% state and city tax

\$2.00 occupancy tax per room per night

\$1.50 convention center hotel unit fee per room per night.

SECURITY HOLD HARMLESS AGREEMENT

This agreement is entered into as of the _____ day of _____, 20____ by and between HILTON HOTELS CORPORATION, a Delaware Corporation, hereinafter referred to as "WALDORF=ASTORIA", and _____, hereinafter referred to as "ASSOCIATION", during the Association's activities occurring in the Waldorf=Astoria.

In accepting the key(s) to the rooms listed, the Association assumes entire responsibility for the contents thereof and hereby agrees to protect, indemnify, defend and save the Waldorf=Astoria and Hilton Hotels Corporation and their staff members and agents harmless against all claims, losses or damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by Association's occupancy or use of the room(s) listed or part thereof, excluding any such liability caused by sole negligence of the Waldorf=Astoria, Hilton Hotels Corporation and their staff members and agents.

This agreement shall remain in effect for the length of time the key(s) are in the possession of the Association.

LABOR COST TO RE-KEY ROOMS: \$100.00 PER ROOM

A TWO HUNDRED FIFTY DOLLAR (\$250.00) CHARGE PER MEETING ROOM WILL BE APPLIED TO YOUR ACCOUNT IN THE EVENT THAT A KEY IS LOST OR NOT RETURNED UPON DEPARTURE.

LIST ROOMS AND NUMBER OF KEY(S) ISSUED FOR EACH ROOM:

BEGIN DATE & TIME: _____ END DATE & TIME: _____

GROUP NAME: _____

REPRESENTATIVE'S PRINTED NAME AND HOTEL ROOM NUMBER (MAIN CONTACT FOR GROUP): _____

REPRESENTATIVE'S SIGNATURE: _____

THE WALDORF=ASTORIA'S AUTHORIZED PRINTED NAME: _____

THE WALDORF=ASTORIA'S AUTHORIZED SIGNATURE: _____

THE PERSONS LISTED BELOW WILL BE PERMITTED ACCESS TO THE ROOM(S) AS OUTLINED ONLY IN THE ABSENCE OF THE ASSOCIATION'S KEY HOLDERS.

SIGNAGE

We regret that no signs or posters are allowed in the Main Lobby, with the exception of signs produced by the Waldorf=Astoria and framed with our gilded gold frames. Your Catering or Event Manager can provide additional details.

Signage on the meeting room levels and in hospitality suites will be permitted upon approval from the Meetings and Conventions department.

Signs, posters or printed material may not be pinned, taped or affixed in any way to doors, walls or ceilings in guest rooms or meeting rooms and the surrounding areas. Easels, which will accommodate any standard-size signage, are available through your meetings and conventions contact.

A diagram with lectern is available as a guide if you plan to have your own lectern sign made. Lightweight signs may be affixed with tape that can be readily removed **without damage to the lectern**, or arrangements can be made for a carpenter to hang a sign.

Arrangements can also be made for a carpenter to hang a banner or other sign over the Grand Ballroom stage or on a wall in any of your function rooms. The standard labor charge for a carpenter to hang a banner or sign is \$175 per carpenter. This flat fee includes both the hanging and the removal of banners.

The Waldorf=Astoria has electronic signage at both the Park Ave Side Elevators and the Lexington Avenue Side Elevators in the Main Lobby, 4th floor, and 18th Floor, listing all daily functions in our public space. Please advise your meetings and conventions contact about how you would like your functions listed or whether you prefer that they not be listed at all. We regret that functions in suites on guest room floors cannot be listed on these function boards; however, we will be pleased to note them on our daily events sheet, which is distributed to hotel staff, so they are familiar with every function and can direct guests.

Should you prefer to save on shipping and potential loss or damage of your signage during shipping, our Business Center can design or produce your Meeting Signage from digital file in advance. The cost is competitive with your local suppliers. Please refer to the Business Center page listed previously.

SHOE SHINE

The shoe shine kiosk is located in the Park Avenue lobby, next to the Women's Restroom,
212-872-7546.

Hours:

Monday through Friday: 7 a.m. – 6:45 p.m.
Saturday: 8 a.m. - 5 p.m.
Sunday: 8 a.m. - 2 p.m.

Standard Rates:

\$7 at the shoe shine stand
\$10 with pick-up and delivery

Specialty Rates:

Half boot - \$10
(at the stand or with pick-up and delivery)

Full boot - \$12
(at the stand or with pick-up and delivery)

STORAGE AND SHIPPING

Please ship all packages to: The Waldorf=Astoria
 301 Park Avenue
 New York, NY 10022
 Hold for: Group Name/Dates
 Attn: Hotel contact name

All items shipped to the hotel will be stored in our package room. Delivery for each item is \$2.50 per item/ per move. The package room is open 6:30 a.m. – 8 p.m. Monday through Friday, and from 8 a.m. to 8 p.m. on weekends. Please contact your meetings & conventions manager with any questions.

- * Storage Fee Charge \$2.50 for all incoming boxes per day.
- * Delivery/Per Movement Charge \$2.50 per standard box. The charge for a large box/
trunk movement will be assessed on size and weight.

* The charges for supplies are as follows:

Boxes:		Roll of Packing Tape	\$5.00
Small:	12x12x12 \$5.00	Box Cutter	\$5.00
Medium:	14x14x14 \$6.00	Bubble Wrap	\$1.00 per foot
Large:	16x16x16 \$7.00		

* Shipping charges are as follows per box:

1 – 50 lbs	\$10.00	51 – 100 lbs	\$25.00
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SUITE INFORMATION

Suites in the Waldorf=Astoria and Waldorf Towers are luxurious and impressive. A variety of suites are available, ranging from one to four bedrooms. Because of the individual character of our suites, they cannot be readily categorized in this guide, but your Meetings and Conventions professional can assist you in selecting a suite that will suit your every need.

Waldorf=Astoria/Main Hotel Suite Options

Mini Suites - From 370 square feet – *King Bed or (2) Double Beds*

Sophisticated in design and proportion, our luxurious accommodations include a sitting area or separate parlor (some with French doors), wet bar or kitchenette refrigerator, and thoughtful amenities.

Astor Suites - From 400 square feet - *King Bed or Queen Bed*

Our one-bedroom suites are generous in size with separate living area (some with French doors), East-side city view, two televisions, wet bar, and shower with separate bath.

One-Bedroom Suites - From 450 square feet – *King Bed or (2) Double Beds*

Larger than the Astor Suites, the One-Bedroom Suites feature completely separate bedroom and living room areas. Included are two televisions, wet bar or kitchenette, and the living room features a full sofa and chairs set.

Luxury Suites - 750-900 square feet - *King Bed*

Spectacular suites overlooking Park Avenue with large foyer, separate living room, one or two bedrooms (each with its own marble bath), separate boudoir with make-up and dressing areas, stall shower with separate bath and spacious closets.

-Luxury Suites are always referred to as “R” or “H” suites, are the most popular style of suite at the Waldorf, particularly for entertaining. The master bedrooms of these suites all have king beds, and the optional connecting bedrooms have either one queen or two double beds.

Waldorf Towers Suite Options

As in the main hotel, the principal difference is size, with the largest suites, the Historical Apartments, being the epitome of grandeur, luxury, and elegance

Executive Suites - From 400 square feet

Spacious suites with separate sitting room – perfect for families, couples, or corporate rentals. Our Executive Suites represent one of New York's best values.

Luxury Suites - From 600 square feet

Representing Manhattan's most luxurious value for business travelers, couples and families, these spacious one and two-bedroom suites are individually decorated and include cheerful bedrooms, oversized marble bathrooms with dressing areas, and gracious living rooms (some with dining areas) giving these suites a delightful residential ambience.

Waldorf Towers Suite Options (continued)

Premier Suites - From 1,200 square feet

Individually and uniquely designed with the look and feel of a grand European apartment, these are among New York's most sought-after suites. High ceilings, antique furniture, and architectural embellishments combine with the latest technologies to create a worldly yet welcoming ambience.

Grand Suites - From 1,800 square feet

These luxurious apartments are among New York's most gracious and well-proportioned suites. Individually decorated and appointed to invite both lavish entertaining and private comfort, each spacious suite combines historic splendor with the latest technologies.

Historic Apartments - From 2,100 to 5,400 square feet

These elegantly appointed apartments have hosted some of the world's most noteworthy figures and significant events. Our collection of Historic Suites range from the Royal Suite, former home to the Duke and Duchess of Windsor and The Presidential Suite, which has hosted every US President since Herbert Hoover.

TELECOMMUNICATIONS

Guestrooms all have two-line phones, equipped with a PC modem/fax jack. Additional telephones can be installed in guestrooms as well.

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
Direct Dial-Bill to Room		
EMERGENCY	9+911	No Charge
<i>Room to Room</i>		<i>No Charge</i>
<i>Local</i>	<i>9+Number</i>	<i>\$1.95 + \$.10 per minute after 60 min.</i>
<i>800/888/8xx toll free</i>	<i>9+1+Number</i>	<i>Line access charge \$2.50 for the first 60 minutes</i>
<i>Long Distance</i>	<i>9+1+Number</i>	<i>AT&T Operator assisted rate</i>
<i>International</i>	<i>9+011+CC+CC+Number</i>	<i>AT&T Operator assisted rate</i>
Direct Assistance		
<i>Local</i>	<i>9+411</i>	<i>\$2.50</i>
<i>Long Distance</i>	<i>9+1+A/C+555+1212</i>	<i>\$2.50</i>
Calls Billed to:		
<i>AT&T O+, Calling Card,</i>		<i>Line access charge \$2.50 for the first 60 minutes</i>
<i>Collect & Third Party</i>		<i>\$.10 per minute after 60 minutes</i>
<i>AT&T Operator,</i>		
<i>Other common carriers (950),</i>		
<i>Other common carriers 1010xxx0+</i>		

Local, Long Distance and International Calls will be billed to our 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. Paetec 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

Complaints for Paetec may be directed to 877-340-2600

Complaints for AT&T may be directed to 800-225-5288

TELECOMMUNICATIONS - CONTINUED

Voice Mail

Voice Mail enables you to receive your messages even when you are outside of the hotel; if away from your room, contact the Waldorf=Astoria Operators at 212-355-3000 and they can connect you to your voice mail box.

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.

Voice Communications: Availability of 300 Direct in Dial (DID) Lines installed to your specifications for local, national, or international dialing, either in public spaces or rooms and suites. Choices include the following:

Wire Phone: (All prices include labor, line & equipment)

Analog Phone	\$325
Digital Phone	\$395
Conference/Transfer	\$395 + \$25
Voicemail	\$395 + \$25
Intercom	\$395 + \$25
Conference phone (POLYCOM unit) 2-10 people	\$475
With extender microphones 11-20 people	\$550

Wireless Phones:

900mhz Portable Phone	\$325
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Digital Phone Details:

Programmable Functions: *(on Digital Phone)*

Rollover Line	\$325
‘800/’888’ readyline service	\$395 +calls received.

Data Communications are also offered at the hotel. The following are the choices:

High Speed Internet T1 Line <i>(Speeds of up to 3mbps)</i>	\$1500 for installation plus:
Wired Connection	\$200 per IP/per day
Wireless LAN	\$500 per room/per day
DS3 / T3 Internet Connection <i>(Speeds of up to 45mbps)</i>	\$5000
Integrated Services Digital Network (ISDN)	\$900
<i>-Specialized for Radio Broadcasting & Video Conferencing</i>	

TELECOMMUNICATIONS - CONTINUED

Cabling Services

Dry Lines for satellite or antenna connections

Price per foot	(Inquire)
Labor charge	\$175 per hour

Fiber Optic Cable

Price per foot	(Inquire)
Labor charge	\$175 per hour

COAX Cable

Price per foot	(Inquire)
Labor charge	\$175 per hour

Voice/Data Cabling

Price per foot	(Inquire)
Labor charge	\$175 per hour

Leased Line Capability

Leased line capability to anywhere in the world.

International requires a 40-day lead time/National requires a 30-day lead time line charges from the carrier plus two-hour minimum labor charge.

Other Services (Inquire Within)

- Rooftop Access
- Radio Transmission
- Microwave Transmission
- Satellite Transmission

Labor Charges

Weekdays: 8a.m. – 5 p.m. per hour	\$175
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Off-Hours Installations: A labor rate of \$175 per hour will apply for overnight (5pm-8am), weekend, & holiday installations. Weekend & holiday installations will be assessed a minimum of 7 ours labor per technician required.

Rush Orders, Changes of Location, and Miscellaneous Charges

\$175 surcharge for same day additions and changes of location.

For any additional questions please contact the Information Services Department at **212-872-4607** or **212-872-4676**.

THEATER DESK

The official ticket agency for the Waldorf=Astoria is *Continental Guest Services*, which has a desk in the Main Lobby for tickets to Broadway and Off-Broadway shows, sporting events and sightseeing excursions. The Theater Desk can be reached at **extension 4597** in-house, or at **212-872-4597**.

To arrange blocks of tickets for your group, contact Allen Moore at the *Continental Guest Services* main office: 1501 Broadway, New York, NY 10036, **212-944-8910**.

TOURS

History, Art, And Cuisine: A Legendary Tour Of Our New York City Historic Hotel

For fans of the Art Deco period, there is no more thrilling destination than The Waldorf Astoria. Widely recognized as one of the most significant examples of Art Deco art and architecture in the entire world, this impressive New York historic hotel is a living museum of design and decorative ornamentation, unusual paintings and striking motifs.

Enjoy a fascinating guided tour of the hotel, focusing not only on the property's unique historic and architectural heritage, but also on its legacy as an unparalleled culinary innovator and gourmet destination. The tour is offered with lunch at Oscar's restaurant, named after *The* "Oscar of the Waldorf", where diners may partake in Eggs Benedict, the Waldorf Salad or the Red Velvet Cake, all popularized at our New York City historic luxury hotel.

- Tours for individuals start at 11:30 am every Thursday. Please contact the concierge for reservations or our reservation desk at (212) 872-1275.
- Tours for groups (Minimum 15) can be scheduled anytime. Please call our Hospitality Sales Desk at (212)-872-4942 for more information.
- Accompanying lunch in Oscar's
- Price is \$50.00 per person, inclusive of taxes and gratuity

APPENDIX

Carpentry Price List

Carpenter Labor (per Hour)

6:02am - 11:59pm: 4 hour minimum

12:00am - 6:01am: 7 hour minimum

Set-up/Tear Down	\$100/hr
Stand By	\$100/hr
Curtain Operator	\$100/hr
Ballroom Setup	
Hang AV Screens (<i>2 Men required</i>)	\$100/hr
Raise / Lower Suspended Lighting	\$100/hr
Additional Stage Setup	
Remove / Rehang Curtains	\$850/per curtain
Banners	
Hang Banner (No Labor Charge)	\$175/per banner

Electrical Price List

Electrical Item	Item Cost
110-120 Volts Single Phase	
15 Amps (Supplied with Room)	
20 Amps	\$ 130
30 Amps	\$ 160
40 Amps*	\$ 180
50 Amps*	\$ 205
208-220 Volts Single Phase	
20 Amps	\$ 135
30 Amps	\$ 205
40 Amps*	\$ 215
50 Amps*	\$ 235
60 Amps*	\$ 250
208 - 220 Volts Three Phase	
20-40 Amps	\$ 170
30-40 Amps*	\$ 210
40-50 Amps*	\$ 235
50-60 Amps*	\$ 260
60-100 Amps**	\$ 315
100-200 Amps***	\$ 420
200 Amps***	\$ 735
400 Amps****	\$ 1,470
NYC and Fire Underwriters Electrical Inspection (<i>for 100+ Amp Drop</i>)	\$ 210
Lighting Equipment	
750 Watts Leko	\$ 115
1000 Watts Leko	\$ 170
Light Tree (\$130 / light)	\$ 130
Bullet Spots: 100 W or 150 W	\$ 55
Follow Spotlight: HMI 750 Watt	\$ 160
Pinspot	\$ 55
Par Cams (Dance Floor Lights)	\$ 150
Extension Cord / Power Strip	\$ 75

Electrician Labor (per Hour)	
4 Hour Minimum (per floor) for start times between 6:02am - 11:59pm 7 Hour Minimum for start times between 12:00am and 6:01am	
Set-Up Electrician/Tear Down	\$ 100
Standby Electrician	\$ 100
House Light Operator - REQUIRED for all ballroom events	\$ 100
Follow Spotlight Operator	\$ 100

Exhibitor Price List

Your Event Services Manager can provide you with Exhibitor Order Forms.

ELECTRICAL CHARGES

115 Volts	Advance Purchase	Late Order (less than 1 week)
15 amps	125	135
20 amps	155	165
30 amps	215	225
40 amps	275	280
50/60 amps	355	365
208 Volts/Single Phase		
15 amps	145	155
20 amps	180	190
30 amps	215	225
40 amps	255	265
50 amps	285	295
60 amps	365	375
Extension Cords	10	10
Surge Protectors	50	50

TELEPHONE/TECHNOLOGY SERVICES

	Price
DID Private Line	\$325
T-1 Line (1st day)	\$1,500
Each pc addtl day	\$200

PLEASE CALL FOR PRICING ON THE FOLLOWING ITEMS:

Computer Equipment: Laptop PC
 Desktop PC

Printer: Black Laser, Color inkjet, Color Laser

Copiers: 13, 20, 30 and 60 pages per minute
 Spaghetti: 10 page cut, 20 page cut. Confetti: 25 page cut.

Shredders:

Telephone/technology orders **MUST** be received 10 days prior to installation in order to guarantee availability. In the event of loss or damage to equipment, a replacement cost will be applied. A 20% surcharge will be applied to weekends and holidays

SHIPPING AND RECEIVING

Storage Fee Charge: \$2.60 for all incoming boxes per day

Delivery/Per Movement Charge: \$2.60 per standard box

Crate, trunks or pallets will be assessed individually according to weight

- Late order charge applies if form is received less than one week prior to event
- \$50 plus tax additional to late charge for on-site orders
- All orders subject to Sales Tax



MEETING PLANNERS GUIDE

**II. NEW YORK CITY
INFORMATION**

AIRLINES

<u>Airline</u>	<u>Local</u>	<u>Nationwide</u>
Aerolineas Argentinas		1-800-333-0276
Aeromexico		1-800-237-6639
Air Canada		1-888-247-2262
Air France		1-800-237-2747
Air India	212-751-6200	1-800-223-7776
Air Jamaica		1-800-523-5585
Air New Zealand		1-800-262-1234
Alaska Airlines		1-800-252-7522
Alitalia		1-800-223-5730
All Nippon Airways		1-800-235-9262
American Airlines		1-800-433-7300
America West Airlines		1-800-428-4322
Asiana		1-800-227-4262
Austrian Airlines		1-800-843-0002
British Airways		1-800-247-9297
China Airways	917-368-2000	1-800-227-5118
Continental Airlines	212-319-9494	1-800-525-0280
Delta		1-800-221-1212
Egyptair	212-315-0900	
El Al Israel		1-800-223-6700
Finnair		1-800-950-5000
Iberia Airlines		1-800-772-4642
Iceland Air		1-800-223-5500
Japan Airlines		1-800-525-3663
Jet Blue		1-800-538-2583
KLM Royal Dutch Airlines		1-800-225-2525
Korean Air		1-800-438-5000
Lufthansa		1-800-645-3880
Malaysia Airlines		1-800-552-9264
Mexicana		1-800-531-7921
Northwest (Domestic)		1-800-225-2525
Philippine Airlines		1-800-435-9725
Qantas		1-800-227-4500
Royal Air Maroc		1-800-344-6726
Saudi Arabian Airlines		1-800-472-8342
Singapore Airlines		1-800-742-3333
Swissair		1-877-359-7947
United Airlines		1-800-241-6522
US Airways		1-800-428-4322
Varig		1-800-468-2744
Virgin Atlantic		1-800-862-8621

AIRPORT SERVICES AND TRANSPORTATION

Taxis are readily available to and from the three New York airports:

LaGuardia - average fare \$35 & \$5.00 toll, plus tip
JFK – average fare \$45 & \$5.00 toll, plus tip
Newark - average fare \$85 & \$6 toll, plus tip

Airlink minibus service, which should be pre-arranged and reserved through the theatre desk in the main lobby at tel. **212-872-4597**.

-to LaGuardia - \$19 per person
-to JFK - \$24 per person
-to Newark - \$24 per person

Limousine service is also available to and from the hotel through Capricorn Limousine at the Transportation Desk (**extension 4585**). Prices include toll and gratuity:

-to LaGuardia - \$142.75 sedan, \$185.16 stretch
-to JFK - \$163.95 sedan, \$206.37 stretch
-to Newark - \$152.90 sedan, \$192.50 stretch
-from LaGuardia - \$197.08 sedan, \$239 stretch
-from JFK - \$218.29 sedan, \$260.71 stretch
-from NWK/TETERBORO - \$203.50 sedan, \$243.10 stretch

The Waldorf=Astoria is located approximately 10 miles from LaGuardia (30 minutes to an hour by taxi), approximately 15 miles from Newark (an hour by taxi), and approximately 15 miles from JFK (an hour by taxi).

*** all prices are subject to change**

AIR COURIER

United Parcel Service, Federal Express, and Airborne are available through the hotel. Contact the package room at **212-872-4697** for assistance with boxes or the business center off the main lobby at **212-872-4950** for assistance with letters. Charges can be posted to a master account or to a guest's room, or an account number can be provided. When shipping boxes to the hotel, please label as follows:

The Waldorf=Astoria
301 Park Avenue
New York, New York 10022
Hold for: (Name of group)
C/O (Name of convention manager)

ART & ANTIQUES SHOPS

Manhattan Art & Antiques Center

Hours: Monday - Saturday 10:30 a.m. - 6 p.m. Sunday 12 p.m. - 6 p.m.
1050 Second Avenue (between 55th & 56th streets)
New York, NY
212-355-4400
www.the-maac.com

The Chinese Porcelain Company

Hours: Monday – Thursday 10am-6pm. Friday 10am-5pm
475 Park Avenue at East 58th Street
New York, NY
212-838-7744
www.chineseporcelainco.com

The Showplace

Hours: Monday - Friday 10 a.m. - 6 p.m.
Saturday & Sunday 8:30 a.m. - 5:30 p.m.
40 W. 25th Street (between Fifth Avenue and Sixth Avenue)
New York, NY
212-633-6063
www.nyshowplace.com

Lee's Art Shop

Hours: Monday-Friday 9 a.m. – 7:15 p.m., Saturday 10 a.m. - 7 p.m.
Sunday 11a.m. - 6 p.m.
220 W. 57th(between Seventh Avenue and Broadway)
New York, NY
212-247-0110
www.leesartshop.com

New York Central Art Supply

Hours: Monday-Saturday 8:30 a.m. - 6: 15 p.m., closed Sundays
62 Third Avenue (between 10th and 11th Street)
New York, NY
212-473-7705
www.nycentralart.com

ART AND ARCHITECTURE TOURS OF NEW YORK CITY

BY: JASON ROSENFELD

These programs offer the client or group a personal introduction to the wealth of cultural offerings in New York. This is accomplished through interactive tours of buildings, neighborhoods, historic areas, museums, galleries, and collections, with a knowledgeable and engaging guide. The emphasis is on history, objects, and the contemporary life of New York.

Architecture:

Walking tours of landmark locations, buildings, and neighborhoods in Manhattan are available for small or large groups. The tours tend to be both of geographical areas and thematically organized. Sample offerings are Wall Street and Old New York; the SoHo Cast-Iron District; Greenwich Village; Ladies Mile and Shopping in Turn-of-the-Century New York; 42nd Street Terminal City: Grand Central Station to the United Nations; Rockefeller Center and the City within a city; Modernist Architecture in Midtown and the International Style; and Central Park and the Upper West Side.

Art:

Tours are available for small groups of many museums and collections in the New York area. Options include the Metropolitan Museum, the Whitney Museum of American Art, the Brooklyn Museum, the Guggenheim Museum, and specific exhibitions at the client's request. Commercial gallery tours are also available depending on exhibition schedules. In addition, very small groups can be accommodated at the Frick Collections and the Museum of Modern Art.

Mr. Rosenfeld is an art and architectural historian living in Greenwich Village. He has a bachelor's degree from Duke University and a Master of Arts degree and doctorate from the Institute of Fine Arts, New York University. He has lectured at the Metropolitan Museum since 1993, and has frequently lectured at various museums in New York and London.

For the past five years, Mr. Rosenfeld has taught art and architecture at New York University.

Art and Architecture Tours of New York City

By: Jason Rosenfeld

95 Christopher Street

Apartment 5F

New York, NY 10014-6610

(212) 366-6183

Email address: Jason.Rosenfeld@verizon.net

AUTOMOBILE RENTAL

Hertz

800-654-3131 / 212-486-5901
301 East 48th Street
(between First and Second avenues)

Budget

800-527-0700 / 212-661-5906
225 East 43rd Street
(between Second and Third avenues)

Avis

800-331-1212 / 212-593-8378
217 E. 43rd Street
(between Second and Third avenues)

National

800-328-4567 / 212-317-8649
138 East 50th Street
(between Lexington and Third avenues)

BADGES AND BUTTONS

Marco Co.

*Badge Holders
2640 Commerce Drive
Harrisburg, PA 17110
800-232-1121

Abat Printed Novelties

121 Lakeville Road
New Hyde Park, NY 11040
516-616-7201
www.apnpromotions.com

Joy Products

14 Vanderventer Ave, Suite L-5
Port Washington, NY 11050
516-767-9280
www.joyproducts.com

Think Ideas Co.

407 Park Avenue South, Suite 26A
New York, NY 10016
212-481-3022
www.thinkideas.com

BALLOONS

Balloon Bouquets

457 W. 43rd Street

New York, NY

212-265-5252

www.balloonbouquetsnyc.com

Balloon Saloon

133 W. Broadway (at Dwayne Street)

New York, NY

212-227-3838

www.balloonsaloon.com

BANKS

The following banks with automatic teller machines are located within walking distance of the hotel:

Bank of America

345 Park Ave (At 51st Street)
212-355-4436

Bank of America

750 Third Ave (At 46th Street)
212-682-8319

Chase Manhattan Bank

277 Park Ave (At 48th Street)
212-888-3400

Chase Manhattan Bank

360 Park Ave (At 52nd Street)
212-527-3600

Citibank

153 East 53rd Street (At Lexington Ave)
800-627-3999

Citibank

399 Park Ave (At 54th Street)
800-627-3999

There is also an ATM off the main lobby of the hotel near the business center.

The hotel will cash personal checks for guests of the hotel made out to *The Waldorf=Astoria* up to a maximum of \$150 per room per stay.

BARBER/HAIR SALONS

The famous *Kenneth's Salon* is located in the hotel on the Lexington Avenue side of the main floor. Services include women's and men's hairstyling, as well as manicures, pedicures, facials, and permanents.

Telephone: 212-752-1800 (in-house **extension 4570**)

Hours:

Monday, Tuesday, Thursday, Friday & Saturday: 9 a.m. - 6 p.m.

Wednesday: 9 a.m. - 7 p.m.

Sunday: Closed

BIG APPLE GREETER

Big Apple Greeter is a volunteer/non-profit resource center of New York professionals. Give them a call and see what they can do for you!

Big Apple Greeter

1 Center Street, Room 2035(across from City Hall)
New York, NY 10007
Tel. 212-669-2896
Fax 212-669-3685

Visitor Information: 212-669-8159
Volunteer Information: 212-669-7308

Hours:

Monday - Friday 9:30 a.m. – 5 p.m.

www.bigapplegreeter.org

BUS COMPANIES

TNT

10 Manley Street
Staten Island, NY 10309
1-800 868-8411
www.tnttransportation.com

Academy

1111 Paterson Avenue
Hoboken, NJ 07030
201-420-7000
www.academybus.com

Campus Coach Lines

545 Fifth Avenue, Suite 700
New York, NY 10017
212-682-1050
www.campuscoachlines.com

Olympia Trails

349 First Street
Elizabeth, NJ 07206
877-894-9155
www.coachusa.com

Gray Line

777 8th Ave (Between 47th and 48th)
New York, NY 10036
1-800-669-0051
www.grayline.com

**Please note: 49th Street is designated for
bus arrivals and departures**

**Please coordinate all bus arrivals and departures with your Meetings & Conventions
Manager.**

CHILDCARE

Babysitters Guild

60 E. 42nd Street, Suite 912

New York, NY 10165

Tel. 212-682-0227

www.babysittersguild.com

Multilingual

Rates start at \$25 an hour, which may be charged to a guest's room bill.

The hotel concierge at **212-872-4790** can make arrangements.

1 Child - \$25 per hour

2 Siblings - \$30 per hour

3 Siblings - \$35 per hour

Additional \$5 per hour for foreign language

16 Languages spoken among the staff

Special rates for children of two families

Infants under 1 year - rates upon request

4 hours minimum for each assignment

Transportation - day until midnight \$4.50, past midnight \$10

Cancellation policy: four hours notice or minimum fee applicable

CHURCH AND RELIGIOUS SERVICES

Catholic

St. Patrick's Cathedral
Fifth Avenue at 50th Street
212-753-2261

Episcopal

St. Bartholomew's
Park Avenue at 51st Street
212-378-0222

Jewish

Temple Emanuel (Reform)
Fifth Avenue at 65th Street
212-507-9580

Fifth Avenue Synagogue (Orthodox)
5 E. 62nd Street
212-838-2122

Lutheran

St. Peter's Lutheran Church
619 Lexington Avenue at 54th Street
212-935-2200

**The concierge can assist with lists of services and additional places of worship
Please call 212-872-4790**

COMPUTER RENTAL SERVICES

Business Equipment Rentals

250 W. 49th Street
New York, NY 10019
Tel. 212-582-2020
Fax 212-582-0751
Contact: Barney Freedman
www.bizrentalny.com

Rent-a-PC

677 11th Avenue, 3rd Floor
New York, NY 10019
212-333-3338
Contact: Ken Edwards

CONFECTIONARIES

Godiva Chocolatier

Lexington Avenue at 50th Street
New York, NY 10022
Tel. 212-980-9810
www.godiva.com

Leonidas

485 Madison Ave (between 51st and 52nd streets)
New York, NY 10022
212-980-2608
www.leonidas-chocolate.com

Lindt Chocolates

692 Fifth Avenue (at 55th Street)
New York, NY 10022
Tel. 212-582-3047
www.lindt.com

CONVENTION AND EXHIBIT DECORATING AND DRAYAGE COMPANIES

Expo Advantage

40 Oser Ave Ste 15,
Hauppauge, NY 11788-3807
Contact: John Clancy
Tel. 631.273.2310

Freeman Decorating Company

909 Newark Turnpike
Kearny, NJ 07032
Contact: Mr. Tony Hodgins
Tel. 201-998-6444
Fax 201-998-3080

GES EXPOSITION SERVICES

125 North Street
Teterboro, NJ 07608
201-814-1313

New York Decorating

33-11 37th Avenue
Long Island City, NY 11101
Contact: Brian Occhino
Tel. 718-361-1500
Fax 718-786-1175

CONVENTION FACILITIES

The Jacob K. Javits Convention Center

655 W. 34th Street

New York, NY 10001

212-216-2000

Located between 11th and 12th avenues from 34th to 39th streets

www.javitzcenter.com

CONVENTIONS AND VISITORS BUREAU

NYC and Company

810 Seventh Avenue

New York, NY 10019

Contact: Chris Whitfield

Tel. 212-484-1241

Contact: Pamela Alvarez

Tel. 212-484-1242

Fax 212-246-6310

www.nycgo.com

CONVENTION STAFFING SERVICES

Adecco Employment, Inc.

Convention Bureau Division
551 Fifth Ave, Suite 501
New York, NY 10010
Tel. 212-682-3438
Fax 212-697-9184

NYC and Company

New York Convention and Visitors Bureau

810 Seventh Avenue
New York, NY 10019
Tel. 212-484-1241
212-484-1242
Fax 212-246-6310
Contact: Chris Whitfield or Pamela Alvarez

Eden Staffing Services

420 Lexington Avenue
21st Floor
New York, NY 10170
Tel. 212-490-7400
Fax 212-867-1759
Contact: Ignacia Nieves

CTI Convention Staffing

331 Madison Avenue
New York, NY 10017
Client Tel: 212-297-1211, 800-700-7053
Fax: 212-476-9311
Email: conventions@cti-group.com

National Convention Services

145 W 30th St # 2
New York, NY 10001
Tel. 212. 947.8255
www.ncsevents.com

COPYING SERVICES

BUSINESS CENTER

The Business Center is located off the main lobby.
Telephone: **212-872-4950** (in-house **extension 4950**)
Monday through Thursday from 6am till 11pm.
Friday from 6am till 10pm.
Saturday and Sunday from 8am till 5pm.

Copy Room

850 51st Street (at Third Avenue)
212-371-8670
Monday to Friday – 8 a.m. - 5 p.m.

Metro Copy

222 E. 45th Street (between Second and Third avenues)
212-687-6699
Monday to Friday - 24 hours
Saturday & Sunday – 9 a.m. -12 Midnight

Kinko's

153 E. 53rd Street (inside Citicorp Building) and Lexington Avenue
212-753-7580
Open 7 a.m. - 12 Midnight

Kinko's

16 E. 52nd Street (between Madison and Fifth avenues)
212-308-2679
Open 24 hours

Staples

575 Lexington Ave (Corner of 51st Street)
212-644-2118
Monday - Friday: 7:00am-7:00pm
Saturday: 9:00am-6:00pm
Sunday: 12:00pm-6:00pm

COSTUMES & UNIFORMS

Allan Rental Service

121 E. 24th Street
New York, NY 10010
212-529-4655
Contact: Stuart Busch

Creative Costume Co.

242 W. 36th Street
New York, NY 10018
212-564-5552
Contact: Susan Handler
www.creativecostume.com

Manhattan Costumes

250 W. 57th Street, Suite 1609
New York, NY 10017
212-245-6770

New York Costumes

104 4th Ave
New York, NY 10003
(800) 995-8679
Open Mon-Sat 11am-8pm; Sun 12am-7pm
www.newyorkcostumes.com

I. Buss-Allan

121 East 24th St., 7th Floor,
New York, NY 10010
Tel: 212-529-4655
Fax: 212- 505-7781
www.ibuss-allan.com

DESTINATION MANAGEMENT COMPANIES

Shackman Associates International

1462 First Avenue, Suite 2W
New York, NY 10021
Tel. 212-717-4150
Fax 212-570-9467
Contact: Karen Shackman
www.shackmanassociates.com

PGI

16 West 22nd Street, 5th Floor
New York, NY 10010
Work: 212-366-6565
Fax: 212-366-6581
E-Mail: bduffy@pgi.com
General Manager: Brian F. Duffy
www.pgievents.com

Briggs Red Carpet Associates

1501 Broadway, Suite 611
New York, NY 10036
Tel. 212-354-9440
Fax 212-382-1560
www.briggsnyc.com

Steffan Group

420 Madison Avenue
Suite 501
New York, NY 10017
Contact: Laura Saeger, CMP, CMM
212.838.8921 tel.
212.838.8923 fax
www.steffangroup.com

Empire Force Events

71 W. 23rd Street, 16th Floor
New York, NY 10010-4102
Tel. 212-924-0320
Fax 212-675-9106
www.empireforce.com

DRIVING INSTRUCTIONS

The Waldorf=Astoria is located at 301 Park Avenue, between 49th and 50th streets. The motor entrance is between Park and Lexington avenues on 50th Street, which is one-way eastbound.

From the Triboro Bridge:

- Take FDR Drive South to Exit 10, 49th Street
- Proceed up 49th Street five blocks to Park Avenue
- Turn right on Park Avenue and right on 50th Street to motor entrance

From the George Washington Bridge:

- Take West Side Highway South to 57th Street
- Turn south on 11th Avenue
- Turn onto 50th Street (one-way)
- Proceed up 50th Street nine blocks to motor entrance

From the Lincoln Tunnel:

- Exit the tunnel and turn right on 42nd Street to 10th Avenue
- Turn left on 10th Avenue to 50th Street
- Turn right on 50th Street
- Proceed up 50th Street eight blocks to motor entrance

From LaGuardia Airport:

- Upon exiting airport, follow signs for Grand Central Parkway West; take Grand Central Parkway West to the Triboro (Robert F. Kennedy) bridge into Manhattan; follow above directions from Triboro (Robert F. Kennedy) Bridge to the W=A.

From JFK Airport:

- Upon exiting airport, follow signs for Van Wyck Expressway North; follow Van Wyck North to Long Island Expressway (LIE) West; take LIE West to Queens/Midtown Tunnel; once through tunnel, turn right onto Park Avenue; turn right onto 50th street, and enter hotel driveway, which is on right just past entrance to Waldorf Towers.

From Newark Airport:

- Upon exiting airport, follow signs for New Jersey Turnpike North, from NJ Turnpike north, follow signs for Lincoln Tunnel; follow above directions from Lincoln Tunnel.

ENTERTAINERS

Chez-Zam Entertainment Group

189 Lafayette Drive
Syosset, NY 11791
516-682-4888

Contact: Debi Tracy

Email: debit@chezzam.com

Large/small-scale entertainment troupe and production company featuring guest involvement

R & R Productions

Theatre to go

7 Holly Lane

Lawrenceville, NJ 08648

609-895-9661

Contact: Ruth Markoe

Customized shows with guest involvement, specializing in murder mysteries

Hasselfree Mysteries

360 W. 36th Street

New York, NY 10018

212-563-5572

Contact: Francine Trevens

Mystery plays for fun or training

Living Liberty

15 Clark Street, Apt 6E

Brooklyn, NY 11212

Tel. 718-935-1157

Fax 718-935-9840

E-mail [Livingliberty @ aol .com](mailto:Livingliberty@aol.com)

Contact: Jennifer Stewart

“New York’s most famous lady” entertains at conventions, corporate events, and parties

Always Entertaining

16 Havemeyer Lane

Greenwich, CT 06870

203-698-7773

FORMALWEAR

Harrison

560 Fifth Avenue (entrance on 46th Street)
212-302-1742

Baldwin

52 W. 56th Street, 2nd Floor (between Fifth and Sixth avenues)
212-245-8190

Zellers

201 E. 56th Street
212-355-0707

Eisenberg & Eisenberg

16 West 17th Street (between 5th & 6th Avenues)
212-627-1290

GIFT BASKETS & AMENITIES

Corporate Amenities International

134 West 29th Street, Suite 606

New York, NY 10001

Tel: 866-643-7364

Tel: 212-279-2024

Fax: 212-279-2061

Contact: Bernadette Ryan

Baskets Extraordinaire

601 W. 26th Street

New York, NY 10001

Tel. 212-929-7259

Fax 212-929-6124

A Basket Full of Wishes

781 Anderson Avenue

Cliffside Park, NJ 07010

Tel. 201-440-9299

Fax 201-941-8810

Contact: Kristen Kruger

Petrossian Boutique

911 Seventh Avenue

New York, NY 10019

Tel. 212-245-2217

Fax 212-245-4204

HOTELS

Our affiliate hotels are *THE NEW YORK HILTON and TOWERS*, *THE MILLENNIUM HILTON*, *HILTON TIMES SQUARE*, *EMBASSY SUITES*, and *DOUBLETREE*. These and other area hotels are listed below for overflow guestrooms.

NEW YORK HILTON AND TOWERS

1335 Avenue of the Americas
212-586-7000

HILTON TIMES SQUARE

234 W. 42nd Street
(between Seventh & Eight avenues)
212-840-8222

EMBASSY SUITES

102 Northend Avenue
(between Murray & Vesey streets)
212-945-0100

DOUBLETREE

1568 Broadway
(47th Street at Seventh Avenue)
212-719-1600

W HOTEL

541 Lexington Avenue
(between 49th & 50th streets)
212-755-1200

GRAND HYATT NEW YORK

Park Avenue at Grand Central
(42nd Street between Lexington & Park avenues)
212-883-1234

HOTELS... continued

KIMBERLY HOTEL

145 E. 50th Street
(between Lexington & Third avenues)
212-755-0400

INTER-CONTINENTAL

111 East 48th Street
(between Park & Lexington avenues)
212-755-5900

LOEW'S NEW YORK

569 Lexington Avenue
(at 51st Street)
212-752-7000

MARRIOTT EAST SIDE

525 Lexington Avenue
(between 48th & 49th streets)
212-755-4000

NEW YORK PALACE

455 Madison Avenue
(between 50th & 51st streets)
212-888-7000

DRAKE SWISSOTEL

440 Park Avenue
(at 56th Street)
212-421-0900

The Convention and Visitors Bureau has a toll-free number to assist in finding hotel accommodations at even the busiest times of the year. The NYCVB hotline number is 800-846-ROOM (7666).

INTERPRETERS AND TRANSLATING SERVICES

Interpreters

The hotel concierge will be pleased to arrange for a translator in almost any language. Please contact the concierge in advance at **212-872-4790** or at **extension 4790** while in-house.

Translation services

Simultaneous Wireless Translations

305 Broadway, Suite 408
New York, NY 10007
212-227-7440 or 800-221-7242
Contact: Lori Ungersohn, President

Transperfect Translations

3 Park Avenue, 39th Floor
New York, NY 10016
212-689-5555

LIMOUSINE SERVICE

Limousine service is offered by Capricorn Limousine, located at the Transportation desk in the Main Lobby. Please contact Capricorn in advance at **212-872-4585** or at **extension 4585** while in-house. For special group arrangements, contact the Director of Sales and Marketing for Capricorn Limousines at 718-729-3000.

Hourly rates (including gratuity)

Luxury Sedan - \$87.75/hour
Mercedes Sedan - \$112.05/hour
Stretch Limousine/Van - \$108.00/hour
SUV - \$112.05/hour
Super Stretch Limousine - \$121.50/hour
Two hour minimum

Airport rates (including gratuity, parking and toll)

To LaGuardia

\$121.60 sedan
\$177.05 stretch
\$257.05 van

To JFK/Newark

\$137.15 sedan
\$175.05 stretch
\$257.05 van

From LaGuardia

\$153.15 sedan
\$186.85 stretch
\$219.25 van

From JFK/NWK/TETERBORO

\$167.40 sedan
\$206.30 stretch
\$310.00 van

LINEN COMPANIES

Floralia Decorators

Telephone: **212-872-4581** (in-house **extension 4581**)

Floralia Decorators, located in the Waldorf=Astoria Hotel, ground level, is our recommended hotel florist. For further information, contact Peter Grontas, Marc Eliot or Lawton Tootle.

Hours:

Monday-Saturday: 8 a.m. - 6 p.m.

Sunday - Closed

MEDICAL & DENTAL SERVICE

Medical and dental referrals are available through the hotel concierge at **extension 4790**. For any medical emergency, call **extension 4666**, which is the in-house equivalent of 911.

MESSENGER & COURIER SERVICES

At Your Service

212-268-2656

Open 7 days 7:30 a.m.- 8 p.m.

Arrangements can be made for off hours

Rabbit

212-371-3133

Monday- Friday 8: a.m.-7 p.m.

Arrangements can be made for weekend service with 24 hours notice

Serving the Tri-state area

Charges can be posted as a paid out to your account

Moonlite Courier

800-872-4113

24 hour service 7 days a week

Serving the Tri-state area

Credit cards accepted

Able Messenger Service

212-687-5515

24 hour service 7 days a week

Serving the Tri-state area

Charges can be posted as a paid out to your account

MUSIC & ENTERTAINMENT

Waldorf=Astoria Approved Musicians

***Hank Lane Music**
65 W. 55th Street
New York, NY 10019
Tel. 212-767-0600
Fax 212-767-1079
Contact: Hank Lane

DJ Productions
1099 Tulip Avenue
Franklin Square, NY 11010-2744
Tel 516-328-0000
Fax 516-328-3374
Contact: James J. Lorenzo

Steven Scott Orchestras
200 W. 57th Street
New York, NY 10019
Tel. 212-757-3299
Fax 212-459-9804
Contact: Stuart White

Walter Phillips Entertainment
521 Cornwell Avenue
Malverne, NY 11565
212-889-4900

Starlight Orchestra
180 W. 80th Street, Suite 217
New York, NY 10024
Tel. 212-595-0999
Fax 212-595-2706

**Great Neck Games & Productions by
Victor**
275 Jericho Turnpike
Mineola, NY 11501
800-GN-GAMES or
Tel. 516-747-9191
Fax 516-747-3146

**Jerry Kravat Entertainment Services,
Inc.**

404 Park Avenue South, 10th Floor
New York, NY 10016
Tel. 212-686-2200
Fax 212-689-9140
Contact: Jerry Kravat

*Corporate & private entertainment
*Casinos, carnivals, virtual reality,
specialists in theme decor
DJ/MCs, dancers, light show, audiovisual
E-mail: gngames@aol.com

NOVELTY GIFTS

M. Gordon Novelty, Inc.

933 Broadway

New York, NY 10010

Tel.212-254-8616

*theatrical accessories

*carnival & seasonal items

*party decorations & props

Economy Novelty & Printing Co.

224 W. 35th Street

New York, NY 10001

Tel.212-736-1215

Erbacher & Co.

Le Park Plaza No. 307

Mount Kisco, NY 10549

Tel.914-244-3990

Contact: Karen Erbacher

OFFICE EQUIPMENT AND FURNITURE RENTAL

Adirondack Rentals

820 2nd Ave.
New York, NY 10017
212-682-6484

Business Equipment Rentals

250 W. 49th Street
New York, NY 10019
212-582-2020

Cort Furniture Rental

711 Third Avenue
New York, NY 10017
212-867-2800

Furniture Rental Associates

12 W. 32nd Street
New York, NY 10001
212-868-0300

OFFICE SUPPLIES

Staples

575 Lexington Avenue
(at 51st Street)
212-644-2118
Monday to Friday: 7a.m. – 7 p.m.
Saturday: 10 a.m. – 6 p.m.
Sunday: 11 a.m. – 5 p.m.

Kinko's

16 E. 52nd Street
(between Madison and Fifth avenues)
212-308-2679
Monday to Sunday - 24 hours

Sam Flax Art Supplies

425 Park Avenue
(corner of 55th Street)
212-620-3060
Monday to Friday: 9a.m. - 6:30 p.m.
Saturday: 10a.m. – 6 p.m.

Lee's Art Supplies

220 W. 57th Street
(between Seventh Avenue & Broadway)
212-247-0110
Monday to Friday: 9 a.m. – 7 p.m.
Saturday: 9:30a.m. - 6:30 p.m.
Sunday: 12 p.m. - 5:30 p.m.

PARTY PLANNERS

Leslie L. Palme

Event Design
24 Fiske Place, Apartment 3
Brooklyn, NY 11215
718-622-6995

Empire Force Events

71 W. 23rd Street, 16th Floor
New York, NY 10010
212-924-0320

PHARMACIES

Duane Reade, a large drugstore on Lexington Avenue and 47th Street, is open 24 hours a day, seven days a week. **Tel. 212-682-5338**

Rite Aid Pharmacy is located on Third Avenue between 53rd & 54th Streets. **Tel. 212-688-0798**

Store hours are:

- Monday - Friday 7:30 a.m. – 9 p.m.
- Saturday – 10 a.m.- 6 p.m.
- Sunday – 10a.m. – 6 p.m.

PHOTOGRAPHERS

Matthew Mauro
239 Central Park West
New York, NY 10024
212-877-0123

Fred Marcus Photography
245 W. 72nd Street
New York, NY 10023
212-873-5588

Alan Perlman Photography
244 Fifth Avenue, Suite 2125
New York, NY 10001
212-534-1181

PIANOS/PIANISTS

Piano rentals

Total Piano

351 W. 41st Street
New York, NY 10036
212-868-4120
Contact: Kevin Curry

Piano players

Hank Lane Music

65 W. 55th Street
New York, NY 10019
212-767-0600
Contact: Hank Lane

PRINTERS

Kinko's

16 E. 52nd Street
212-308-2679

PDQ Offset, Inc.

211 E. 51st Street
212-753-7750

Flair Printing

15 W. 45th Street
212-575-0088

PROPS & DECORATIONS

Floralia Decorators

Located in the Waldorf Towers Lobby
Contact Dino Makris or Peter Grontas.
Tel.: 212-872-4581 (in-house **extension 4581**)

Props for Today, Inc.

Rentals- Film, Photography and Parties
330 W. 34th Street (between Eight & Ninth avenues)
New York, NY 10001
Contact: Susan Scheinman
Tel: 212-244-9600
Fax: 212-244-1053

New York Carriage & Prop Gallery

451 W. 54th Street
New York, NY 10019
212-399-0944

M. Gordon Novelty

933 Broadway
New York, NY 10010
212-254-8616

*Theatrical Accessories, Carnival & Seasonal Items
Party Decoration & Props

PUBLIC TRANSPORTATION

A copy of *Where* magazine, which includes bus and subway maps, is enclosed for your information. We do, however, suggest taxicabs as the best mode of transportation for guests who are not familiar with the city. Taxis are available from all entrances to the hotel, however the doorman on Park Avenue would be the best person to assist your guests in hailing a cab. Yellow Medallion taxis in New York cannot be dispatched by phone. Furthermore, New York is probably the greatest walking city in the world, and the Waldorf=Astoria is located in the heart of Manhattan, so we recommend walking as an excellent way to see the sites. The Theater District is approximately a twenty-minute walk from the hotel. Subway and bus fare is \$1.50. Exact fare, in coins or tokens, or a metrocard, is required for buses; free transfers to connecting buses are available, and must be requested when boarding.

RADIO & COMMUNICATION RENTALS

CP Communications

4 Executive Plaza
Yonkers, NY 10701
Tel. 212-496-9111
800-7624254
Fax 914-423-6689

Radio Nextel

565 Taxter Road
Elmsford, NY 10523
Tel. 914-407-7200
Fax 914-407-7265
Contact: Jerry Schmidt

AAA Communications

210 Fairfield Road
Fairfield, NJ 07004
Tel. 973-808-8888
Fax 973-808-8588

Bearcom

611 Route 46 West
Hasbrouck Heights, NJ 07604
Tel. 201-288-7666
or
888-841-3600
Contact: John Torres

RESTAURANTS

Peacock Alley, Bull and Bear, Oscars, the Cocktail Terrace, Sir Harry's and **Inagiku** are all located at the Waldorf=Astoria (see the Food and Beverage section.) The concierge will also be pleased to offer recommendations and assist guests with reservations at restaurants outside the hotel. The hotel concierge is located in the Main Lobby and can be reached at **212-872-4790**; the Towers concierge is located in the Towers Lobby and can be reached at extension **212-872-4718**. Following is a list of some restaurants in the vicinity of the hotel that have been recommended by the concierge.

Italian Restaurants

Cellini

65 East 54th Street (between Park and Madison Avenues)
Moderate neighborhood Italian
Tel. 212-751-1555

Cinquanta

50 E. 50th Street (between Park and Madison avenues)
Highly recommended by concierge
Tel. 212-759-5050

Fresco

34 East 52nd Street (between Park and Madison Avenues)
Upscale casual, modern Italian
Tel. 212-935-3434

Il Nido

251 E. 53rd Street
Elegant, conservative
Tel. 212-753-8450

Il Postino

337 E. 49th Street (between Second and Third Avenues)
Small, with excellent food
Tel. 212-688-0033

More restaurants on next page

Chinese Restaurants

Chiam

160 E. 48th Street
Deluxe and elegant
Tel. 212-371-2323

Mr. K's

Lexington Avenue at 51st Street
Upscale, elegant, excellent food
Tel. 212-583-1668

Shun Lee Palace

55th Street (between Lexington and Third avenues)
Upscale, chic, excellent service
Tel. 212-371-8844

Tse Yang

34 E. 51st Street
Elegant and upscale
Tel. 212-688-5447

Japanese Restaurants

Inagiku

Waldorf=Astoria
Contemporary and elegant
Tel. 212-355-3100

Haru

280 Park Avenue at 48th Street
Modern Japanese cuisine
Tel. 212-490-9680

Hatsuhana

17 E. 48th Street
Upscale, classic Japanese, sushi bar
Tel. 212-355-3345

More restaurants on next page

French Restaurants

La Grenouille

3 E. 52nd Street (between Fifth and Madison Avenues)
Deluxe, elegant, haute French
Tel. 212-752-1459

The Brasserie

100 E. 53rd Street (between Park and Lexington avenues)
Upscale French bistro, midpriced
Tel. 212-751-4840

Deux Amis

356 East 51st Street (between First and Second Avenues)
Casual, charming French bistro
Tel. 212-230-1117

Le Perigord

405 East 52nd Street (First Avenue and FDR Drive)
Old World Elegant, Classic French
Tel. 212-755-6244

Steakhouses

Bull and Bear

49th Street and Lexington Avenue
The City's First Steakhouse serving Prime USDA Certified Angus Beef dry-aged 28 days
Tel. 212-872-1275

Smith & Wollensky

797 Third Avenue
Classic steakhouse, excellent fish/seafood
Tel. 212-753-1530

The Palm

837 Second Avenue
Lively, old-world setting, lobster
Tel. 212-687-2953

More restaurants on next page

Patroon

160 E. 46th Street (between Lexington and Third avenues)
Upscale, “power crowd,” cigar friendly
Tel. 212-883-7373

Ben Benson’s

123 W. 52nd Street
Lively, class steakhouse, seafood
Tel. 212-581-8888

Contemporary Regional American

Oscar’s at the Waldorf=Astoria

301 Park Avenue
A stylish and contemporary American brasserie
Tel. 212-872-1275

Four Seasons

99 E. 52nd Street
Creative American regional, deluxe and elegant
Tel. 212-754-9494

Park Avenue Cafe

100 E. 63rd Street (between Park and Lexington avenues)
American bistro, cozy, elegant touch
Tel. 212-644-1900

Maloney & Porcelli

37 E. 50th Street
Contemporary California, grilled meats
Tel. 212-750-2233

More restaurants on next page

Seafood Specialty

Peacock Alley

301 park Avenue (In the main lobby of The Waldorf=Astoria)
Elaborate Seafood Menu and spectacular Sunday Brunch.
Tel. 212-872-1275

Le Bernardin

155 W. 51st Street
Fashionable and deluxe, French/Asian style
Tel. 212-489-1515

Oceana

55 E. 54th Street
Fashionably elegant
Tel. 212-759-5941

Sea Grill

Rockefeller Center 19 West 49th Street (between Fifth and Sixth Avenues)
Famous landmark setting overlooking Rockefeller Center Ice Rink in Winter and promenade in summer
Tel. 212-332-7610

Mexican

Mama Mexico

214 East 49th Street (between Second and Third Avenues)
Classic Mexican Cuisine
Tel. 212-935-1316

Pampano

209 East 49th Street (between Second and Third Avenues)
Upscale, modern Mexican Cuisine
Tel. 212-751-4545

Modern Asian

Tao

42 East 58th Street (between Park and Madison Avenues)
Trendy, lively atmosphere, Pan-Asian cuisine
Tel. 212-888-2288

SECURITY COMPANIES

Approved Contract Security Agencies

Ambassador Protection Services

28 Merrick Avenue North, Suite 7
Merrick, NY 11566
Tel. 516-223-4500
Fax 516- 538-4469
Contact Dennis Kelly, President

The Elite Group, Ltd.

1040 First Avenue
New York, NY 10022
Tel. 212-213-0206
Fax 818-991-4652
Contact: Louis J. Palumbo

Integrated Security Systems, Inc.

305 Madison Avenue
Suite 622
New York, NY 10165
Tel. 212-808-4153
Fax 212-808-4655
Email: intesecurity@earthlink.net
Contact: Alan Schissel, President

SPEAKERS

NATIONWIDE SPEAKERS BUREAU
310-273-8807

THEATER TOURS

NY Offstage

Tel. 212-265-6077

Fax 212-265-8912

Contact: Bev Sambrotto

“Meet the Artist”

TRANSCRIPTION

Transcript Associates

212-757-7113

250 W. 57th Street, Suite 626

New York, NY 10107

Specializing in the reporting, transcription and publishing of meetings.