



Doubletree Hotel Wilmington

Meeting & Event Resource Guide

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

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

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

Doubletree Hotel Wilmington

4727 Concord Pike

Wilmington, DE 19803

www.Hilton.com

www.doubletreewilmington.com

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GENERAL INFORMATION

Whether traveling to Delaware for business or leisure, Doubletree Hotel Wilmington guests enjoy warm, personalized service at our comfortable hotel. The Doubletree Hotel Wilmington, in the heart of the picturesque Brandywine Valley, is conveniently located four miles north of Delaware interstate I-95 on U.S. 202 and only located five miles from downtown Wilmington and only 25 minutes from the Philadelphia International Airport.

FUNCTION SPACE AND BANQUETS

- Catering Menus available separately or online.
- 11,000 square feet of flexible and spacious meeting space
 - Two Ballrooms, eight breakout rooms, and a boardroom set for 10
 - Wireless and High-Speed Internet Access available in all meeting rooms
 - Video conferencing and state-of-the-art audio/visual
 - Professional banquet and conference services staff and audio/visual team
 - All inclusive meeting packages available

SPA
N/A

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Weather
Wheelchairs
Wired Payment
Zip-Out Checkout

ADVERTISING OPPORTUNITIES

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

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

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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 Philadelphia Airport located 20 miles, approximately 40 minutes from the Doubletree Hotel. Click on this [<link>](#) for a map.

<http://www.phl.org/index.html>

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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

Standard Amenities

For your comfort and convenience

You'll find superb accommodations and service in a warm and friendly environment.

- Automated Teller (ATM)
- Baggage Storage
- Coin Laundry
- Concierge Desk
- Elevators
- Gift Shop
- Laundry/Valet Service
- Local Area Transportation
- Lounge
- Luggage Hold
- Multi-Lingual Staff
- News Stand
- Room Service
- Safety Deposit Box

For your business convenience

We offer everything the business traveler needs to stay connected.

- Audio/Visual Equipment Rental
- Business Center
- Business Phone Service
- Express Mail
- Fax

Meeting Rooms
Modem
Photo Copying Service
Printer
Secretarial Service

For your fitness and recreation convenience
We offer a full array of amenities that provide leisure activities.

Fitness Room
Pool
Whirlpool

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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

Audio Visual is done in house.

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AUTOMATED TELLER MACHINES

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

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BABY-SITTING SERVICES

N/A

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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

First Bank of Delaware
1000 Rocky Run Pkwy
Wilmington, DE
(302) 529-5984

Wilmington Trust Co
5107 Concord Pike
Wilmington, DE
(302) 472-3317

PNC Bank
4111 Concord Pike
Wilmington, DE
(302) 479-4523

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BANQUET BEVERAGE SELECTION

The Doubletree Hotel Wilmington 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

Absolut Vodka, Tanqueray Gin, Bacardi Rum, Captain Morgan Rum, Makers Mark Bourbon, Dewar's Scotch, Jack Daniel's Whiskey, Seagram's VO Whisky, Peachtree Schnapps, Amaretto DiSaronno, Christian Brothers Brandy, Kahlua

Premium Brands

Smirnoff Vodka, Beefeater Gin, Bacardi Rum, Captain Morgan Rum, Dewar's Scotch, Jack Daniel's Whiskey, Seagram's 7 Whiskey, Peachtree Schnapps, Amaretto Liqueur, Christian Brothers Brandy, Coffee Liqueur

Cordials

Baileys, Kahlua, Drambuie, Grand Marnier, Amaretto DiSaronno, Frangelico, Chambord, B&B, Hennessy V.S., Harveys Bristol Cream, Southern Comfort, Sambuca

Beer

Selection varies.

Wine

Canyon Road Wines:

Chardonnay

Merlot

Cabernet/Shiraz

Pinot Grigio

Non-Alcoholic Beverages

O'Doul's Non-Alcoholic Brew

Assorted Sodas

Assorted 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 1:00 am. In accordance with Delaware liquor laws, all alcoholic beverage sales will begin at 3:00 pm and conclude at 1:00 am.

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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.

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 7 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 3 business days before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 3% more than this guaranteed minimum.
- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 20 persons, we will add a \$50 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final EO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.
- 5. GRATUITY & SERVICE CHARGE:** 12 % 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. 10 % of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.
- 6. PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.
- 7. SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional

labor. If equipment is necessary that exceeds Hotel's inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors.

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

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

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

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

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

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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 golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is \$5 per person and is subject to change. Departure notices and bag pulls should be coordinated with our Guest Services Manager and/or Bell Captain or Catering/Event 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 Group Billing Coordinator.

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BOX LUNCHES

Box lunches are available through the Sales and 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.

Business hours are:

24 hours a day/7 days a week with guest room key.

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

4120 Concord Pike # A
Wilmington, DE 19803
(302) 475-9501
(800) 463-3339
(302) 475-9714 - Fax

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BUS/BUS COMPANIES

DART FIRST STATE

www.dartfirststate.com
119 Lower Beech St # 100
Wilmington - (302) 652-3278

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CAR RENTAL AGENCIES

Following are the three Doubletree Hotel preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011
(302) 479-9281
3464 Naamans Road, Wilmington

Avis Rent-A-Car 800-321-3712
(302) 658-1432
1971 Rockland Rd
Wilmington, DE 19803

Budget Rent-A-Car 800-527-0700
(302) 652-0629
100 S French St, Wilmington

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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 Doubletree Hotel Wilmington will require full payment in advance for room and tax charges. In addition, there will be a \$25 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 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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CHANGING FACILITIES/DAY USE

Please contact your Catering/Event Manager regarding our changing facility. There may be a half-day rate charged. The hours of guest room availability for day use will depend on occupancy of the hotel.

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***CHECK CASHING PRIVILEGES**

Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest's name and address and made out to Doubletree Hotel Wilmington. Identification may be required. Maximum check amount to be cashed is \$50.00

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CHECK-IN AND CHECKOUT

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

Early Departure

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$81 early departure fee assessed in the event the guest departs prior to their confirmed departure date.

Late Departure

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

Zip Checkout

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

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COAT CHECK SERVICES

Complimentary. Please check with your Catering Manager to schedule the service.

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COFFEE MAKER

Coffee-maker designed for Doubletree hotels by Wolfgang Puck®

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CONCIERGE

Located at the Front Desk.

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CONVENTION CENTER WILMINGTON

Chase Center on the Riverfront

800 South Madison Street
Wilmington, DE 19801

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CREDIT CARDS

The Doubletree Hotel Wilmington accepts most major credit cards including American Express, Visa, Discover, Mastercard and Diner's Club.

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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 ten 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

Available to book through the Sales and Catering Department.

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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.

Disc Jockeys

Silver Sounds DJs
610-640-0838 1-800-TALENTS
www.silversound.com
contact Steve or Paul

The Pros
1-800-THE-PROS
www.ThePros.com
Bands and Ensembles

Brandywine Valley Entertainment
featuring "JellyRoll"
610-793-9233
www.thepartyband.com

Photography/Videography

Ultimate Images Photography
610-337-4908

Marriage Officiant

Graham E. Horn
610-623-0373

Ice Sculptures

Ice Concepts of Philadelphia
610-239-1299
www.iceconceptsinc.com

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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.

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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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DINE AROUND

Dine Arouns for your group are scheduled through your Catering/Event Manager.

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DIRECTIONS TO THE HOTEL

From I-95 Northbound (Baltimore & Washington)

Take exit 8 North off I-95. Travel north on US Route 202 (Concord Pike) for approximately 4 miles. The hotel is located on the right.

From I-95 Southbound (Philadelphia & Philadelphia Int'l Airport)

Take I-95 South to I-495 South. Stay in right lane, and take exit #6 (Route 92 West, Naamans Road). Proceed 5 miles to US Route 202, make a left onto 202 South. The hotel is located 1/2 mile on the left. To access the hotel entrance, take a U-turn at the first traffic light past the hotel.

From New York or New Jersey

Take the New Jersey Turnpike South to Exit 1, (the Delaware Memorial Bridge). Follow I-295 South to I-95 North to Exit 8 North, (US Route 202, Concord Pike). Travel North on US Route 202 for approximately 4 miles. The hotel is located on the right.

From the Pennsylvania Turnpike

Take Exit 312 (Downingtown). Follow Route 100 South to US Route 202 South. Continue on Route 202 into the State of Delaware. The hotel is on the left. To access the hotel entrance, take a U-turn at the first traffic light past the hotel.

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DOCTORS ON CALL

Wilmington Hospital
501 W. 14th St.
Wilmington, DE 19801
(302) 733-1000

Christiana Hospital
4755 Ogletown Stanton Rd

Newark, DE
(302) 733-1000

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DRESSING/GREEN ROOMS

Can be arranged with the Sales and Catering Department.

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DRUG STORES

Target Stores
1050 Brandywine Pkwy
Wilmington, DE
(302) 478-2500

Happy Harry's Discount Drugs
2119 Concord Pike
Wilmington, DE
(302) 656-4333

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DRY-CLEANING – SEE LAUNDRY/VALET

Laundry services are available by dialing extension 0. Garments picked up prior to 8:00 am are returned to guests by 6:00 p.m. the same evening. Garments picked up after 8:00 a.m. will be returned the following day by 6:00 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. Contact your Catering/Sales Manager for details.

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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.

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

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ELEVATORS

The Doubletree hotel has 4 guest elevators.

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EMERGENCY PROCEDURES

The Doubletree Hotel Wilmington is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 0.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 0 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 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:

Wilmington Hospital
501 W. 14th St.
Wilmington, DE 19801
(302) 733-1000

Christiana Hospital
4755 Ogletown Stanton Rd
Newark, DE
(302) 733-1000

- Nearest hospital:
Wilmington Hospital
501 W. 14th St.
Wilmington, DE 19801
(302) 733-1000

Christiana Hospital
4755 Ogletown Stanton Rd
Newark, DE
(302) 733-1000

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ENTERTAINMENT

The Doubletree Hotel Wilmington has key contacts in the entertainment industry, which make it possible to assure satisfaction and secure the best local, national, and international talents. 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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EXHIBITS

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

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FAX MACHINES

Guests can use the fax machine at the Front Desk for a charge of \$.10 per page.

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FAX NUMBERS

For Guests:	302-477-1492
Catering/Convention Services office:	302-478-6049
Sales office:	302-478-6049
Reservations office:	302-477-1492

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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

Fitness room available for all guests located in the lower lobby. Guests can also use the local YMCA branch.

Hours of Operation:

The Front Desk is open 24 hours a day, 7 days a week.

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FLAGS

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

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FLORAL/FLORIST

[Celebrations Design Group](#)
345 South Morris Avenue
Crum Lynne, PA 19022-1131
610-833-5739

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FOOD DONATIONS

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

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GENERAL MANAGER

Evelyn Montalvo joined the Hilton Doubletree Hotel Wilmington in 2006 as General Manager.

Evelyn Montalvo is thrilled to welcome your group to the Doubletree Hotel Wilmington 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. Gift certificates are available for purchase through the Human Resources Department and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used

as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

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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

Rock Manor Golf Course
1319 Carruthers Ln
Wilmington, Delaware 19803

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GRATUITIES

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

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GROUP RESERVATIONS

Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations. Use Guest List Manager.

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

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GROUP CHECK-IN, ARRIVALS AND DEPARTURES

The Doubletree Hotel Wilmington has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting

rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

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

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

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

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GUEST LIST MANAGER

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

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GUEST ROOMS

The hotel's current bedding breakdown is as follows:
115 Kings; 121 Doubles, and 8 Suites.

Delaware 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 "Sweet Dreams Collection", today's premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night's sleep? Visit www.doubletreeathome.com to order your Sweet Dreams Mattress and Bedding.

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GUEST ROOM DELIVERIES

Bell Services delivers non-food or packaged deliveries to the guest rooms.

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GUEST CARELINE

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

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HAIR SALON

Hair Cuttery
5606 Concord Pike
Wilmington, DE 19803
(302) 478-9978

Salon 926
4723 Concord Pike Village
Suite 5
Wilmington, DE 19803
(302)426-9926

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HOSPITALITY DESKS

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

Available at the Front Desk.

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HOUSEKEEPING

Daily housekeeping services, which consists of general cleaning, take place between 8:00 am and 4:30p.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, 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 standard 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 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 149 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 Doubletree Hotel Wilmington provides numerous Internet Services. Stay Connected is our Internet Service Provider for all guests' networks and will answer 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.

(Customized) KEY CARDS

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

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KEY HOTEL CONTACTS

The Doubletree Hotel Wilmington Managing Committee consists of the following people:

General Manager	EVELYN MONTALVO	EXT 126
Assistant General Manager	ROBERT OWENS	EXT 188
Director of Finance	LINDA SCHNEIDER	EXT 178
Executive Chef	DANTE IOCONA	EXT 169
Director of Housekeeping	BRIDGET HIGGINS	EXT 145
Director of Engineering	VICTOR SANTOS	EXT 180
Director of Sales and Marketing	SHIREEN KLINE	EXT 112

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KOSHER

Please ask your Catering/Event Manager for kosher suggestions.

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LABOR

The Doubletree Hotel Wilmington is a non-union hotel.

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LAUNDRY/VALET – SEE DRY CLEANING

Complete laundry services are also available by dialing extension 0 in-house. Garments picked up prior to 8:30 a.m. are returned to guests by 6 p.m. the same evening. Garments picked up after 8:30a.m., will be returned the following day by 6 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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LIMOUSINE SERVICES

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Please contact the concierge located at the Front Desk for more information.

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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 Delaware has strict liquor laws that must be followed by the Doubletree Hotel Wilmington. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Doubletree Hotel Wilmington, no group may bring in their own alcohol to be served. The legal drinking age in Delaware is 21.

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

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LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)

Please refer to the Production Resource Guide.

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LOADING DOCK

The loading dock is located in the back of the hotel. Please refer to The Exhibit Resource guide for details.

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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 7 days a week and can be accessed via the guest service hotline at extension 0.

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MAIL SERVICES

Postage is for sale, and our Concierge and Business Center offers shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest the United States Postal Office. They are located at 3911 Concord Pike, Wilmington, DE and offer complete mail services as well as materials.

Business Hours

MO 07:30-06:00PM

TU 07:30-06:00PM

WE 07:30-06:00PM

TH 07:30-06:00PM

FR 07:30-06:00PM

SA 08:30-03:30PM

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MASTER ACCOUNTS

See Sales Agreement.

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MEETING PACKAGES

Many different options to accommodate all types of groups. Please contact the Sales and Catering Department.

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MEETING ROOM CAPACITIES

	SQUARE FEET	THEATER	CLASSR 2per	CLASSR 3per	U- SHAPE	RECEPT.	BANQUET
CONCORD BALLROOM	4,836	550	160	220	N/A	500	300
CONCORD A&B	2,418	250	106	160	40	250	168
CONCORD C	1,240	75	40	60	30	150	50
CONCORD D	1,240	75	40	60	25	150	50
CANTERBURY BALLROOM	2,100	220	50	75	35	300	175
BRANDYWINE ROOM	1,233	133	28	42	36	150	60
WOODLAWN ROOM	1,088	50	16	24	20	60	40
CHRISTINA ROOM	1,344	100	20	30	30	120	70
BOARDROOM	360						

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MEETING ROOM RENTAL

Room rental varies. Please contact the Sales and Catering Department.

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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
- Hard candy
- Ice water

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 Doubletree Hotel Wilmington has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

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NEWSPAPERS/PUBLICATIONS

Newspapers available at the Front Desk:

The News Journal is available at the Front Desk on Saturday and Sunday.

The USA TODAY is delivered to guest rooms five days a week

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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:

4120 Concord Pike # A
Wilmington, DE 19803
(302) 475-9501
(800) 463-3339
(302) 475-9714 - Fax

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PARKING

The Doubletree Hotel Wilmington offers self-parking. Self-parking is complimentary.

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 GROUP WEB PAGE

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.
Pets are not allowed.

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PIANOS

The Doubletree Hotel Wilmington has 1 piano for use in the lobby.

If your group requires additional pianos or pianos in outdoor/alternate locations, your Catering/Event Manager can rent them from an outside source.

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POOLS

Indoor pool and hot tub located in the lower lobby.

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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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POST EVENT REPORT

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

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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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PRODUCTION GUIDELINES

Your Event Manager will provide you with the hotel's Production Resource Guide.

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PRODUCTION CREW MEALS

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

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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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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 near the group's check-in. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next days use.

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

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

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RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM

Expedited reservation processing straight from your rooming list into our system.

- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3rd Party Clearinghouses
- No charge – it's FREE

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RESTAURANTS/LOUNGES

Palettes Restaurant is located in the main lobby.

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RESTAURANT RESERVATIONS

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

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RESTROOMS

Public restrooms are located in the following areas:

Main Lobby

Lower Lobby

Concord Ballroom

Pool

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RIGGING

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

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ROBES

Robes are available for use during your stay in the Deluxe and Premium rooms.

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ROPES/STANCHIONS

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

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SAFES/SAFE DEPOSIT BOXES

Available at the Front Desk.

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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 to:

Hotel Name / Address / City State ZIP

Phone

Fax

Number of packages in that shipment

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

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

Shipping from the Doubletree Hotel Wilmington

The Doubletree Hotel Wilmington utilizes UPS, Fed Ex and the USPS for our shipping needs. Please see Doubletree Hotel Wilmington for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

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SHOPPING

Concord Mall

4737 Concord Pike, Wilmington, DE

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SIGNAGE/BANNERS

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

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

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

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

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SITE INSPECTION/PRE-PLANNING

Please contact the Sales and Catering Department to schedule site inspections and all of your pre-planning needs.

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SMOKING

There are 7 sleeping rooms designated as smoking rooms. Smoking is not permitted anywhere else in the building.

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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.

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SPECIAL MEAL REQUESTS

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

STORAGE

Storage for your advance boxes and convention supplies is quite limited at the Doubletree Hotel Wilmington. 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

The Doubletree Hotel Wilmington has 8 suites.

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TAXES

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

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TAXICABS

Information available at the Front Desk. The concierge will be happy to assist in reserving taxicabs.

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TELEPHONES/TELECOMMUNICATIONS

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

House phones

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

DID Lines

DID lines can be used for Long Distance, minimal PC and fax can work as well.

B1 Telephone Lines

Outside line, not connected to the hotel switchboard. (Dedicated Number)

This line should be ordered when a client requires continuous use for PC, faxing or will be using the phone to make outside calls on a constant basis.

The hotel operators need (2) days notice before we can activate the lines. The phone company/hotel operators require minimum (2) weeks notice for more than (2) lines.

Internet Access

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

DSL (Call for price quote)

Free wireless in public areas. \$9.95 per 24 hours for a public line in guest rooms.

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 st 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. 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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TOURS/SIGHTSEEING

Available through the Concierge or Front Desk.

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TRASH REMOVAL

Banquet Department will take care of trash removal for your event.

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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.

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VOICE MAIL

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

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WEATHER

Depending on the season, the weather at the Doubletree Hotel Wilmington varies. Before visiting the Doubletree Hotel Wilmington, we recommend that guests check the local listings to determine the weather conditions.

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WHEELCHAIRS

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

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WIRED PAYMENT

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

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ZIP-OUT CHECKOUT

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

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FORMS

For more information on forms, please contact your Catering/Event Manager.