



Good to know



WELCOME

We're glad you're here. And we'll do everything we can to make sure you're glad, too.

At DoubleTree, we recognize that travel takes a lot out of you. So we're committed to putting a lot back into you. That warm, yummy chocolate chip cookie was just a start. You'll also find a whole bunch of other pleasant surprises and special services that are designed to anticipate your needs and make you feel welcomed and well cared for. We've also set up *CareLine* so 24 hours a day, 7 days a week, 365 days a year, you are just one button-push away from a friendly voice that's ready to help in any way possible.

And to show how much we value your visit, we encourage you to sign up for the Hilton HHonors™ reward program. Available to any guest, all you have to do to start earning special gifts and free nights is call the front desk or make a quick stop at DoubleTree.com. We promise, it's easy to sign up and you'll rack up reward points fast.

For now, make yourself comfortable. After all, that's what a hotel room is supposed to be all about, isn't it?

David Davidson
General Manager
DoubleTree Times Square



DURING YOUR STAY

CARELINE

Forget something? Need something? Want something? Whether it's advice on where to eat, printing out your boarding pass, or getting one more chocolate chip cookie, we're happy to help. Just call *CareLine*. We want this to be your best stay ever, and we know that the details make all the difference. You are only ever one button-push away from cheerful assistance.

CONCIERGE

Now that you're settled in your room, we encourage you to get out and check out the town. Looking for a certain kind of cuisine? Want to bring a gift home to the kids? Need to buy a warmer coat? Just ask our concierge. She knows all the local ins and outs, nooks and crannies, hot spots and undiscovered gems. And she's got a direct line to reservations, directions, and insider info to make your visit special.

SOMETHING MISSING

Forgot your shaving cream? Security took your shampoo? Snagged a fingernail? Travelling gave you a headache? No worries. We've got a wide range of personal care items we're happy to share. Just call the *CareLine* or stop by the front desk for anything from fingernail files to aspirin.

PLAYING NICE WITH THE PLANET

While we love caring for our guests, we also like taking care of the world around us. So to help conserve the resources we all share, our standard operating procedure is to change your bed linens every third day. If you'd like your sheets switched out more frequently, just leave the Conserve to Preserve card on your pillow. We encourage you to let your towels air dry on the racks or hooks, so they'll be ready for another use. But if you'd like fresh towels, just leave the used ones on the bathroom floor. We appreciate your help conserving water and energy, but even more important, the environment does, too.

ACCESSIBILITY FOR ALL

We want everyone to enjoy every corner of our hotel, from the guest rooms and gardens, to the restaurants and gathering places. But if we've missed something or made it any way difficult for you to navigate with a wheelchair, cane, service dog, or other aid, please let us know and we'll do everything we can to make it right and make you more comfortable.

NO CALLS, PLEASE

We know the world is getting noisier with a range of ringers and alerts. So if you'd like to tune out and turn it all off, just let us know and we'll be sure any call goes directly to voicemail.

WAKE-UP CALL

Need to be at a meeting? Catch a plane? Squeeze in a pre-dawn run? Just let us know when you want to be awake, and we'll not only give you a call, but we'll say good morning, too.

EXPRESS CHECK OUT

We know that when you're ready to leave, you want to be on your way, quickly. So at DoubleTree, every guest who pays with a credit card receives automatic check out. On the morning of your check out day, you'll find a final statement has been slipped under your door. If everything looks as you expected, you're set to go. Of course, if you have any questions, just call or stop by the front desk.





AT YOUR SERVICE

MEETINGS & CONFERENCE

When you invite friends, colleagues, or clients to a meeting at DoubleTree, you can have confidence that everything will run smoothly. Whether you need help setting up a projector, supplying the room with pens and paper, or meeting special dietary requirements, we'll make sure the details are dialed in so you can focus on everything else you need to get done. We'd love to give you a tour of our facilities and show you all the ways we'll help make your next meeting a roaring success. Just stop by the front desk.

FOOD IS COMFORT

Whether you are into health food, sweets and snacks, or gourmet food all the way, we've got something to tickle your palate and please your stomach. Stay in and use our in-room dining service or check out the onsite restaurant.

HEALTHY MATTERS

Did you have to sit next to a sneezing kid? Eat something that didn't agree with you? Spend too much time in the sun? For ailments large and small, discomforts to illnesses, we not only have health care providers on call, but we also have the most up-to-date lists of nearby hospitals, urgent care centers and walk-in clinics. Just let us know how you feel and we'll get you the help you need.

BEVERAGES & SNACKS

Ice, soda, snacks? We got 'em. But we've also got healthier treats. Whatever you need for some in-between fuel, it's either just down the hall or at the front desk.

GET ONLINE, ANYWHERE

These days, work happens anywhere and everywhere. So we've made sure you can stay connected with free WiFi throughout the entire hotel. Power up and get online over breakfast or cocktails, in the lobby or lounge, and of course, in the comfort of your room. For help with getting online refer to our Internet Access document or just call *CareLine*.

LAUNDRY & DRY CLEANING

Overheated rooms, knocked-over drinks, unexpected puddles... Travel can take its toll on your clothes. Let us freshen things up for you. Just put your rumpled, stained, or simply worn-for-too-many-hours clothes into the laundry/dry cleaning bag you'll find in your closet, use the instruction card to tell us your preferences, and then buzz the front desk to arrange a pick up. We'll have everything cleaned up in a jiffy.

BUSINESS CENTER

Whether you're here on business or just need to check in to the office once or twice, we've got everything you need to have an office away from your office. Workstations, printer, copier, scanner, fax machine, audio/visual and telecommunications equipment... it's all here, along with high speed internet access and complete postal and shipping services. You can even borrow a laptop. Anything else you need? Just ask.

POOL

Whether for fun or exercise, there's nothing quite as refreshing as a dip in a pool. You can have your water-time fun anytime between 6 am and 11 pm, outdoors from May through October, and inside year round. No need to bring towels – there are plenty provided poolside – but do bring your commonsense because our pools don't include lifeguards.

SO MUCH MORE THAN A PLACE TO REST YOUR HEAD

TURN DOWN & CLEANING

Our housekeeping staff is dedicated to making sure you are feeling well supplied, totally comfortable, and completely cared for. You can expect a visit in the morning to tidy things up and replenish your toiletries, and again in the evening to plump the pillows, turndown the sheets, and leave you with something sweet to end your day. Of course, if you'd rather be left alone, just pop the "Do Not Disturb" sign on your door handle.

VALUABLES

We work hard to ensure every DoubleTree Hotel is as safe as can be. But we do encourage all guests to use extra precautions with especially valuable or personal items like jewelry or passports. We've provided you with a small, in-room safe with easy-to-use instructions. You are also welcome to keep items in our hotel vault. Just stop in at the front desk. You'll have the added security of a receipt for your property and a request that you show photo ID when you return to reclaim them.

FITNESS CENTER

Sorry, but we've removed every excuse you have to not work out while on the road. Working during the day? Our Fitness by Precor® center is open 24/7. Want freeweights? We've got them, as well as weight machines, floor mats and fitness balls. Bad weather? Try our ellipticals, stationary bikes and treadmills, complete with individual televisions and headsets. Hate walking back to your room sweaty? We've got showers and lockers in the fitness center. So come on down to the XX floor – you know how great you'll feel once it's all over.

GIFT SHOP

From postage stamps and magazines to our fine sheets and cozy bathrobes, we keep our sundry gift shop fully stocked with all the things you might need and plenty that you just might want. We've also got X, Y, and Z – as well as tins of our delicious chocolate chip cookies – ready to pack up and bring home with you.

OVER 3600 WAYS TO SAY THANK YOU

We know you have many choices when it comes to hotels. To show you just how much we appreciate your business, we've created Hilton HHonors™. With HHonors, your points can be transformed into memories you can't help but share at more than 3,600 hotels worldwide. Rewards include free hotel nights, premium merchandise, and unforgettable experiences in 82 countries worldwide. Points can also be redeemed with more than 50 airline partners. Join for free today at the front desk at any of our ten distinct hotel brands or at HHonors.com.

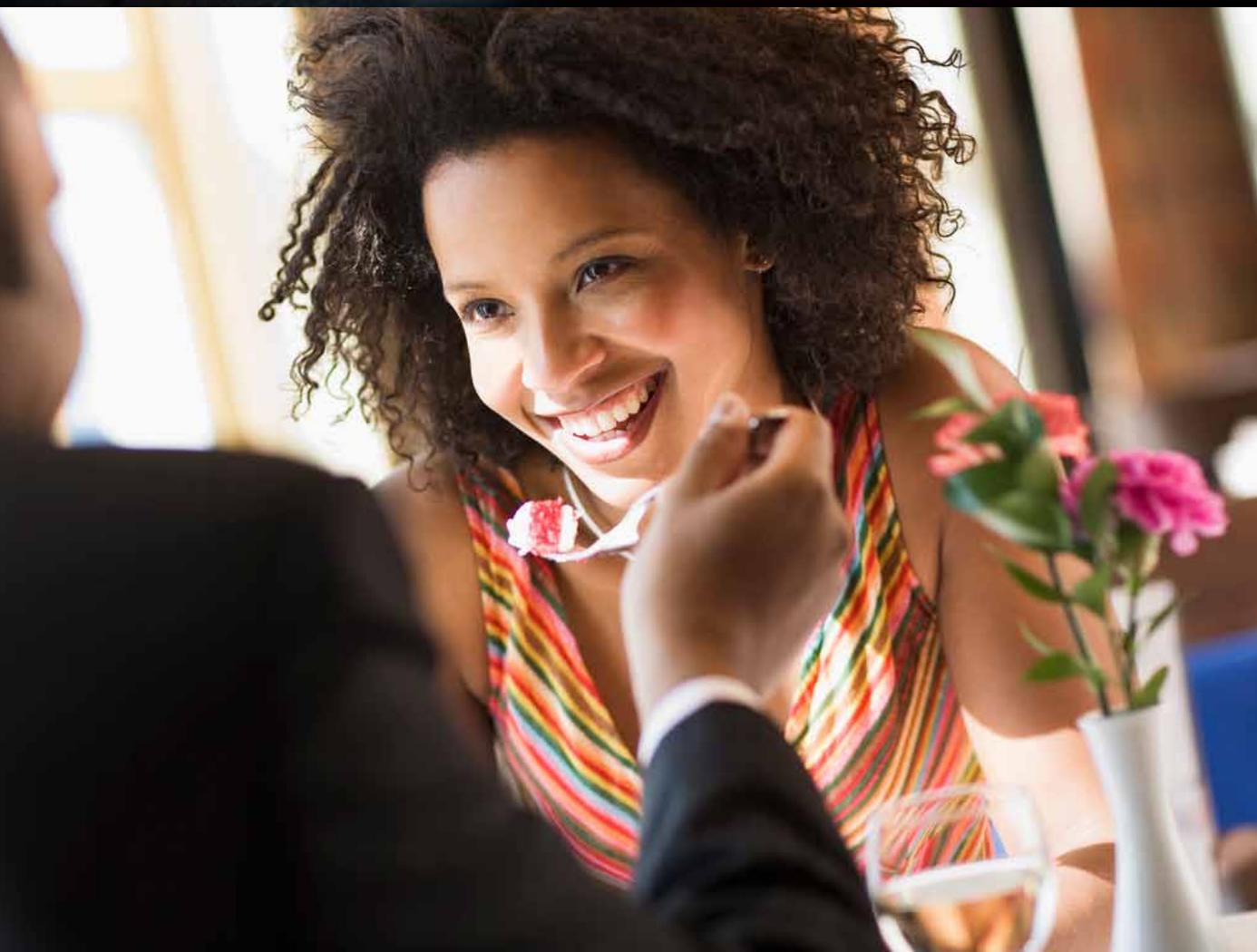
AUDIOVISUAL

While technology improves our lives in many ways, let's face it, there's nothing quite like setting up a projector to make you feel all thumbs. But no worries. We have highly trained and endlessly patient A/V staff at the ready to help you set up your equipment or rent some of ours. Just call XXXX.

PRINTERON? WHY YES IT IS.

Whether you've got an entire presentation you need to share or just have to get your boarding pass, we make it easy to go from wireless to printed. Working from a laptop? Just go to www.printeron.net/xxxxxx/xxxxxx, enter user information and select document(s) to print. Click the print button to submit print job, select your document, and click the print button. Working from a Blackberry, iPhone or other PDA? From your laptop or handheld devices, simply send your email message and attachments to (insert your address)[@printspots.com](mailto:printspots.com). You will receive an email with a private release code that you will use at the printer to securely release your print job. Just go to the Business Center on the XX floor, go to one of our printers, and click the "release my print jobs" icon. You'll be asked for user information or a release code, and voilà! Documents ready to go.





FEED THE BODY, FEED THE SOUL

DINING

Maybe you've already covered enough ground for today. We make it easy for you to enjoy a delicious meal without even leaving the hotel. And if even leaving your room seems like a bit too much effort, just call room service and we'll deliver something wonderful right to your door. Check out the restaurants below. Our chef uses the freshest ingredients, combines them with a dash of creativity, throws in some elements of surprise, and "Voilà", serves up pure delicious-ness.

FOURTH STREET GRILLE

A full service restaurant serving breakfast, lunch and dinner. A daily breakfast buffet is offered which includes made to order omelets. The casual dining menu features a wide variety of cuisine blending fresh ingredients with imaginative presentations, personal service and outstanding value.

*Breakfast: Monday-Friday, 6:30am to 11:00am,
Saturday & Sunday, 6:30am to noon*

*Lunch: Monday – Friday, 11:30am to 2:00pm,
Saturday & Sunday, Noon to 2:00pm*

Dinner: Daily from 5:30pm to 10:00pm

JAZZ LOFT

Overlooking the hotel's atrium, the Jazz Loft is a great place to mix and mingle with associates after a meeting or to unwind after a long day of travel. Happy Hour is available Monday through Friday between 5:00pm and 7:00pm, featuring a Lite Bites menu and our DoubleTree Signature cocktail list.

CAFÉ PRONTO

Located in the hotel's atrium, Cafe Pronto features Starbucks® Beverages, Fresh Juices, and a variety of light menu items including breakfast pastries, salads, sandwiches and fruit.

Daily from 6:00am to 5:00pm

ROOM SERVICE

See in-room menu

5:00am to 11:00pm

WAKE-UP DOUBLETREE BREAKFAST™

Breakfast at DoubleTree gives you an excellent reason to rise and shine. You'll find exceptional coffee and gourmet teas to get your motor running, as well as a range of healthy options like granola, yogurt, whole grain breads and cereals – and even some sweet treats – to give you what you need to take you through your busy day. After all this is the most important meal of the day!

5:00am-10:00am

EXPLORE THE AREA

One of the best things about travel is trying new restaurants. Let us help you find the perfect food fit – our concierge knows just what will tickle your taste buds, agree with your wallet, and provide you with a wonderful meal memory to take home with you. Of course, we're happy to make reservations, call a cab, or send you out with a map, too!

RUNNING TRAILS & WALKING PATHS
Take a jog or a stroll – no matter what pace you want to set, we've got some lovely trails for exercise and relaxation right next door. (Site-specific information here.)

LOCAL ATTRACTIONS
[See precedent]



SAFETY AND SECURITY

TRAVEL SAFE

Unfortunately, emergencies and accidents do happen. While we've taken many steps to ensure our hotel is safe and secure so you can be safe and secure, we'd like to point out a variety of ways you can further protect yourself from the unforeseen, and also provide instructions on what to do in case of an emergency. Whatever happens, you can first and foremost be assured that hotel staff is highly trained to handle the unexpected. We have a specialized Emergency Response Team, as well as a range of Security and Engineering staff that are skilled at protecting our guests and your property, as well as the hotel itself.

STEP ONE

We'd like to recommend you take just a few minutes to look around and make a mental picture of where fire extinguishers, fire exits, and windows are located. Count how many doors are between your room and the nearest fire exit. Also take a moment to review the evacuation plan card on your door. While none of us likes to consider the possibility of a fire, having this information in the back of your mind can be extremely useful in the heightened circumstances of a real emergency or when faced with a smoke-filled hallway. A couple of minutes invested in precautions means you'll be better equipped to help yourself and your loved ones, should the need arise.

COMMON SENSE REMINDERS

We don't mean to overstate the obvious, but when we're travelling, sometimes that bit of extra excitement or fatigue clouds our judgment. So here are some gentle reminders of the sort your grandmother might give you. Just because we care.

- Go ahead; lock the door behind you when you come back to your room. In fact, use all the locks we've provided. While you're at it, make sure any doors connecting your room to an adjoining room are also locked. Why not? They make such a satisfying sound when they clunk into place.

- Make sure you know who is on the other side of the door before opening it. If someone unexpected knocks and says he or she is a hotel employee, take a moment to call the front desk and check. If he or she really is an employee, we promise they will not be offended. In fact, they'll applaud your good sense.
- If it's dark out, use the front entrance of the hotel. You'll not only be safer, but you'll also be greeted by bright lights and friendly faces.
- Treat your key card like your car keys. It's safest in a pocket, wallet, or purse. Which is also the best place to keep your cash and other expensive items. We also offer in-room safes and a hotel vault for the really valuable stuff. After all, if it's under lock and key or out of sight, it's a lot less likely to be stolen.
- You're in a new city, you meet some nice person at a restaurant or a show, and think, what's the harm of inviting them back to the hotel? May we suggest that if you want to get to know a stranger better, do it in a very public, very well-lighted place, not in your hotel room. If they're really as nice as they seem, they won't mind a bit.
- Don't be afraid to speak up. If you see anything at all that seems even a wee bit suspicious, call us. We'd much rather check it out and find out it's nothing, than have a situation escalate or go unnoticed. Anyone at the Front Desk, Security (XXXX) or the Manager on Duty (XXXX) will be happy to step in and sort things out.

IF THE UNTHINKABLE HAPPENS

Fires are fortunately extremely rare occurrences. And we have a wide range of security measures already in place, from alarms to sprinkler systems. But if you see smoke or flames, TAKE IMMEDIATE ACTION. Here's what you need to do:

- IF THE FIRE IS IN YOUR ROOM, get out right away, close the door behind you, get to the closest fire alarm, and pull the alarm. Don't take the time to collect your personal belongings. You may waste precious minutes, and the sooner you report the fire, the more likely it is your items will be saved.

- IF YOU HEAR A FIRE ALARM, first see if there is smoke in your room. If there is, roll out of bed and crawl along the floor to the door. Because smoke and gasses will rise, the air at the floor is the most fresh.
- If there is no smoke, grab your key and head to the door, but don't open it. While your first instinct will be to flee, fast, it's important that you first feel the door and handle. You're looking for heat, which will tell you there may be active flames on the other side. If it's cool to the touch, open the door slowly, but be ready to slam it shut immediately if you see flames. If there is a fire in the corridor, the safest place for you to be is in your room, behind the door.
- If the door is cool, and there are no flames on the other side, look into the corridor. If it's clear, close your room door and walk to the nearest exit; if you see smoke, get low, stay close to the wall, and crawl to the nearest exit.
- DO NOT USE THE ELEVATOR. It is dangerous for you to use.
- Walk down the nearest stairway and try to remain as calm as you can. Holding the handrail will help. If you encounter a lot of smoke in the stairwell, leave the stairway at the nearest floor and find an alternative route out of the hotel.
- IF YOU MUST STAY IN YOUR ROOM, grab some towels, drench them with water, and use them to block smoke from seeping in around your door.
- Cover your nose and mouth with a cloth to protect yourself from inhaling smoke.
- Turn off the heater or air conditioner.
- Fill the tub with water and grab the ice bucket – it can be used to bail water onto flames.
- Call the operator, front desk, or anyone you can so they can report the fire to emergency crews. Grab a sheet and wave it from the inside of your window to signal where you and the fire are. Remove drapes from the windows, but DO NOT BREAK the windows. Open windows can cause a dangerous back draft.
- If you must leave your room, be sure to stay low and crawl along the floor, near the walls, where the air is most fresh.
- As difficult as it may be, try to stay calm and listen for instruction. Hotel staff members are highly experienced and trained in assisting guests in the unlikely event of emergencies. Your safety is always our greatest concern.



AND WHILE YOU'RE AWAY

REMEMBER TO STAY WARM
AND KEEP IN TOUCH.



DOUBLETREE GUEST SUITES TIMES SQUARE NEW YORK
1568 Broadway New York, NY 10036 12345 T (212) 963 5600 F (212) 963 5604

DoubleTree.com | 800 222 TREE

