



## **Hilton Cocoa Beach Oceanfront Hotel**

### **Meeting & Event Resource Guide**

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

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

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

**Hilton Cocoa Beach Oceanfront Hotel**  
**1550 N. Atlantic Avenue**  
**Cocoa Beach, FL 32931**  
**(321) 799-0003**

**[www.Hilton.com](http://www.Hilton.com)**  
**[www.hiltoncocoabeach.com](http://www.hiltoncocoabeach.com)**

## **GENERAL INFORMATION**

The Hilton Cocoa Beach Oceanfront is situated directly on the pristine white beach along Florida's Space Coast, located just 20 miles from Kennedy Space Center and NASA. As the closest beach to Orlando, the hotel is 45 miles from the Orlando International Airport and Disney attractions. Port Canaveral is 6 miles and Melbourne Airport is 25 miles from the hotel.

The Space Coast is among the best birding and wildlife watching area in the country, and is part of 2,000 miles of undeveloped beaches and over 250,000 acres of National Wildlife Refuges.

With many breaks perfect for novice to professionals, you and your family will enjoy the access to the beaches.

## **FUNCTION SPACE AND BANQUETS**

Catering Menu's available separately.

Our catering staff specializes in weddings, corporate, and social events. With over 10,000 square feet of meeting and banquet space we are able to specifically cater to our clients' needs. Plan an outside event on our oceanfront pool deck, or take advantage of the magnificent views from Horizons, our oceanfront Private Dining Room. Enhance your event with state-of-the art audiovisual equipment that is available on site. Visit our website at [www.hiltoncocoabeach.com](http://www.hiltoncocoabeach.com) for additional meeting space diagrams and information.

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### **ADVERTISING OPPORTUNITIES**

The hotel offers groups and their affiliate's opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

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

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### **AFFILIATES**

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space will work directly with our Event Services Department. All meeting space, if available, will be at the hotel's normal prevailing room rental rates and will be subject to the hotel's standard contract terms and conditions.

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

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### **AIRLINE INFORMATION**

| <u>Airline</u>  | <u>Nationwide</u> |
|-----------------|-------------------|
| Aero Mexico     | 1-800-237-6639    |
| Air Canada      | 1-888-247-2262    |
| Air France      | 1-800-237-2747    |
| Air India       | 1-800-223-7776    |
| Air Jamaica     | 1-800-523-5585    |
| Air New Zealand | 1-800-262-1234    |
| Air Tran        | 1-800-247-8726    |

|                           |                |
|---------------------------|----------------|
| Alaska Airlines           | 1-800-426-0333 |
| All Nippon Airways        | 1-800-235-9262 |
| American Airlines         | 1-800-433-7300 |
| America West Airlines     | 1-800-235-9292 |
| Austrian Airlines         | 1-800-843-0002 |
| British Airways           | 1-800-247-9297 |
| Continental Airlines      | 1-800-525-0280 |
| Delta                     | 1-800-221-1212 |
| Frontier                  | 1-800-432-1359 |
| Japan Airlines            | 1-800-525-3663 |
| Jet Blue                  | 1-800-538-2583 |
| KLM Royal Dutch Airlines  | 1-800-447-4747 |
| Korean Air                | 1-800-438-5000 |
| Lufthansa                 | 1-800-645-3880 |
| Midwest Airlines          | 1-800-452-2022 |
| Northwest (Domestic)      | 1-800-225-2525 |
| Northwest (International) | 1-800-447-4747 |
| Qantas                    | 1-800-227-4500 |
| Singapore Airlines        | 1-800-742-3333 |
| Southwest Airlines        | 1-800-435-9792 |
| United Airlines           | 1-800-521-0810 |
| US Air                    | 1-800-428-4322 |
| Varig                     | 1-800-468-2744 |
| Virgin Atlantic           | 1-800-862-8621 |

**Airport Information**

The nearest airport is the Orlando International Airport located 45 miles, approximately 45 minutes from the *Hilton Cocoa Beach Oceanfront Hotel*.

[www.orlandoairports.net](http://www.orlandoairports.net)

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**AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. You may choose from the list of amenities below or advise your Catering/Event Manager of your specific preferences or budgeting guidelines.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 18%. For a standard delivery, the fee is \$3.00

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**AMERICANS WITH DISABILITIES (ADA)**

The Hotel represents that the Hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans with Disabilities Act. You agree that one week in advance of your event, you will furnish to

us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.

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### **AUDIO/VISUAL**

PSAV, our audiovisual company, brings over 20 years of experience in the field of audio visual to your meeting at the Hilton Cocoa Beach Oceanfront. PSAV may be reached by dialing 7918.

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### **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located in the lobby. There are also ATM locations in Cocoa Beach at all major bank locations.

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### **BABY-SITTING SERVICES**

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

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

<http://www.care.com/cocoa-beach-fl-p1035-q18861.html>

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### **BALLOONS**

There is a \$75.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

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### **BANKS**

Bank Of America  
4300 N. Atlantic Ave.

Cocoa Beach, FL 32931

(321) 783-2444

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

Lobby: Monday – Thursday, 9 a.m. – 4 p.m.; Friday, 9 a.m. – 6 p.m.

Drive Up: Monday – Thursday, 8 a.m. – 5 p.m.; Friday, 8 a.m. – 6 p.m.

Wachovia Bank

1775 N. Atlantic Ave.

Cocoa Beach, FL 32931

(321) 459-5570

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

Lobby: Monday – Thursday, 9 a.m. – 4 p.m.; Friday, 9 a.m. – 6 p.m.

Drive Up: Monday – Friday, 8 a.m. – 6 p.m.

Sun Trust Bank

150 Cocoa Isles Blvd.

Cocoa Beach, FL 32931

(321) 799-2203

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

Lobby: Monday – Thursday, 9 a.m. – 4 p.m.; Fri 9 a.m. – 6 p.m.

Drive Up: Monday – Thursday, 8 a.m. – 5 p.m.; Fri 8 a.m. – 6 p.m.

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### **BANNERS/SIGNAGE**

Any Banners provided by group are required to be hung by hotel property's maintenance staff at a charge of \$25.00 per banner. Please see the Banquet event order for any other specific contractual information.

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### **BANQUET BEVERAGE SELECTION**

The [Hilton Cocoa Beach Oceanfront](#) offers a choice of standard and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

Standard Brands: Canadian Club, Jim Beam, Seagram's, Myers's Platinum White, J&B, Sauza Gold, Hiram Walker, Martini & Rossi, and Smirnoff.

Call Brands: Canadian Club, Jim Beam, Bombay, Bacardi Superior, Johnnie Walker Red Label, Jose Cuervo Especial, Hiram Walker, Martini & Rossi and Stolichnaya.

Premium Brands: Canadian Club, Marker's Mark, Tanqueray, Bacardi Superior, Dewar's, 1800 Reposado, Hiram Walker, Martini & Rossi, and Absolut.

Beer: Select 2 Domestic- Budweiser, Bud Light, Michelob Ultra and Miller Lite.

Select 1 Import- Amstel Light, Heineken, Corona Extra, Stella Artois and Sam Adams.

Wine: Cabernet Sauvignon, Chardonnay, Merlot and White Zinfandel

Non-Alcoholic Beverages: *Assorted Soft Drinks and Fruit Juices.*

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

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### **BANQUET CURFEWS**

There is an outdoor function curfew of 10:00 p.m. In accordance with Florida liquor laws, all alcoholic beverage sales will begin at 11:00 am and conclude at 2:00 a.m.

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### **BANQUET EQUIPMENT**

Items in our banquet inventory are for your use at no additional charge. Any equipment requested not in inventory, which have associated costs, will be passed on to your group.

Please note the hotel does not carry the following items:  
72” Round Tables and 72” X 30” tables.

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

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### **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 14 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

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

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### **STANDARD BANQUET TERMS AND CONDITIONS**

**1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Event Order (“EO”). The terms and conditions of any group

sales or catering sales agreement previously signed regarding this event remain in force and the EO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.

**2. GUARANTEE OF ANTICIPATED REVENUE:** At least 96 hours (7 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater.

**3. LABOR CHARGE:** If the guaranteed number for your event is less than 20 persons, we will add a \$50 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.

**4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final EO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.

**5. GRATUITY & SERVICE CHARGE:** 21 % of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event.

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

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

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

**9. AUXILIARY AIDS:** The Hotel represents and you acknowledge that the Hotel facilities being rented for you including guest rooms, common areas and transportation

services will be in compliance with our public accommodation requirements under the Americans with Disabilities Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.

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

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

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

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### **BELL SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and bag handling/storage. Portage charges will be set forth in your contract. The current rate is \$4.00 per person, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Sales/Catering Manager.

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### **BILLING**

Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Catering/Event Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily review with the Event Services Manager.

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### **BOX LUNCHES**

Box lunches are available through *Sales/Catering Department*. We can help you create your own customized lunch. If you wish to order box lunches for your group, your Catering/Event Manager will arrange the order for you and provide delivery to your specified location on the property.

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### **BUSINESS CENTER**

Whatever your business needs are they can all be accommodated through our in-house Business Center.

Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group's needs, please refer to the Business Center or discuss them with your Catering/Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone's needs in mind.

The business center is open 24 hrs with your hotel room key.

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

Jet Press Printing  
266 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-5555  
jetpresscb@bellsouth.net  
9am – 5pm

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### **BUS/BUS COMPANIES**

Travelynx  
355 Williams Point Blvd.  
Cocoa, FL 32927-4801  
321-631-7777  
www.travelynx.net  
[sales@travelynx.net](mailto:sales@travelynx.net)

American Coach of Orlando  
4950 L.B. McLeod Road  
Orlando, FL 32811  
800-781-8999  
www.coachamerica.com

Cocoa Beach Shuttle

321-631-4144

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

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### **CAR RENTAL AGENCIES**

Following are the three Hilton *Cocoa Beach Oceanfront* preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011

(321) 783-7771

Cape Canaveral

Avis Rent-A-Car 800-321-3712

(321) 783-3643

Cape Canaveral

Budget Rent-A-Car 800-527-0700

(321) 784-0634

Cape Canaveral

Enterprise Rent-A-Car

(321) 866-0324

Cape Canaveral

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### **\*CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Cocoa Beach Oceanfront will require full payment in advance for room and tax charges. In addition, there will be a \$20.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

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### **CELEBRITY/DIGNITARY VISITS**

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

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### **CHECK-IN AND CHECKOUT**

Hotel check-in is 4:00 p.m., and checkout is 11:00 a.m. (All guests arriving before 4:00 p.m. will be accommodated as rooms become available. Our Guest Service Department

can arrange to check luggage for those guests arriving early when rooms are not available and for guests attending functions on departure day.)

### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a 1 night room and tax early departure fee assessed in the event the guest departs prior to their confirmed departure date.

### **Late Departure**

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

### **Zip Checkout**

With zip checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial 0 to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

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### **COFFEE MAKER**

Hilton Hotels today launched its new Hilton Serenity Collection in-room coffee system, with an exclusive Cuisinart dual-cup, single-brew coffee maker designed specifically for the hotel chain. The appliance has sleek chrome and black accents, compact design and ease-of-use highlights.

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### **CONCIERGE**

The Hilton Cocoa Beach concierge team is J&J Concierge and Transportation Service. They can be reached by calling (321) 799-0003 and can meet all your needs and reservations for local attractions.

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### **CORKAGE**

A corkage fee of \$15.00 plus tax and gratuity will be charged for all Alcoholic beverages. All corkage fees are subject to 21% service charge and applicable sales tax. Please consult your Catering/Event Manager for additional details.

### **CREDIT CARDS**

The Hilton Cocoa Beach Oceanfront accepts most major credit cards including  
American Express  
Diners Club  
Carte Blanche  
MasterCard  
Visa

Discover

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### **CREDIT POLICY**

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

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### **DANCE FLOOR**

The Hilton Cocoa Beach is pleased to provide you a dance floor for your special occasion. Please inquire with your Catering/Event Manager.

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### **DECORATIONS**

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

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

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### **DESTINATION MANAGEMENT COMPANIES (DMC)**

Preferred vendors that have successfully worked with the hotel are listed below for your reference.

Complete Destinations  
3936 Andover Cay Boulevard  
Orlando, FL 32825-2739  
Email: [david@completedestinations.com](mailto:david@completedestinations.com)  
PHONE: (407) 948-1429 FAX:(407) 275-2691

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### **DEPOSITS**

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

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## **DIAGRAMS**

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

[http://www.hiltoncocoabeach.com/capacity\\_chart/index.cfm](http://www.hiltoncocoabeach.com/capacity_chart/index.cfm)

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## **DIETARY REQUIREMENTS**

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

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## **DIRECTIONS TO THE HOTEL**

From Orlando International Airport:

### **FROM ORLANDO:**

Take the Beachline (528) East towards Port Canaveral.

The Beachline becomes A1A and turns South. Continue South on A1A through SR520. The Hilton is located 1 ¼ miles South of Ron Jon's Surf Shop and intersection of SR520 A1A.

### **FROM POINTS SOUTH:** (Miami, Ft. Lauderdale, Melbourne, etc.)

Traveling on I-95 North to exit 201 (old exit #75). Take 520 East. Continue East on 520 until you get to A1A (one block before the ocean). Turn right on A1A (South) and continue 1 ¼ miles. Hilton is on the Left side.

### **FROM POINTS NORTH:** (Daytona Beach, St. Augustine, Jacksonville, etc.)

Take I-95 South to exit 205 (old exit #77). This is the Beachline (528) East. At Port Canaveral, the Beachline becomes A1A and turn South. Continue South on A1A through SR520. The Hilton is located 1 ¼ miles South of Ron Jon's Surf Shop and the intersection of 520 and A1A. The hotel is on the left side.

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

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## **DOCTORS**

Cape Canaveral Hospital  
701 West Cocoa Beach Causeway  
Cocoa Beach, FL 32931  
(321) 799-7111  
[www.health-first.org](http://www.health-first.org)

Health First Walk-In Clinic  
105 South Banana River Boulevard  
Cocoa Beach, FL 32931  
(321) 868-8313  
Hours:  
Monday-Friday- 8am-7:30pm  
Saturday- 9am-4pm  
Sunday- 9am-1pm

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### **DRUG STORES**

Walgreens Pharmacy  
4150 N. Atlantic Ave.  
Cocoa Beach, FL 32931  
(321) 799-9112

CVS Pharmacy  
4292 N. Atlantic Ave.  
Cocoa Beach, FL 32931  
(321) 784-0503

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### **DRY-CLEANING – SEE LAUNDRY/VALET**

Laundry services are available by dialing extension 0, Monday through Friday. Garments picked up prior to 8:30 a.m. are returned to guests by 4:00 p.m. the same evening. Garments picked up after 9:00 a.m. will be returned the following day by 4:00 p.m.

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

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### **eEVENTS**

Hilton Family's online booking channel for small groups and meetings.

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### **ELECTRICAL**

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

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### **ELEVATORS**

The Hilton Cocoa Beach Oceanfront hotel has 3 guest elevators located in the lobby.

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### **EMERGENCY PROCEDURES**

The *Hilton Cocoa Beach Oceanfront* is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 7811.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 7822 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 4 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: Cape Canaveral Hospital
- Nearest hospital: Cape Canaveral Hospital

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### **ENTERTAINMENT**

The Hilton Cocoa Beach Oceanfront has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. The city requests that outdoor entertainment begin no earlier than 10:00 a.m. and end no later than 10:00 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

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### **ENVIRONMENTAL COMMITMENT**

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

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## **EXECUTIVE MEETING PACKAGES**

Executive Meeting Packages are available. Please contact your Catering/Event Services Manager for details.

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## **EXHIBITS**

Please contact your Catering/Event Services Manager for information on Exhibits.

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## **FAX MACHINES**

Fax machines are available for rent through our in-house Audio Visual Department. To arrange a rental, please contact your Catering/Event Manager.

Our front desk staff will be happy to assist our guests with faxing as well.

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## **FAX NUMBERS**

For Guests: (321) 799-0344  
Sales/Catering/Convention Services office: (321) 799-1816

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## **FIRE CODES**

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

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

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

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

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

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

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

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

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

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

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### **FITNESS CENTER**

The Fitness Center is a perfect compliment for your convention and meeting needs. Located on the first floor, you will find cardio, strength and conditioning equipment as well as free weights.

Hours of Operation:

24 Hours a day with your room key for access.

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### **FLAGS**

Our Banquet Department currently has 2 United States flags and 1 *Florida* State flag in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

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### **FLORAL/FLORIST**

A1A Cocoa Beach Florist

71 North Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-9242  
[www.cocoa-beach-florist.com](http://www.cocoa-beach-florist.com)

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### **GENERAL MANAGER**

Debra Green joined the Hilton Cocoa Beach Oceanfront in February 1988 as General Manager. She has over 30 years in hotel industry experience.

Debra Green is thrilled to welcome your group to the Hilton Cocoa Beach Oceanfront and is accessible as needed.

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### **GIFT CERTIFICATES**

A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Please contact your Catering/Event Manager for further details.

### **GIFT IDEAS**

<http://www.hilntohome.com/> - The Hilton Serenity Collection

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

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

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### **GOLF COURSE INFORMATION**

The Cocoa Beach Country Club offers you scenic fairways, rolling greens, beautiful sweeping views of the Banana River and has lots of wildlife and is just five minutes from the hotel. The course offers three separate challenging sets of nine holes. The courses are open to the public seven days a week. Transportation for your group can be arranged the JJ Concierge's service by dialing 321-799-0003. There are several other golf courses within a half an hour of the hotel:

Cocoa Beach Country Club  
5000 Tom Warriner Blvd  
Cocoa Beach, FL 32931  
(321) 868-3361  
[www.golfcocoabeach.com](http://www.golfcocoabeach.com)

Savannah's Country Club  
3915 Savannah's Trail  
Merritt Island, FL 32953  
(321) 455-1375

<http://www.golfthesavannahs.com/>

Viera East Country Club  
2300 Clubhouse Drive  
Rockledge, FL 32952  
(321) 639-6500  
[www.vieragolf.com](http://www.vieragolf.com)

Bay Tree Country Club  
8207 National Drive  
Melbourne, FL 32940-2150  
(321) 259-9060  
[www.baytreenational.com](http://www.baytreenational.com)

Duran Country Club  
7032 Stadium Parkway  
Viera, FL 32940  
(321) 504-7776  
<http://durangolf.com/?page=8499>

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### **GRATUITIES**

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

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### **GUEST LIST MANAGER**

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

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### **GUEST ROOMS**

The hotel's current bedding breakdown is as follows:  
146 King Bed Rooms and 154 Room's with two Queens.

Florida state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children).

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

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### **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door – \$3.00 per envelope (\$4.00 if personalized) deliveries inside the room - \$4.00 for the first item & \$1.00 for each additional item.

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### **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 7827. A hotel operator will direct your needs to the appropriate hotel contact.

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### **HAIR SALON**

|                         |  |
|-------------------------|--|
| Stylz Salon and Day Spa | (321) 784-2148                           |
| JCPenney (Amelia)       | (321) 452- 6811                          |
| Hair Teck               | (321) 722-1663                           |
| Heavenly Belles         | (321)480-7076                            |
| Fifth Avenue Hair       | (321) 305-9247 (Mobile hair and make-up) |

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### **HEAT**

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

### **HOSPITALITY DESKS**

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

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

Professionally printed signs may be ordered in advance.

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### **HOSPITALITY SUITES**

The Hilton Cocoa Beach has several different rooms that can be utilized as a Hospitality Suite. Please contact the Sales Department at extension #7808 to discuss your options.

### **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Cocoa Beach Oceanfront:

|                  |  |
|------------------|--|
| Address:         | 1550 N. Atlantic Ave, Cocoa Beach, FL 32931                            |
| Telephone:       | (321) 799-0003   |
| Facsimile:       | (321) 799-0344   |
| Reservations:    | 1-800-HILTON   |
| Website:         | <a href="http://www.hiltoncocoabeach.com">www.hiltoncocoabeach.com</a> |
| Managed By:      | Hilton Hotels Corporation  |
| Grand Opening:   | 1986   |
| Last Renovation: | 2008   |

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### **HOTEL MAP**

Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions at \$2.00 each.

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### **HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 8:30 a.m. and 5 p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

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

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### **IN CONJUNCTION WITH (ICW'S)**

Any group hosting an In-Conjunction with Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

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

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

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## **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.

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## **IN-ROOM DINING**

Our In-room Dining is open 6:30 a.m – 10:00 p.m. for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 7831 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 18% and is posted automatically on all checks. There is also a delivery fee of \$3.00 per order.

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## **INTERNET SERVICES**

The Hilton Cocoa Beach Oceanfront provides numerous Internet Services. Please contact guest assistance by dialing 0 for any questions concerning your system.

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## **KEY CARDS**

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a \$75.00 charge per door/per room and you may be required to sign a hold harmless agreement.

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## **KEY HOTEL CONTACTS**

The Hilton Cocoa Beach Oceanfront Managing Committee consists of the following people:

|                                 |                             |
|---------------------------------|-----------------------------|
| General Manager                 | Debra Green, ext: 7801      |
| Director of Food & Beverage     | Jose Otero, ext: 7830       |
| Director of Finance             | William Crawford, ext: 7809 |
| Director of Front Office        | Dee Lopez, ext: 7804        |
| Executive Chef                  | Jose Otero, ext: 7830       |
| Director of Housekeeping        | Beryl Davis, ext: 7839      |
| Director of Engineering         | John Vargo, ext: 7833       |
| Director of Sales and Marketing | Brenda Moening, ext: 7806   |

Director of Catering

Janice Romano, ext: 7143

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### **LAUNDRY/VALET – SEE DRY CLEANING**

Complete laundry services are also available Monday through Friday by dialing extension 0. Garments picked up prior to 8:30 a.m. are returned to guests by 4:00 p.m. the same evening. Garments picked up after 9:00 a.m., will be returned the following day by 4:00 p.m.

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

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### **LINEN SELECTION**

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

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### **LIQUOR LAWS**

The State of Florida has strict liquor laws that must be followed by the Hilton Cocoa Beach Oceanfront. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Cocoa Beach Oceanfront, no group may bring in their own alcohol to be served. The legal drinking age in Florida is 21.

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

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### **LOCAL INFORMATION**

Brevard Zoo (321) 254-3002

Location: 8225 N. Wickham Rd., Viera

Featuring over 200 animals and representing more than 60 species; an adventurous playground fun for both children and adults.

Historic Cocoa Village (321) 631-9075

Location: Brevard and Delannoy Avenues, just south of SR 520 on the banks of the Indian River

A charming potpourri of unique shops, galleries, cafes, and some of Florida's best gourmet restaurants.

Kennedy Space Center (321) 454-3211

Location: SR 405, Kennedy Space Center

Explore a world of amazing surprises; enjoy sensational exhibits, thrilling movies, guided tours through the U.S. Space Program; see the actual site of Shuttle Launches.

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### **LOST AND FOUND**

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

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### **LUGGAGE STORAGE**

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

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### **MANAGER ON DUTY (M.O.D.)**

For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 0.

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### **MAIL SERVICES.**

The United States Post Office located in Cocoa Beach and can be reached at (321) 783-2544.

Hours of operation:

Weekdays- 9am-5pm

Saturday- 9am-12pm

Closed on Sunday

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### **MASTER ACCOUNTS**

See Sales Agreement.

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## **MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

### Urgent Care

- Health First Walk-In Clinic  
105 South Banana River Boulevard  
Cocoa Beach, FL 32931  
(321) 868-8313  
Hours:  
Monday-Friday- 8am-7:30pm  
Saturday- 9am-4pm  
Sunday- 9am-1pm

### Hospital

- Cape Canaveral Hospital  
701 West Cocoa Beach Causeway  
Cocoa Beach, FL 32931  
(321) 799-7111  
[www.health-first.org](http://www.health-first.org)

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## **MEETING PACKAGES**











Meeting Packages are available. Please contact your Catering/Event manager for details.

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## **MEETING ROOM CAPACITIES**

Meeting Room Floor: [GROUND FLOOR](#)

 Space  
Calculator  
or  
 Metric  
Converter

|   |  |  |   |   |   |   |  |   |  |
|---|--|--|---|---|---|---|--|---|--|
|  Total Sq Ft |  Room Size<br>L x W |  Ceiling Ht |  Classroom |  Theater |  Banquet 10 |  Reception |  Conference |  U-Shape |  H-Square |
|---|--|--|---|---|---|---|--|---|--|

|  |                                   |  |
|--|-----------------------------------|--|
| GROUND FLOOR<br><a href="#">View Floor</a> | <a href="#">Convert to Metric</a> | Maximum number of people per seating style |
|--|-----------------------------------|--|



Space  
Calculator  
or



Metric  
Converter

|             |                    |            |           |         |            |           |            |         |          |
|-------------|--------------------|------------|-----------|---------|------------|-----------|------------|---------|----------|
|             |                    |            |           |         |            |           |            |         |          |
| Total Sq Ft | Room Size<br>L x W | Ceiling Ht | Classroom | Theater | Banquet 10 | Reception | Conference | U-Shape | H-Square |

| Plan)  | Total Sq Ft | Room Size (L x W) | Ceiling Ht | Classroom | Theater | Banquet 10 | Reception | Conference | U-Shape | H-Square |
|--|-------------|-------------------|------------|-----------|---------|------------|-----------|------------|---------|----------|
| Banquet Lobby Area                                   | 1,600       | 20.00' x 50.00'   | 14         | 0         | 0       | 0          | 0         | 0          | 0       | 0        |
| <a href="#">Sand Castle 1</a>                        | 1,000       | 26.00' x 18.50'   | 8          | 15        | 35      | 32         | 45        | 20         | 20      | 0        |
| <a href="#">Boardroom 1 and 2</a>                    | 500         | 53.00' x 18.50'   | 8          | 30        | 75      | 55         | 90        | 30         | 35      | 0        |
| <a href="#">Sand Castle 2</a>                        | 1,000       | 26.00' x 18.50'   | 8          | 15        | 35      | 32         | 45        | 20         | 20      | 0        |
| <a href="#">Grand Ballroom</a>                       | 4,200       | 100.00' x 45.00'  | 14         | 250       | 500     | 360        | 600       | 170        | 90      | 0        |
| <a href="#">Grand Ballroom-Dunes</a>                 | 1,100       | 25.00' x 45.00'   | 14         | 50        | 100     | 65         | 150       | 35         | 35      | 0        |
| <a href="#">Grand Ballroom-Dunes: Dunes 1</a>        | 550         | 25.00' x 20.00'   | 14         | 25        | 50      | 24         | 75        | 20         | 25      | 0        |
| <a href="#">Grand Ballroom-Dunes: Dunes 2</a>        | 550         | 25.00' x 20.00'   | 14         | 25        | 50      | 24         | 75        | 20         | 25      | 0        |
| <a href="#">Grand Ballroom-Sawgrass</a>              | 1,100       | 25.00' x 45.00'   | 14         | 50        | 100     | 65         | 150       | 35         | 35      | 0        |
| <a href="#">Grand Ballroom-Sea Oats and Dunes</a>    | 3,100       | 70.00' x 45.00'   | 14         | 150       | 300     | 165        | 450       | 115        | 85      | 0        |
| <a href="#">Grand Ballroom-Sea Oats and Sawgrass</a> | 3,100       | 75.00' x 45.00'   | 14         | 150       | 300     | 165        | 450       | 115        | 85      | 0        |
| <a href="#">Grand Ballroom Sea Oats</a>              | 2,000       | 50.00' x 45.00'   | 14         | 100       | 200     | 100        | 300       | 80         | 50      | 0        |
| <a href="#">Seashore Ballroom</a>                    | 1,680       | 20.00' x 82.00'   | 12         | 100       | 150     | 125        | 200       | 60         | 50      | 0        |
| <a href="#">Horizons</a>                             | 1,100       | 25.00' x 45.00'   | n/a        | 50        | 100     | 60         | 100       | 35         | 35      | n/a      |

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## **MEETING ROOM RENTAL**

Please contact your Catering/Event manager for pricing and details.

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## **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

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

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

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## **MUSIC/MUSICIANS**

The Hilton Cocoa Beach Oceanfront has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

The City of Cocoa Beach requests that outdoor entertainment begins no earlier than 10:00AM and to be completed no later 10:00PM.

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## **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our hotel daily are the New York Times and USA Today. We do have a local newspaper (Florida Today) stand located on the first floor for purchase.

USA Today is delivered to each hotel room by 6:00AM daily.

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## **OFFICE EQUIPMENT/SUPPLIES**

The in-house Business Center offers a complete range of services including rental of computer systems, copier machines, facsimile machines, secretarial support, photocopying, word processing services, fax transmission, and shipping and mail services, just to name a few.

Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group's needs with the Business Center or with your Catering/Event Manager.

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

Jet Press Printing

266 N. Atlantic Avenue

Cocoa Beach, FL 32931

(321) 783-5555

jetpresscb@bellsouth.net

9am – 5pm

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### **OFF PREMISE CATERING**

Slow and Low Barbeque

306 North Orlando Avenue

Cocoa Beach, FL 32931-2919

(321) 783-6199

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

Green Turtle Market

855 East Eau Gallie Blvd

Indian Harbor Beach, FL 32937

(321) 773-2001

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

### **PARKING**

The Hilton Cocoa Beach Oceanfront offers complimentary valet and self-parking.

If you are planning a large movement or delivery of rental cars for a specific group event or activity, please advise your Catering/Event Manager so that specific parking may be reserved.

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### **PERSONALIZED ON-LINE GROUP PAGE (POG)**

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

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

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### **PETS (POLICY)**

Service animals are always welcome and must be accommodated. The Hilton Cocoa Beach does not allow pets other than service animals.

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### **PHOTOGRAPHY**

Sun Touched Photography is a company that can also provide photography services for all occasions, special events, weddings, and groups.

Sun Touched Photography  
103 North Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 258-7122  
[www.suntouchedweddings.com](http://www.suntouchedweddings.com)

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### **POOLS**

Rejuvenate in sun-splashed splendor at Hilton Cocoa Beach Oceanfront. The pool is a 10,000-square-foot oceanfront paradise - the largest on Florida's Space Coast. Enjoy comfortable chaises lounges with fresh towels. Sip a specially blended cocktail, while enjoying awe-inspiring views of the Atlantic Ocean. Allow our alluring Central Florida family hotel to provide you with the ideal poolside setting with thoughtful features and services, including:

- 10,000-square-foot oceanfront pool deck
- Outdoor heated pool, Hours: 8:30 AM – 10:00 PM
- Daytime entertainment (seasonal)
- Sea Breeze Beach Bar on deck
- Chairs and umbrellas

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### **POST-CONVENTION MEETING**

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

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### **POSTING OF EVENTS**

The Hilton Cocoa Beach posts all hotel events on a rolling reader board that can be viewed in Hotel Lobby and all guest rooms.

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### **PRE-CONVENTION MEETING**

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise

your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour).

Please note that for smaller groups, a smaller more personalized meeting may be set up involving key operational department heads.

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### **PRINTING SERVICES**

Jet Press Printing  
266 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-5555  
jetpresscb@bellsouth.net  
9am – 5pm

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### **PUBLIC TRANSPORTATION**

In 2001, Space Coast Area Transit (SCAT) introduced trolley service to Cocoa Beach. The trolleys are actually buses designed to look like trolleys. The service runs Monday through Saturday from 7:00am to 9:00pm and on Sunday from 8:00am to 5:00pm from Port Canaveral to 13th Street in Cocoa Beach. A ride on the trolley costs \$1.25 with a special rate of .60 for seniors, veterans, disabled and students. There is no charge for children under 5 or for transfers to fixed route bus service. Please have the exact fare ready when riding a bus/trolley. Drivers are not equipped to make change. Bikes and surfboards are welcome.

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### **RADIOS/PAGERS/NEXTELS**

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

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### **RECYCLING**

The Hilton Cocoa Beach is a certified One Palm Green Hotel. The hotel recycles glass, paper, aluminum, light bulbs and toner cartridges.

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### **REGISTRATION ASSISTANCE**

If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. Registration attendants are easily scheduled with sufficient notice.

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### **REGISTRATION DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in the Pre-function area near the meeting space. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day's use.

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

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

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### **RESTAURANTS/LOUNGES**

Discover a sumptuous variety of fine and casual dining options at **Hilton Cocoa Beach Oceanfront** - set against Florida's stunning Space Coast. Gather together with family or reserve a private party with colleagues at Atlantis Bar & Grill - a Cocoa Beach restaurant famous for its seafood, sumptuous prime cuts, and assortment of traditional fare. For those seeking a laid-back atmosphere, visit our poolside option, Sea Breeze - serving innovative drinks and selections from a casual, creative menu. Delight in our delicious Cocoa Beach restaurants, including:

#### **Atlantis Bar & Grill**

Dine in a tropical paradise in a setting that overlooks the ocean, while enjoying a delightful blend of lush ambiance and excellent cuisine. As one of the top choices for savory Cocoa Beach dining, Atlantis Bar & Grill offers a brilliant menu that spans the full spectrum of tastes.

Hours: Breakfast Daily 6:30am – 11:00am

Dinner Daily 5:00pm – 10:00pm

#### **Sea Breeze Beach Bar**

Enjoy the casual atmosphere of a laid-back poolside setting. Delight in frozen drinks, a breezy pool deck, enticing lunch specials, and more. From casual island entertainment and lively music to a diverse menu Sea Breeze beach bar offers refreshing ocean side dining.

Hours: Lunch Daily 11:00am – 5:00pm

Lounge 11:00am – Weather Permitting

#### **Atlantis Lounge**

Atlantis Lounge is the perfect choice for a quiet after-work cocktail or a casual upscale gathering with friends. Catch up on the latest NASA news or watch your favorite sports team in action. Daily drink specials are available.

Hours: 5:00 – 11:00pm



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### **RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the hotel and in Cocoa Beach, whether it is for a table of four or a dine-around for 250. For reservation information and assistance, please contact our Host/Hostess at extension 7817.

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### **RESTROOMS**

Public restrooms are located in the following areas:

Hotel Lobby, located to the back of the Front Desk

Function Area, directly across from Seagrapes

Beach Restrooms located in between outdoor exits to the Pool Deck

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### **RESUMES**

Group resumes are prepared in advance of all group arrivals. Please consult your Catering/Event Manager for additional details.

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### **ROOMING CODES/ROOMING LISTS**

The following are the room category and special service codes that are utilized by the hotel's reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Cocoa Beach Oceanfront.

RR – King Bed Cocoa Room

R2 – 2 Queens Cocoa Room

K1D – King Coastline View

Q2DV – 2 Queens Coastline View

RRFF – King Oceanfront

Q2FF – 2 Queens Oceanfront

RRJV – King Jr. Suite

Q2J – 2 Queens Jr. Suite

RRRC – Handicap Accessible (room type not guaranteed)

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### **SAFES/SAFE DEPOSIT BOXES**

Complimentary safe deposit boxes are available for registered guest usage while at out hotel. Please see our Front Desk agents for safe deposit box access. Note: Please don not leave valuables unattended while in the hotel as we cannot be held responsible for lost or stolen items.

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### **SECURITY**

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

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### **SHIPPING AND RECEIVING**

Packages for functions may be delivered to the hotel up to one week prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are extremely limited.

Please do not ship valuables. We cannot be responsible for contents. When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage.

Conference Name  
Event Dates  
Client / Guest Name  
Hold for Arrival (arrival date)  
Attention: Maggie McLaughlin  
Hotel Name / Address / City State ZIP  
Phone  
Fax  
Number of packages in that shipment

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

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

## **SHOPPING**

Merritt Square Mall  
777 East Merritt Island Causeway  
Merritt Island, FL 32952  
(321) 452-3270  
Monday-Saturday- 10am-9pm  
Sunday- 12pm-6pm  
[www.merrittsquaremall.com](http://www.merrittsquaremall.com)

Historic Cocoa Village  
317 Riveredge Boulevard  
Cocoa, FL 32922  
(321) 631-9075  
[www.cocoavillage.com](http://www.cocoavillage.com)

Avenues at Viera  
2261 Town Center Avenue #113  
Viera, FL 32940  
(321) 634-5390  
[www.shoptheavenue.com](http://www.shoptheavenue.com)

Historic Downtown Melbourne  
Main Street  
Melbourne, FL 32935  
(321) 724-1741  
[www.downtownmelbourne.com](http://www.downtownmelbourne.com)

Ron Jons Surf Shop  
4151 N Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 799-8888  
[www.ronjons.com](http://www.ronjons.com)

Cocoa Beach Surf Company  
4001 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 799-9930  
[www.cocoabeachsurfcompany.com](http://www.cocoabeachsurfcompany.com)

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## **SIGNAGE**

The Hilton Cocoa Beach takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

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

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

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### **SITE INSPECTION/PRE-PLANNING**

Please contact the Hilton Cocoa Beach Sales Department at extension 321-799-0003 #7808 to schedule a site inspection or pre planning meeting

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### **SMOKING**

All public areas, restaurants and bars in the Hilton Cocoa Beach are considered “nonsmoking” per local Board of Health. Smoking is only allowed outside of the building in designated areas and in limited amount of guest rooms. Please identify guests’ smoking preferences in advance so we may best accommodate their request.

The Hotel does provide a specific area of rooms (4 rooms located on the second floor) in which guests are permitted to smoke. Any guests that are found to have smoked in a guest room other than a designated smoking room will be charged a Housekeeping Fee (\$200) for time and labor spent removing smoke odor.

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### **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. The Audio Visual Director can be reached by contacting your Catering/Event Manager

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### **SPECIAL MEAL REQUESTS**

Please consult with your Catering/Event Manager for any special meal requests. The Hilton Cocoa Beach’s Executive Chef is pleased to accommodate your requests to the best of his abilities.

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## **SPORT**

### *Sustainable Property Operations Results Tracking*

SPORT is an integrated, performance based system, built into our HEAT system that looks at all of the key focus areas in terms of sustainability and operational best practices. Your Catering/Event Manager can share detailed information.

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## **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the Hilton Cocoa Beach. If you are anticipating shipping a large volume of materials, we suggest you consult your Catering/Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. Hotel cannot provide security. If shipping valuables, please make arrangements to hire and pay for outside security.

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## **SUITES**

### One Bedroom Oceanfront Suite

One Bedroom Oceanfront Suite has a direct Oceanfront View with the one King Bed, dining room table for 4, kitchenette, sofa bed, a 48-inch flat screen TV, Hilton Alarm Clock Radio with MP3 connection, chair and ottoman, work desk, two-line phones with voicemail, coffeemaker, mini-fridges, iron, ironing board, and an ion hair dryer. Pamper yourself in our handsomely appointed bathroom with an extra-deep tub - perfect for soaking after a long day on the beach or in a meeting room. Each guest room features items from the Hilton Serenity Collection. The Serenity Bed includes an exclusive Suite Dreams mattress and box springs, Super Topper mattress pad, down-filled comforters, Touch of Down pillows, 250 thread - count sheets and duvet cover, along with custom decorative bed throws and bolster pillows. The Serenity Bath features Crabtree and Evelyn's La Source bath amenities.

### Jr. King/Two Queen Suite

These Junior Suites are twice the size of our regular rooms. Enjoy all the thoughtful amenities of these spacious Cocoa Beach hotel suites with features, including: choice of two queen or king-size bed, living area with full-sized sleeper sofa, mini-refrigerator and microwave, dual-line telephone with data port, work desk with lamp, Cable TV with free HBO and Pay-per-view movies, iron and ironing board hairdryer, mini-fridge. All Non-Smoking Suites. Each guestroom features items from the Serenity bedding Collection. Our bathrooms offer La Source amenities created exclusively for Hilton by Crabtree and Evelyn

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## **SUNRISE/SUNSET**

For a list of sunrise, sunset times for Cocoa Beach, please click on the link provided below and select the city of Cocoa Beach.

<http://www.sunrisesunset.com/usa/Florida.asp>

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## **SUSTAINABILITY**

Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:

- Enhance the guest experience
- Engage our employees
- Improve operational efficiency
- Advance building design
- Strengthen our partnerships
- Serve our communities
- Protect our global environment
- Enrich our Family of Hotels

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## **TAXES**

The current Florida State General Excise Tax is 6%. The current Florida State Hotel Tax is 11% (includes state tax). All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

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## **TAXICABS**

For the city of Cocoa Beach, there are a total of 15 taxi companies available to our guests. The Hilton Cocoa Beach recommends Cocoa Beach Shuttle for all your transportation needs. Please visit our concierge desk for additional information and pricing.

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## **TELEPHONES/TELECOMMUNICATIONS**

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

### **House phones**

Used for in-house, local and toll-free calls only. This service is complimentary.

**DID Lines**

The installation fee is \$150.00 plus tax. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**DID Lines**

The following are enhancements that can be added to a DID Line:  
Speaker Phone @ \$100.00 per day price does include phone line.

**Internet Access**

Broadband Access – T1.5 or greater (Call for price quote)

DSL (Call for price quote)

**Guest Room Calls**

| <u>Type of Call</u>                  | <u>Instructions</u> | <u>Rates</u>                 |
|--------------------------------------|---------------------|------------------------------|
| Direct Dial-Bill to Room             |                     |                              |
| EMERGENCY                            | 9+911               | No Charge                    |
| Room to Room                         |                     | No Charge                    |
| Local                                | 9+Number            | Local Rate                   |
| \$ .10 per minute after 60 minutes   |                     |                              |
| 800/888/8xx toll free                | 9+1+Number          | Toll Free 1 <sup>st</sup> 60 |
| minutes \$ .10 per minute thereafter |                     |                              |
| Long Distance                        | 9+1+Number          | AT&T Operator                |
| assisted rate less 50%               |                     |                              |
| International                        | 9+011+CC+CC+Number  | AT&T Operator                |
| assisted rate (by country)           |                     |                              |

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

Applicable Taxes will be added. Rates subject to change.

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

Federal Communications Commission  
FCC Enforcement Division  
CCB Room 6202  
Washington, DC 20554.

State of New York Dept. of Public Service  
3 Empire State Plaza  
Albany, NY 12223  
800-342-3377

## **Voice Mail**

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

To hear messages, if the red light is flashing on your guest room telephone:

1. Lift the receiver
2. Press MESSAGE key.
3. Follow recorded instructions.

Should you require assistance while using Voice Mail, simply press the “\*” key at any time.

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

|                                   |           |
|-----------------------------------|-----------|
| 128kb lines for Internet access   | (Inquire) |
| Higher speed ISDN lines available | (Inquire) |
| 1.5 megabyte (options)            | (Inquire) |

## **Video Teleconferencing**

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

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## **THEME PARTIES**

The Hilton Cocoa Beach is proud to present a complete package of signature theme parties. Please discuss themes with your Catering/Event Manager and ask for a copy of our latest and most popular menus and productions.

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## **TOURS/SIGHTSEEING**

Please visit the following website for more information on local attractions and sightseeing:

<http://www.cocoabeach.com/index1.shtml>

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## **TUXEDOS/FORMAL WEAR**

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

The following company offer tuxedo rentals:

Beasley's Tuxedo Shops and Limousine Service  
17 S. Tropical Trail & 520  
Merritt Island:

321-453-3680

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### **VOICE MAIL**

All guest rooms have a voice mail message service.

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### **WEATHER**

Depending on the season, the weather at the Hilton Cocoa Beach varies from average lows of 50 degrees to average highs of 90 degrees. Before visiting the Hilton Cocoa Beach we recommend that guests check the local listings to determine the weather conditions.

<http://www.weather.com/weather/today/USFL0089>

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### **WORSHIP SERVICES**

The following is a list of nearby locations.

#### **Baptist**

First Baptist Church of Cocoa Beach  
800 S. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-2844  
Sunday School: 9:30 am

Worship Service: 10:30 am and 7:00 pm. Wednesday Prayer Service: 7:00 pm

#### **Catholic**

Catholic Church of Our Savior  
5301 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-4554  
Saturday Vigil Mass: 4:00 pm, Sunday Mass: 8:00 am, 10:15 am, 12:15 pm & 5:00 pm  
Daily Mass: Monday-Friday 7:00 am & 9:00 am/Saturday 9:00 am

#### **Episcopal**

St. David's by the Sea Episcopal Church  
600 S. Fourth Street  
Cocoa Beach, FL 32931  
(321) 783-2554  
Worship Service: 8:00 am & 10:00 am; Sunday School 9:45 am  
Thursday Worship: 9:30 am; Bible Study: 10:15 am

#### **Lutheran**

Christ Lutheran Church

Missouri Synod  
7511 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-3303  
Worship Service: 8:00 am & 11:00 am; Sunday School 9:30 am  
Wednesday Service: 7:00 pm

Lutheran Church of the Resurrection, L.C.A.  
525 Minuteman Causeway  
Cocoa Beach, FL 32931  
(321) 783-0852  
Worship Service: 8:30 am & 11:00 am; Sunday School: 9:45 am

Christian  
Cocoa Beach Christian Life Center  
570 Ocean Beach Boulevard  
Cocoa Beach, FL 32931  
(321) 783-8992  
Worship Service: 10:00 am

Presbyterian  
Riverside Presbyterian Church  
3400 N. Atlantic Avenue  
Cocoa Beach, FL 32931  
(321) 783-6085  
Worship Service: January-Easter, 10:00 am, Easter-December, 10:00 am  
Sunday School: January-Easter, 9:00 am, Easter-December, 10:00 am

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### **ZIP-OUT CHECKOUT**

With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 7811 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.