

Updated on June 25, 2013

# **Meeting & Event Resource Guide**

Our mission is to be the "Best to Do Business With". There are various stages when we interact with you, the customer. These stages include solicitation and marketing, sales and booking, pre-planning, on-site and post-event. While working with you at each stage, we focus on creativity, consistency, communication, flexibility and image.

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

Hilton Short Hills 41 JFK Parkway Short Hills, NJ 07078

www.Hilton.com www.HiltonShortHills.com



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#### **GENERAL INFORMATION**

## (A)HOTEL OVERVIEW

In addition to our 308 gracious rooms and suites, the Hilton Short Hills hotel offers stellar fine dining, luxurious spa, an elegant location for weddings and receptions and is widely recognized as one of New Jersey's finest Hotels.

#### **LOCATION**

Ideally located directly across from the upscale Mall at Short Hills, this high-style hotel is at the center of New Jersey's corporate arena and within easy reach of Manhattan and Newark Liberty International Airport. The Hilton Short Hills blends tradition and trend to accommodate both the discerning business traveler and sophisticated pleasure seeker.

## FUNCTION SPACE AND BANQUETS

Our function space includes a 5,150 square feet (478 square meters) Grand Ballroom with a capacity of between 360 to 600 guests depending on banquet set up. In addition, there are 15 meeting rooms with a square footage of anywhere between 444 Square feet to 1,350 square feet with a capacity of anywhere between 12 to 500 guests depending on the banquet set up.

\* Catering Menus available separately.

## **DINING**

## The Dining Room:

Breakfast: Mon-Fri 6:30am-11:00am; Sat-Sun 7:00am-11:00am

Lunch: Mon-Sat 11:00am-2:00pm

Sunday Brunch: Flow seating 12:00pm-3:00pm

Dinner: Mon-Sat 5:30pm-9:00pm

The Retreat: Lunch, Dinner and Cocktails

Mon-Thu: 12:00pm-12:30am, Fri & Sat: 12:00pm-2:00am

Sun: 11:00am-12:00am

Food served until 11:00pm daily

## The Patio Bar and Grill:

Open Memorial Day to Labor Day

Mon-Sun 11:00am-5:00pm

**In-Room Dining:** Breakfast: Daily 6:00am-11:00am

Lunch: Daily 11:00am-5:00pm Dinner: Daily 5:00pm-11:00pm

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

#### ROOMS

The hotel has 197 King bedded rooms and 107 Queen bedded rooms. New Jersey state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adult/children).

## (B)SERVICES AND AMENITIES

## **AIRPORT INFORMATION**

The nearest airport is the Newark Liberty International Airport located 13 miles, approximately 17 minutes from the *Hilton Short Hills* Hotel.

Newark Liberty International Airport Website:

http://www.newarkairport.com/CommutingTravel/airports/html/newarkliberty.html

Hotel Transfers to and from Newark Liberty International Airport: \$84.00 per sedan, please book in advance through My Limo at (973) 889-1122 or (800) 624-6112.

## **AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. You may choose from our list of amenities 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 up to the customer. For a standard delivery, the fee is \$4.00.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

The Hotel is in compliance with the Americans with Disabilities Act and will assist in providing information on additional auxiliary aids required.

## **AUDIO/VISUAL**

The Hilton manages their own Audio/Visual department which can be reached by dialing (973)-912-4777.

The following are a sample of items available:

LCD Data Projector Package Meeting Room Recording Package Data Support Package High Speed Internet Service Microphones Flipcharts

## <u>A</u>TM

There is an ATM conveniently located in the Business Center on the Mezzanine level.

## **BABY-SITTING SERVICES**

Baby-sitting services are available through our Concierge Department.

#### **BALLOONS**

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. We can recommend local vendors as necessary.

## **BANOUET BEVERAGE SELECTION**

The *Hilton Short Hills* 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 (Smirnoff Vodka, SeagramsGin, Myers Platinum White Rum)
Premium Brands (Grey Goose Vodka, Bombay Sapphire Gin, Bacardi Superior Rum)
Cordials (Amaretto Di Serrano, Bailey's Irish Cream, Grand Marnier)
Beer (Heineken, Corona Extra, Stella Artois, Blue Moon, Michelob Ultra, Bud Light, Miller Light)

Wine (*Please ask you Catering or Event Manager for a current wine list*) Non-Alcoholic Beverages (*O'Douls*)

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.

## **BANOUET CURFEWS**

There is an outdoor function curfew of 9:00pm.

In accordance with New Jersey liquor laws, all alcoholic beverage sales will begin at 11:00am and conclude at 1:30am.

#### BANOUET EOUIPMENT

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.

## **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager no later than 10 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.

Website for Banquet Menus: http://shorthillscateringandevents.hiltonemenus.com/index.asp

## **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 for round trip bag pull is \$2.50 per bag, each way and room drop is \$2.50 per item 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).

If a guest wants to store a golf bags they will need to ask the concierge for assistance.

## **BILLING**

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

## **BOX LUNCHES**

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

## **BUSINESS CENTER**

The Business Center is available 24 hours. Services available include complimentary internet access and printing (black and white, complimentary up to 10 pages).

## **CAR RENTAL AGENCY**

Avis Rent-A-Car 41 John F Kennedy Pkwy (Conference Level) Short Hills, NJ 07078 (973)-377-6763 7:30am-4:30pm, Mon-Fri 8:00am-12:00pm, Sat

## \*CASH PAID OUTS

Any group requesting a cash paid out for their program is required to provide the hotel with a check in the equivalent amount at least 15 days prior to the event start date. A breakdown of denominations needed must be submitted in advance.

In the event a hotel guest does not want to use a credit card for a room, the guest can leave a cash deposit. At the end of the stay the amount of the deposit that was not used will be refunded to the guest at check out.

## **CELEBRITY/DIGNITARY VISITS**

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

## **CHECK-IN AND CHECKOUT**

Hotel check-in is 3p.m., and checkout is 12p.m. (All guests arriving before 3p.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 \$75 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.

## **Satellite Check-In**

Satellite check-in is available. The following conditions must be met in order to be eligible for consideration; arrival manifest provided 3 days in advance of major arrival and all sac. The success of a satellite check-in is very dependant on the hotel's occupancy the evening before and flow of your arrival manifest. Your Catering/Event Manager will be able to discuss these issues in more detail to determine if this is the correct solution for your arrival.

## **Zip Checkout**

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

## **COAT CHECK SERVICES**

Coat check service is available for Events at an additional cost. Please contact your Event/Catering Manger for more details.

## **CONCIERGE**

The Concierge can assist the guests with Restaurant Recommendations & Reservations, Directions to local destinations, Transportation, Train/Bus Schedules, Theater tickets, Recommendations of tours and sights to see while in the area.

## **CORKAGE**

The Hilton Short Hills is the only licensed authority to sell and serve liquor and beverages on the premises. If you would like to provide your own beverages, a corkage fee would be applicable.

## **CREDIT CARDS**

The *Hilton Short Hills* accepts most major credit cards including (*Visa, MasterCard, American Express, and Discover Card*).

## **CREDIT POLICY**

Unless you have established credit in advance with us, you are required to pay the entire value 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 apply to establish credit, please contact your Catering/Event Manager.

## **DANCE FLOOR**

We can accommodate any event with a dance floor specific to your needs. Please contact a Catering Manager or Banquet Manager for more information.

## **DEBRIEF 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.

## **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.

## **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. Kosher meals are available from Reuben's Glatt Spot at (973) 736-0060.



#### All Points Directions to the Hotel

41 John F Kennedy Parkway Short Hills, NJ 07078

Main Line: 973-379-0100 Concierge Direct Line: 973-912-4747

## From New Jersey

## **Newark Airport**

Take Route 78 West (local lanes) to exit 48, Route 24 West. Take exit 7C, JFK Parkway/Livingston Caldwell. The Mall at Short Hills will be on the right. Turn at second light into hotel complex.

#### From Garden State Parkway North

Take exit 142 B, for 78 West (local lanes). See directions for Newark Airport.

## From Garden State Parkway South

Take Exit 142 B, Route 78 West (local lanes). See directions from Newark Airport.

## From New Jersey Turnpike

Take exit 14, Route 78 West (local lanes) for approx. 5 miles to exit 48, Route 24 West. See directions from Newark Airport.

## All Directions from Route 78

See Newark Airport directions.

## From Route 280 West

Take Exit 5A, Livingston Ave/Roseland. Continue on Livingston Ave. approx. 4 miles through Livingston. After crossing S. Orange Ave., name will change to JFK Parkway. Hotel ahead on right.

#### From Route 280 East

Take exit 4A, Eisenhower Pkwy/Chatham. Continue approx. 4 miles. Turn left at S. Orange Ave. Continue to third light. Turn right on JFK Parkway. Hotel is 1.5 miles ahead on right.

#### From 287 North and South

Take exit 37 and follow signs for 24 East. Take exit 7 and follow signs for the Mall at Short Hills. Make left at second light into the hotel.

## From Princeton

Take Route 206 North to 287 North. Follow 287 directions.

#### From Route 10

Follow Route 10 East and go straight through circle to Mt.

## From New York

## From Lincoln Tunnel or Holland Tunnel

Follow NJ Turnpike South to exit 14. See directions for Newark Airport.

## From George Washington Bridge

Take Route 80 West to Exit 62, Garden State Parkway South. See directions for Garden State Parkway SOUTH.

## From North Eastern Long Island

Take Throgs Neck or Whitestone Bridge off Cross Island Parkway. After toll, take George Washington Bridge to Route 80 West. See George Washington Bridge directions.

## From Tappan Zee Bridge

Follow signs for New York Thruway; continue to Garden State Parkway South. Follow directions for the Garden State Parkway.

#### From Staten Island

Take Goethals Bridge to New Jersey Turnpike North and follow NJT directions. Alternate: Take Outerbridge Crossing to 287 North and follow Route 287 directions.

## From JFK Airport

Take Route 278/Belt Parkway West to the Verrazano Narrows Bridge. Continue to the Goethals Bridge to the New Jersey Turnpike North. Follow directions for NJT North.

#### From LaGuardia Airport

Follow signs for Grand Central Parkway West. Take the Triborough Bridge following signs for the George Washington Bridge. Follow directions from GWB.

#### From Brooklyn

Take 278/Belt Parkway West. Follow JFK Airport directions.

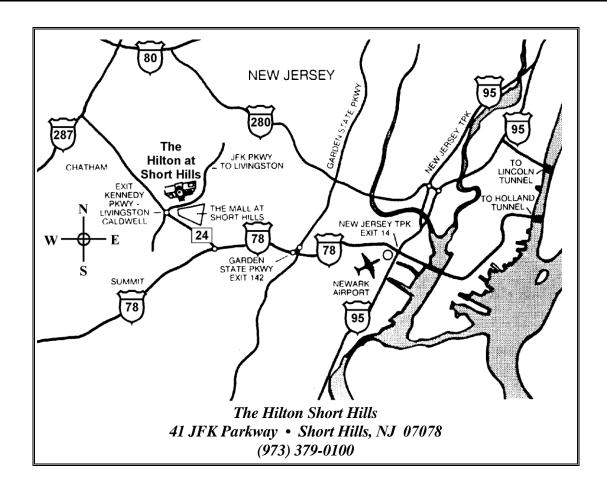
## North and South

## From New England

Take I-95 South. I-95 will turn into NJ Turnpike South. Follow NJT directions

#### From Philadelphia, DE, MD, DC

Take I-95 North. I-95 will turn into NJ Turnpike North. Follow NJT directions.



## **DOCTORS ON CALL**

There are no doctors on call; guests should visit the 2 local hospitals below if needed.

## St. Barnabas Hospital.

94 Old Short Hills Rd Livingston, NJ 07039 (973)-758-0740

## **Overlook Hospital**

99 Beauvoir Ave Summit, NJ 07901 (908) 522-2000

## **DRUG STORES**

A number of 24 hour drugstores are located within a short drive of the hotel.

## **DRY-CLEANING**

Laundry services are available by dialing extension 7803 or dialing 0 for operator. The times of pick up and return can change. Garments are picked up at 10:30 a.m. and returned to guests by 5:30 p.m. the same evening. The times of pick up and returns can change but housekeeping will let you know.

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

## **eEVENTS**

Hilton Worldwide's new tool for planning small group events from start to finish on the Web. You can use e-Events to reserve up to 25 guest rooms per night for your group, book any size meeting space, place food and beverage orders, rent audio/visual equipments - or all of the above. And because the whole process is done online, you can plan our event from start to finish without long waits and tons of paperwork, 24 hours a day, 7 days a week. E-Events may be used to book an event at any participating hotel within Hilton Worldwide, Subject to availability.

## **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.

## **ELEVATORS**

The Hilton Short Hills hotel has 3 guest elevators.

## **EMERGENCY PROCEDURES**

The *Hilton Short Hills* 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 65.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 65 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: Overlook Hospital, Summit NJ.
- Nearest hospital: Overlook Hospital, Summit NJ

## **ENTERTAINMENT**

The *Hilton Short Hills* 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 9 a.m. and end no later than 9 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

## **ENVIRONMENTAL COMMITMENT**

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

## **EXECUTIVE FLOOR**

The 6<sup>th</sup> and 7<sup>th</sup> floors are private floors with access to the 7<sup>th</sup> floor lounge with complimentary breakfast, hot & cold hors d'oeuvres, tea, soda, desserts.

The following services are available for guests on the Executive Level:

- Executive Lounge Access
- Complimentary In-Room Wireless Hi-speed Internet
- Complimentary Shoe Shine
- Bath Robe
- Peter Thomas Roth Amenities
- Complimentary Work Station in Lounge

## **EXECUTIVE SUMMIT MEETING**

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a preconvention 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 more personalized meeting may be set up involving key operational department heads.

## **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.

## **FITNESS CENTER**

Our Fitness Center facility is open 24 hours and includes a spacious and well-equipped fitness room.

#### FREIGHT ELEVATOR

The dimensions of the Freight Elevator are 5 ft wide, 9 ft. high, 8 ft. deep.

## **GOLF**

## **COURSE INFORMATION**

The *East Orange* Golf Course offers you the very best. Scenic fairways, rolling greens, the beautiful sweeping views. The courses are open to the public 7 days a week. Transportation for your group can be arranged through your Catering/Event Manager in advance.

## **FACILITIES**

Golf College, driving range, putting greens, pro shop, restaurant and restrooms.

## **GRATUITIES**

Informally known as tipping, in the United States tipping is voluntary. for above and beyond services provided for you. *Disclosure: all gratuities not outlined in the contract are discretionary.* 

## **GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**

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

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

## GROUP CHECK-IN, ARRIVALS AND DEPARTURES

The *Hilton Short Hills* has a specially designed group entrance to accommodate the needs of your group. It has a porte cochére and ample room for bus loading and unloading. It is also conveniently

located on the lobby level. In the lobby, we have a special desk that 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 Porte Cochére.

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.

## **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.

## **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The concierge only charges for large deliveries such as an amenity bag. The cost would be \$2.00 per bag. There will be no charge for faxes and other documents that are delivered to the room.

## **GUEST SERVICE HOTLINE**

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

## **HAIR SALON**

Open daily from 9:00am - 7:00pm.

## **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 an in-house extension. 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 placed on the conference level and 1<sup>st</sup> floor Meeting Room. Signage is not allowed in the lobby Level. Signage is allowed when placed in an 81/2 X 10 frame on our Lobby Desk.

## IN CONJUNCTION WITH (ICW'S)

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

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. All meeting space, if

available, will be at the hotel's normal prevailing room rental rates and will be subject to the hotel's standard contract terms and conditions.

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

## **INDEMNIFICATION**

To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton, and the Owner, and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney's fees), arising out of or connected with your function, except those claims arising out of the sole negligence or willful misconduct of the hotel.

## **IN-ROOM DINING**

Our In-room Dining is open from 6:00am -11:00pm daily 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 7929 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 20% and is posted automatically on all checks. There is also a delivery fee of \$4.00 per order.

## **INTERNET SERVICES**

All guest rooms have wireless internet access. All meeting rooms have wired and wireless internet access. We have complimentary wireless access in the public areas (Lobby and Restaurants)

## **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 \$200.00 charge per door/per room and you may be required to sign a hold harmless agreement.

## (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. An additional fee is applicable.

## **KOSHER**

We offer a variety of Kosher Meals to our guests. These meals are prepared for us by a local Kosher Caterer. Please ask your Catering/Event Manager for kosher suggestions.

## **LABOR**

The Union that the hotel is represented by is Local 96, NY Hotel & Motel Trade Council

## **LIGHTSTAY**

LightStay is our internal measurement system to collect, analyze and track environmental performance at our properties and brands globally.

## LIMOUSINE SERVICES

Arrangements may be made to have a group VIP transported by our preferred limousine company.

## 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.

## LIOUOR LAWS

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

In accordance with New Jersey liquor laws, all alcoholic beverage sales will begin at 11:00am and conclude at 1:30am.

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

## **LOADING DOCK**

The loading dock is located on the *Conference Level*. The hours of operation are 24 hours. Please refer to your Catering/Event Manager for details.

## LOST AND FOUND

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

## **LUGGAGE STORAGE**

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

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

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

## **MAIL SERVICES**

Stamps are for sale and our Concierge offers *Fed-Ex* services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest *Fed-EX*. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

## **MEETING ROOM DELIVERIES**

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the hotel bell staff. The charges will vary for each item.

## MEETING ROOM SET STANDARD

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens
- Ice water
- Mint Candies

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.

## **NEWSPAPERS/PUBLICATIONS**

*USA Today* is delivered to guest room floors' landing areas from Monday-Friday. A variety of other newspapers and magazine are available from the Sundries Store located in the lobby.

## **PARKING**

The *Hilton Short Hills* offers complimentary self-parking in our parking garage. We also offer valet parking at a rate that's determined upon arrival.

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.

## PERSONALIZED ON-LINE GROUP PAGE (POG)

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

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

## PETS (POLICY)

Hilton accommodates guests traveling with service animals.

## **POOLS**

There is 1 indoor pool, 1 outdoor pool (open in summer only), and 1 Jacuzzi located on the Conference Level. Children under the age of 16, registered with a hotel guest, may use the hotels indoor pool after 6:30pm on Mon-Fri and from 7:00am-9:30am and 6:30pm-9:00pm on Sat & Sun when accompanied by a parent or guardian.

## POST EVENT REPORT

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

## **POSTING OF EVENTS**

Events will be posted on a display in the lobby, Conference Level, 1<sup>st</sup> floor and guest room televisions.

## **PRINTING SERVICES**

Fed Ex Kinko's 55 Route 22

## PRODUCTION CREW MEALS

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

## **PUBLIC TRANSPORTATION**

The *Hilton Short Hills* offers a complimentary shuttle to and from the Mall at Short Hills. Please consult your Catering/Event Manager for a shuttle schedule.

## **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 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 placed on the Conference Level and First Floor.

# 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 3<sup>rd</sup> Party Clearinghouses
- No charge it's FREE

## SAFES/SAFE DEPOSIT BOXES

All guest rooms have an in room safe.

## **SECURITY**

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

## SHIPPING AND RECEIVING

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

Please do not ship valuables. We cannot be responsible for contents.

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:

Conference Name

Event Dates
Client / Guest Name
Hold for Arrival (arrival date)
Attention (Your Event Managers Name)
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** *Hilton Short Hills*

The Hilton Short Hills utilizes *Fed Ex* for our shipping needs. Please see the Concierge for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

## **SHOE SHINE**

There is complementary shoe shine in the hotel for guests on the Executive Level. A charge of \$2.00 per pair of shoes will apply for guests on the main hotel levels. Ask Concierge for more details.

## **SHOPPING**

World class shipping is available at the Mall at Short Hills located opposite the Hotel.

The Mall at Short Hills
Route 24 & JFK Parkway
Short Hills, NJ 07078
973-376-7350
Mon-Fri 10:00am-9:00pm, Sat 10:00am-8:00pm, Sun 11:00am-6:00pm.

## **SIGNAGE/BANNERS**

The *Hilton Short Hills* 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 on the Conference Level and  $1^{st}$  Floor. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms. Signage is allowed on the Lobby Hospitality Desk  $-81/2 \times 10$  frame.

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.

## **SMOKING**

The Hilton Short Hills is no smoking facility.

## 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 Manager can be reached at 973-912-4777.

Anchor systems or supplemental systems will be required for all outdoor locations. Please make note of the hotel's noise curfews: No sound system functions can take place outdoors before 9:00a.m., and all outdoor evening functions must end no later than 9:00 p.m..

## **SPA**

eforea is Hilton's transformational spa concept designed to address the evolving wellness and beauty needs to today's spa guest. Guests arriving to eforea are greeted with the warm hospitality for which Hilton has been known for years, in addition to a selection of signature best-in-class therapies delivered in a nurturing and soothing environment.

eforea at Hilton, Short Hills boasts a modern facility featuring a lap swimming pool, luxurious changing lounges, thermal elements, an extensive fitness center including a movement studio, a full service hair and nail salon, a transition lounge for pre and post journey relaxation and 13 oversized treatment rooms. Contact eforea's Director of Spa about information on Group Service rates or Spa breaks for your meetings.

Hours of Operation: Daily 9:00am-9:00pm

## SPECIAL MEAL REQUESTS

Please consult with your Catering/Event Manager for any special meal requests. The 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 *Hilton Short Hills*. 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.

## **TAXES**

The current New Jersey State Hotel Tax is 15% (includes state tax).

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

## 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**

The installation fee is \$100.00 plus tax plus price per line per day of all calls. DID lines can be used for Long Distance, fax can work as well.

## **DID Lines**

The following are enhancements that can be added to a DID Line:

Speaker Phone @ \$190.00 per day, hardware rental only, price does not include phone line.

## **DID Telephone Lines**

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

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

## **Internet Access**

All meeting rooms have wired and wireless internet access. See your Event/Catering Manager for pricing.

## TOURS/SIGHTSEEING

New York City offers many sightseeing tours such as Sight Seeing World and New York Party Shuttle Tours. These tours will take their passengers to the most popular sites in the city such as Metropolitan Museum of Art, Statue of Liberty; Time Square, South Street Seaport, and even Ellis Island. You can book your tour at their websites; <a href="www.SightSeeingWorld.com">www.SightSeeingWorld.com</a> and <a href="www.NewYorkPartyShuttleTours.com">www.NewYorkPartyShuttleTours.com</a>.

## **WEATHER**

Depending on the season, the weather at the *Short Hills Hilton* varies from a low of 20 degrees to a high of 90 degrees. Before visiting the *Short Hills Hilton*, we recommend that guests check the local listings to determine the weather conditions.

## **WHEELCHAIRS**

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

The following company has wheelchairs for rent and will deliver to the *Short Hills Hilton Liss Surgical*407 Springfield Ave
Summit, NJ 07901
(908)-273-7060

## WIRED PAYMENT

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

## **WORSHIP SERVICES**

A list of available places of worship is available from the Concierge.

## (C) 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

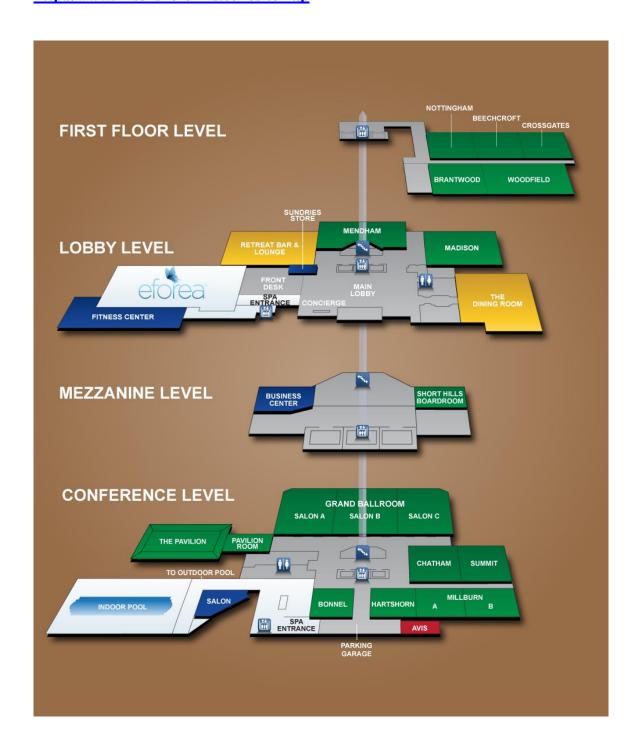
reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.

- 2. GUARANTEE OF ANTICIPATED REVENUE: At least 72 hours
- (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 \$125.00 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- **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: 23 % 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. 7 % 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.

# http://www.hiltonshorthills.com/sitemap



# E. CREDIT APPLICATION FORM

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	HILTON WORLDWIDE	ADDRESS:			Fax #:	
	WORLDWIDE					
			APPLICATION AND			
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	Hotel Name:				Dates:	
	Full Address:				ephone:	
	City:			State:	Zlp:	
	Hotel Name:				Dates:	
	Full Address:			Tele	ephone:	
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# CREDIT CARD PAYMENT AUTHORIZATION FORM

Please complete all areas below. Incomplete requests may be rejected. This form must be received at least 5 business days prior to the Check-In, or by specified date in Event Contract, to ensure acceptance of the credit card to be charged. <u>Do not send completed form by email.</u>

FAX COMPLETED FORM TO: 973-379-	<u>1153</u> ATTN:				
HOTEL USE ONLY:		Date:			
Guest / Group Name:					
Check-In / Event Date:					
Name of Person/Group Making Reser	vation				
Phone: FAX:	: EMAIL:				
Authorized Amount:	Approval Code:	Dat	te:		
CARDHOLDER - Please complete th	ne following section and sign	/date below.			
Cardholder Name as it Appears on Cr	edit Card:				
Cardholder Billing Address:					
City:	State:	Zip	:		
Daytime /Business Telephone:	Evening Telephone:				
Credit Card Number:	Expiration Date:				
Credit Card Type: (Circle one) Visa/MasterCard Diners Club	American Express	Discover	JCB		
Credit Card Issuing Bank Name:	Bank Phone Nu	Bank Phone Number (from back of your credit card):			
I agree to cover the following categoric All Charges Retail Recreation	es of charges: (Please circle) Room & Tax	Food & Bevera	age		
I agree to cover the above categories	of charges up to a Maximum A	mount of \$			
DIRECT BILL ACCOUNT PAYMENTS					
Name on Invoice/Statement		Date	on	Invoice/	Statement
Invoice/Statement Number\$			Auth	orized	Amount
Note: Charges for room and tax, group immediately. Any incidental charges of Amount to be immediately charged to cre	ircled above will be charged at	the time of check-out		to your o	credit card
sant to be immediately enalged to ele	and take of the take of dop	Ψ	_		

Final Balance Billed to Credit Card (hotel use only): \$	
	edit card immediately for the amount indicated above up to the lge that if "all charges" has been selected, then all guest/group ard number at the time of check-out or event conclusion.
Cardholder Signature:	Date

#### G. HOLD HARMLESS AGREEMENT FORM

# HOLD HARMLESS AGREEMENT FOR STORAGE OF GROUP EQUIPMENT OR PERSONAL ITEMS

#### SIGNATURE REQUIRED PRIOR TO CONSIDERING REQUEST

The Undersigned, on behalf of the \_\_\_\_\_ ("**Group**"), hereby requests that Hilton Short Hills ("**Hotel**") store personal items and/or equipment belonging to the Group and/or Group's employees, agents or contractors, in a designated function room or storage area, on or about the premises of the Hotel, whether such room or area is locked or unlocked.

For the convenience of the Group, a key may be issued to the Group by Hotel in order to allow access to the room(s) and to permit the Group to enter and exit at the Group's discretion.

The Undersigned acknowledges by signature below, having been informed that the Hotel and the Releases (as such term is defined below) do not assume any liability whatsoever for any personal items and/or equipment which the Group elects to store in the designated function rooms or storage areas of the Hotel. It is further recommended that the Group employ the services of a private, outside, security agency to provide additional protection for the Undersigned's property. A list of such security agencies will be provided by Hotel upon request, but the services of a security agency is not guaranteed or a service of the Hotel.

Accordingly, and in consideration of the Hotel's consent to the Group's request, the Group and the Undersigned agree that:

- (1) the Hotel's consent to the Group's request to store personal items and/or equipment does not in any way waive, modify, or prejudice any of the protections afforded to the Hotel by applicable innkeeper liability statutes;
- (2) the Group releases, waives and discharges Hotel, Hotel's owners, Hilton Worldwide, Inc., and each of their respective subsidiaries, affiliated entities, owners, directors, officers, partners, employees, and agents (hereafter referred to collectively as the "Releases") from any and all claims, liabilities, damages, losses, or other expenses of any nature whatsoever arising out of or resulting from the storage of any of the Undersigned's personal items and/or equipment in the designated function room or storage area (collectively, "Claims") This indemnity obligation shall also include reasonable attorneys' fees, investigation costs, and other costs and expenses incurred by Releasees with respect to any Claims made against Releasees;
- (3) in no event shall Hotel be liable for any damage to or loss of personal items and/or equipment sustained by the Group, whether or not it is insured, even if such loss is caused by the negligence of Hotel, its employees, officers, directors, or agents;
- (3) the Group agrees to indemnify and hold the Releasees harmless from any Claims released under Paragraph (2) above or incurred by the Releasees in defending against any Claims or liabilities released under Paragraph (2) above; and,
- (4) the Group agrees that this Hold Harmless Agreement will be binding on the Group and its successors and assigns.

It is understood and agreed that this Hold Harmless Agreement shall not be construed as an admission of liability, and that any such admission is hereby expressly denied.

The Undersigned, on behalf of the Group, further states that the Undersigned has carefully read the foregoing Hold Harmless Agreement, understands the contents thereof, and voluntarily signs the same.

# PLEASE READ CAREFULLY BEFORE SIGNING. THIS DOCUMENT IS A BINDING CONTRACT TO RELEASE AND WAIVE LEGAL CLAIMS.

The Undersigned expressly agrees and warrants that the undersigned is authorized to sign and execute this Hold Harmless Agreement on behalf of the Group.

Compa	any Name		
Ву:		_	
	Name:		
	Title:		

#### H. SUITE POLICY

The hotel takes the comfort of our guests very seriously. In an effort to support this objective, we ask that you keep noise levels to a minimum in your suite and while walking the hallways. Additionally, the Hotel does not permit unauthorized events in our suites, as the noise generated disturbs other guests.

Please note:

All alcoholic beverages served and consumed in our facility must be provided by the Hilton Short Hills under the constraints of our liquor license.

No alcohol may be brought onto the property of the Hilton Short hills; this includes gifts and/or favors presented to your guests – the Hotel reserves the right to store any outside alcohol until guest departs.

Outside food and beverage is not permitted to be consumed in the any public areas of the hotel, including the Executive Lounge.

The use of personal warming devices, for food, is not permitted on hotel property.

Hotel personnel are not permitted to handle or heat personal food items.