



500 East 4th Street
Austin, Texas 78701
Phone: (512) 682-2700
Fax: (512) 682-2789

Billing Information

Company Name: _____ Convention Name: _____
Telephone: _____ Dates of Event: _____
Booth Number: **(Required)** _____ Company Contact on _____
Property: _____

Email Address: _____

Credit Card Type: _____ Expiration Date: _____
Credit Card Number: _____

Signature: _____
Print Name: _____
Billing Address: _____
City, State & Zip: _____
Phone: _____

Service Order

Connection Date: _____ Time: _____ Location: _____
Disconnection Date: _____ Time: _____

Special Instructions: _____

Any additional requirements or charges not listed on this form will require a signature. Please list name of on-site person (s) authorized to sign for any additions or revisions not listed on this form:

Orders must be placed at least 2 weeks prior to the convention/meeting. Late Request fulfillment cannot be guaranteed.



SHIPPING AND RECEIVING PROCEDURES

The Hilton Austin has established the following procedures for shipping and receiving convention materials. Your cooperation in adhering to these procedures will provide for efficient handling of your materials. Please review these carefully and acknowledge receipt by signing and returning a copy of each page.

All convention materials, brochures, office supplies, exhibits, etc. shipped to the hotel for use in the convention offices, and registration areas, **MUST BE SHIPPED PREPAID**. To expedite receipt of your materials, please use the following label format:

**Mr. John Doe
HILTON AUSTIN
500 East 4th Street
Austin, TX 78701
Phone: 512-482-8000
Hold for arrival: MONTH DATE YEAR
Conference: (Conference Name)**

Note: Please do not write Meetings & Conventions Manager or Catering Manager's name on shipping label.

Box Storage Requirements:

- Maximum number of boxes accepted: Twenty (20) (*handling and delivery fee's for the first ten (10) boxes will be waived*)
- Anything over twenty (20) please refer to optional drayage companies (Listed on page 3).
- Deliveries will not be accepted more than three (3) days prior to arrival date.
- If additional deliveries are required, please refer to "optional drayage" (Listed on page 3).
- If applicable, all shipped materials must be delivered to the designated storage room for the group. **DROP SHIP DELIVERIES WILL NOT BE ACCEPTED.**
- All deliveries will be released to the addressee only, unless alternate arrangements have been made through the Meetings & Conventions/Catering Manager. Signatures are required for release of shipments.
- Upon conclusion of meeting, any materials left in the meeting rooms will result in the master account being billed the current meeting room rental fee until said materials are removed. Meeting room rental fees range from \$350 - \$6,000 per day plus 6% sales tax. Please notify your freight company to retrieve shipping materials as soon as possible. Shipper must also remove packing materials and all related items from designated storage room.
- Storage Fee: If more than 3 days prior to guest arrival date, \$1 per box, per day, In addition to receiving and delivery fees.
- Moving/Delivery Service Charge: \$5 per box.

Important:

- Number all boxes i.e. 1 of 20, 2 of 20.
- Log contents of each box.
- Advise Convention/Catering Services Manager of your shipping requirements.
- **COD shipments will not be accepted.**

RETURN SHIPMENTS

Return shipments are handled by the Hilton Austin Business Center located in the hotel lobby.

EXHIBIT / FREIGHT STORAGE

If you have scheduled exhibits or displays as part of your program at the hotel, the following guidelines should be included in your exhibitor information package. The Hilton Austin does not provide continuous storage of any kind. We recommend that you utilize a drayage firm which will receive, store, deliver, and return exhibit materials and freight. Additional information regarding the freight companies that offer this service is available upon request.

All freight should be delivered on the exhibit set up date as scheduled in your program. Cases containing portable exhibit booths are considered freight.

All freight received by the hotel must be inside delivery to the designated room/storage area.

Due to limited storage, exhibit materials will not be accepted at the Hilton Austin if exhibits are scheduled off-site at the Austin Convention Center. Please refer to "optional drayage" listed below.

OPTIONAL DRAYAGE FIRMS

**Freeman Decorating
Convention Decorating Services**

PHONE: (210) 227-0341
PHONE: (512) 366-4304

Contact: **Donicio Rubalcava**
Contact: **Lyndee Grimm**



Package Handling/Receiving Fees

Charges may be posted to your guest room account or paid for in the Business Center
 Packages Will Not Be Delivered Without Guest Signature

| PACKAGE HANDLING/RECEIVING FEES | | | | TRACKING NUMBERS | | | | | | | |
|---|-----------------------|-------------------|-------|--|---------------------------------|--|-----------------------|------------------------------------|--|----|--|
| Description | Hotel Price | Convention Center | TOTAL | | | | | | | | |
| Federal Express/UPS/DHL/Airborn packaging | \$ 2 per item | \$ 5 per item | | 1 | | | | | | | |
| 1 -5 Boxes | \$ 3 per item | \$ 10 per item | | 2 | | | | | | | |
| 6-10 Boxes | \$ 20 total | \$ 35 total | | 3 | | | | | | | |
| 11-15 Boxes | \$ 25 total | \$ 45 total | | 4 | | | | | | | |
| 16-20 Boxes | \$ 30 total | \$ 55 total | | 5 | | | | | | | |
| Freight & Equipment Roller Cases | \$ 25 total | \$ 40 total | | 6 | | | | | | | |
| Palates | \$ 140 each | N/A | | 7 | | | | | | | |
| TOTALS | | | | 8 | | | | | | | |
| Gratuity for delivery | | \$ | | 9 | | | | | | | |
| <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><i>Guest Name:</i></td> <td style="width: 50%;"><i>Room Number / MA Number:</i></td> </tr> <tr> <td style="width: 50%;"><i>Delivery Person & Location:</i></td> <td style="width: 50%;"><i>Total Charges:</i></td> </tr> <tr> <td colspan="2"><i>Guest Signature & Date:</i></td> </tr> </table> | | | | <i>Guest Name:</i> | <i>Room Number / MA Number:</i> | <i>Delivery Person & Location:</i> | <i>Total Charges:</i> | <i>Guest Signature & Date:</i> | | 10 | |
| | | | | <i>Guest Name:</i> | <i>Room Number / MA Number:</i> | | | | | | |
| <i>Delivery Person & Location:</i> | <i>Total Charges:</i> | | | | | | | | | | |
| <i>Guest Signature & Date:</i> | | | | | | | | | | | |
| | | | | 11 | | | | | | | |
| | | | | 12 | | | | | | | |
| | | | | 13 | | | | | | | |
| | | | | 14 | | | | | | | |
| | | | | 15 | | | | | | | |
| | | | | <i>If Packages Exceed 15 Please Use Additional Slip</i> | | | | | | | |



500 East 4th Street
Austin, TX 78701
Phone: (512) 682-2700 Fax: (512) 682-2789

Telecommunications Order Form

Date: _____

Hotel Contact: _____

Name of Convention/Group: _____

Convention/Group Representative: _____

Address: _____
Street City State Zip Code

Telephone: _____
(Area Code)

Billing Information

Credit Card: _____ Expiration Date: _____
Master Account Number: _____ City Ledger: _____

Signature: _____
Print Name: _____

Service Order

Connection Date: _____ Time: _____ Location: _____
Disconnection Date: _____ Time: _____ Room Ext: _____

Special Instructions: _____

Any additional requirements or charges not listed on this form will require a signature. Please list name of on-site person (s) authorized to sign for any additions or revisions not listed on this form:



500 East 4th Street
Austin, Texas 78701
Phone: (512) 682-2700
Fax: (512) 682-2789

Internet Access Order Form

Date: _____

Hotel Contact: _____

Name of Convention/Group: _____

Convention/Group Representative: _____

Address: _____
Street City State Zip Code

Telephone: _____
(Area Code)

Billing Information

Credit Card: _____ Expiration Date: _____
Master Account Number: _____ City Ledger: _____

Signature: _____
Print Name: _____

Any additional requirements or charges not listed on this form will require a signature. Please list name of on-site person (s) authorized to sign for any additions or revisions not listed on this form:

Orders must be placed at least 2 weeks prior to the convention/meeting. Late Request fulfillment cannot be guaranteed

High Speed Internet Access Rates

NOTE: There is a 50% charge for all orders canceled after installation. Other charges may apply for short term (less than 72 hours notice) and after hour requests based on staff availability and overtime rates.

THE CONVENIENCE OF ACCESSING THE INTERNET IS MADE POSSIBLE WITH EQUIPMENT INSTALLED IN OUR HOTEL THAT WORKS IN CONJUNCTION WITH EQUIPMENT IN YOUR COMPUTER. EACH COMPUTER MUST BE EQUIPPED WITH A ETHERNET NETWORK INTERFACE OR WIRELESS CARD, AS WELL AS VPN SOFTWARE IF ACCESSING CORPORATE NETWORKS VIA THE INTERNET. ALL ACCESS TO THE INTERNET IS THROUGH A SHARED T1. THEREFORE, ALL PC'S UTILIZING THIS ACCESS MUST HAVE CURRENT OS SERVICE PACKS INSTALLED AND BE CLEAR OF VIRUSES PRIOR TO CONNECTION TO THE NETWORK. ALL IP ADDRESSING IS DHCP DISTRIBUTED UNLESS A PUBLIC IP ADDRESS IS SPECIFICALLY REQUESTED.

WIRED HIGH SPEED INTERNET CONNECTIONS

Wired connections are calculated by the number of connections required plus a daily charge for each connection which is applicable after the first day of usage

| Number of Connections | Charge per connection | Daily charge per connection |
|-----------------------|-----------------------|-----------------------------|
| 1-5 | \$135 | \$135 |
| 6-10 | \$110 | \$110 |
| 11-15 | \$85 | \$85 |
| 15-20+ | \$65 | \$65 |

\$30 Rental Fee for each Switch required.

Please list each meeting space requiring wired connections. Next indicate how many connections are required in each meeting spaces. Lastly please include the required connect and disconnect dates and time.

| Meeting Room | # of connections for Meeting Room | Indicate Y or N if a switch is required to accommodate all connections within this meeting space | Connection Date | Connection Time | Disconnection Date | Disconnection Time |
|--------------|-----------------------------------|--|-----------------|-----------------|--------------------|--------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
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| | | | | | | |

Instructions for cable placement:

Please indicate meeting room and exact location requirements for cable(s): (For Example Meeting Room X,Y,Z run cable to table with LCD projector)

WIRELESS INTERNET CONNECTIONS

Wireless connections are charged as follows:

- 1-17 Wireless accounts = \$10.00 per account/ per day
- 18-25 Wireless accounts = \$20.00 per account/per day
- 26-32 Wireless accounts= \$30.00 per account/per day
- 32+ Wireless accounts = \$40.00 per account/per day

_____ # of Wireless accounts required

Each Wireless user will have their own separate username and password to use throughout the entire hotel

_____ # of Days Accounts are required

YOU WILL BE BILLED FOR LOST OR DAMAGED EQUIPMENT AT RETAIL COST. HILTON SHALL NOT BE LIABLE FOR, AND IS HEREBY RELEASED FROM ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATIONS, LOSS OF PROFITS, DAMAGE TO BUSINESS REPUTATION, LOST OPPORTUNITY OR COMMERCIAL LOSS OF ANY KIND TO THE CUSTOMER THAT RESULTS DIRECTLY OR INDIRECTLY FROM THE USE OF OR THE INABILITY TO USE ANY OF THE SERVICES THAT IS CONTEMPLATED HEREIN.



500 East 4th Street
 Austin, Texas 78701
 Phone: (512) 682-2700
 Fax: (512) 682-2789

Electrical Service Form

| | |
|---------------------------------------|------------------------|
| Company Name: _____ | Convention Name: _____ |
| Telephone: _____ | Dates of Event: _____ |
| Booth Number: (Required) _____ | Company _____ |
| | Contact on _____ |
| Email Address: _____ | Property: _____ |

Electrical Charges

| Quantity | Item | Rate | Total |
|----------|--|-----------------|-------|
| _____ | 20 amp/120V outlet <i>(Maximum of 3 outlets)</i> | \$ 65.00 | _____ |
| | | each | _____ |
| _____ | 20 amp/208V, single phase <i>(Maximum of 1 outlet)</i> | \$ 90.00 | _____ |
| _____ | 20 amp/208V, three phase <i>(Maximum of 1 outlet)</i> | \$120.00 | _____ |
| _____ | 30 amp/208V, single phase <i>(Maximum of 1outlet)</i> | \$ 125.00 | _____ |
| _____ | 30 amp/208V, three phase <i>(Maximum of 1 outlet)</i> | \$150.00 | _____ |
| | | <i>Subtotal</i> | _____ |

****Any power above and beyond the above outlets must be approved by the Hilton Austin Engineering Department***

**** Hotel does not furnish Extension Cords and Power Strips. Extension Cords and Power Strips may be rented from our on-site Audio Visual Company, Presentation Services***

Banner Hanging

_____ hrs @ \$ 40.00 hr/per man= _____
(Minimum of 1 hour) (Average banner hanging requires 2 persons at less than 1 hour)

GENERAL INFORMATION

Wall, column and permanent utility outlets are not to be used, and are not a part of the rental space. Under no circumstances shall anyone other than the electrician make any electrical connections. The Chief Electrician has the authority to refuse connections where wiring or extension cords constitute a fire hazard. All materials and equipment furnished by Hilton Austin will remain the property of Hilton Austin. **MAXIMUM WATTAGE FOR ANY OUTLET SHALL NOT EXCEED 2000 WATTS.** DEDICATED QUAD BOX allows maximum output of 2000 watts, 120 volts.

SPECIAL SERVICES

In those instances where your needs cannot be found in the list above, please describe your requirements. This work will be done and charged on a time and material basis.

*****Billing must be completed in order to process your request.***
*****Fax all completed forms to 512-682-2789***
Attn: Director of Meetings and Conventions.

| | |
|--------------------|-------|
| Total | _____ |
| Tax (8.25%) | _____ |
| Grand Total | _____ |



PSAV @ The Hilton Austin

500 East 4th Street, Austin, TX 78701
 Email: asalas@ps-av.com

Audio/Visual Dept Phone: 512-682-2883
 Fax: 512-320-0562

Exhibitor Audio/Visual Order Form

Convention Name: _____

Exhibitor Company: _____
 Onsite Contact: _____ Email: _____
 Address: _____ City/State: _____
 Zip: _____ Country: _____
 Phone: _____ FAX: _____

| Equipment | Cost Per Day | Qty. | Days | Total |
|--|-----------------|------|------|-------|
| 35mm Projector PKG | \$95.00 | | | |
| LCD Projectors | \$450.00 | | | |
| 27" Video Monitor | \$95.00 | | | |
| VHS Player/Recorder | \$75.00 | | | |
| DVD Player | \$95.00 | | | |
| Compact Disc Player | \$75.00 | | | |
| TV/VHS-DVD Package | \$195.00 | | | |
| Laptop Computer with Office | \$200.00 | | | |
| 17" Computer Monitor (CRT) | \$25.00 | | | |
| 19" Computer Monitor (CRT) | \$30.00 | | | |
| 21" Computer Monitor (CRT) | \$35.00 | | | |
| 17" Flatscreen Monitor | \$90.00 | | | |
| 20" Flatscreen Monitor | \$200.00 | | | |
| Extension Cord | \$10.00 | | | |
| Plug Strip | \$10.00 | | | |
| 42" Plasma Monitor | \$450.00 | | | |
| 50" Plasma Monitor | \$550.00 | | | |
| Plasma Monitor Stand | \$50.00 | | | |
| Dell Desktop PentIV/2.0G w/CRT Monitor | \$200.00 | | | |
| | | | | |
| | | | | |

If you need something not on the list call for prices.

| | |
|---------------------------|------------------------------|
| Sub Total (taxable) | |
| Drop off date/time: _____ | 21% Service Charge (taxable) |
| Pick up date/time: _____ | Sub Total |
| | 8.25% State Sales Tax |
| | <u>Total</u> |

Please include the date(s) for your order as well as drop off and pick up times.

Billing

Direct billing requires pre approval. Please call for application.
 _____ Room Charge (only if staying with the Hilton Austin Hotel)
 _____ Hotel Master Account Number # _____
 _____ Check _____ Credit Card

Card #: _____ Exp. Date: _____
 Name as it appears on card: _____ Signature: _____

You must be present in the booth at delivery to accept and secure equipment. Please return a copy of this form with payment one-week prior to delivery date.