



## *Hilton Boston Logan Airport*

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

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

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

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

*Hilton Boston Logan Airport*  
*One Hotel Drive*  
*Boston MA, 02128*

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

## **Table of Contents**

### **General Information**

- Hotel Overview
- Guest Room diagrams with specifications
- Suite Information and Descriptions
- Dining Information with Restaurant Descriptions
- Hotel Shop(s) Information

### **Function Space and Banquets**

- Catering Menu's available separately

### **Fitness Center**

- Information

### **Resource Information**

- Hotel specifics listed alphabetically

### **Forms**

For a copy of any of the below forms, please contact your Catering/Events Manager.

- Activities
- Amenity Request Form
- AV Form (For Exhibitors)
- Credit Application
- Credit Card Authorization
- Electrical Form
- Internet Form
- Miscellaneous request form
- Phone Form
- Planning Checklist
- Room Re-Key Form
- Shipping Form

## **GENERAL INFORMATION**

After landing in Boston, stay at the **Hilton Boston Logan Airport**, the only first class hotel with direct connection to terminals A and E at Logan International Airport. You can walk to the hotel via temperature-controlled skybridge or take a complimentary shuttle. Shuttles also offer service to all airport terminals, the subway, water taxis and car rental agencies so you can experience all the excitement of Boston and Cambridge - just minutes away.

Our AAA Four Diamond property features sound-proof guest rooms and suites including 145 Executive Level rooms. Most of our rooms feature magnificent views of Boston's skyline or the Boston Harbor. Each room is complete with superior amenities, including wireless high-speed Internet access. Enjoy the Breakfast at Hilton experience at Berkshires, served daily. Or, for a more relaxed atmosphere, try a taste of Boston at Connolly's Publik House, where you can enjoy your favorite traditional New England food and spirits. We also invite you to sample your favorite coffee drink and light fare at Café Presto, our specialty coffee bar serving Starbucks Coffee®. Begin or end your day at the complimentary Fitness Center with state-of-the-art exercise equipment, 40-foot lap pool and whirlpool.

The Hilton Boston Logan Airport hotel is also the perfect location for your next meeting, conference, reception or special event with 30,000 square feet of versatile meeting and ballroom space. Our attention to detail and attentive staff make us the perfect Boston location for all your needs. We will gladly assist with transportation and sightseeing plans for all of our area's favorite sites -- from Fenway Park to Faneuil Hall Marketplace, the Boston Common to Chinatown and more.

## **FUNCTION SPACE AND BANQUETS**

- Catering Menu's available upon request.

*NOTE: Our Catering Menus change seasonally. Please call our Catering Department to get the latest information at 617-568-6855.*

## **FITNESS CENTER**

Adjacent to the hotel lobby, our complimentary Fitness Center offers state-of-the-art equipment including treadmills, bicycles, ellipticals, cross-trainers and stair-steppers. We also offer a 12-station weight training circuit and free-weight area. Our 40-foot lap pool and whirlpool sit in a climate-controlled area surrounded by windows overlooking the airport. Our locker rooms are beautifully equipped with solid oak lockers, individual showers and a complete line of amenities for your convenience.

## **RESOURCE INFORMATION**

[Advertising Opportunities](#)

[Affiliates](#)

[Airline Information](#)

[Amenities](#)

[Americans with Disabilities Act \(ADA\)](#)

[Audio/Visual](#)

[Automated Teller Machines](#)

[Banks](#)

[Banquet Beverage Selection](#)

[Banquet Curfews](#)

[Banquet Equipment](#)

[Banquet Menu Selection](#)

[Banquet Terms and Conditions](#)

[Bell Services](#)

[Billing](#)

[Box Lunches](#)

[Business Services](#)

[Bus/Bus Companies](#)

[Car Rental Agencies](#)

[Cash Paid Outs](#)

[Cash Paying Guests](#)

[Celebrity/ Dignitary Visits](#)

[Changing Facilities/Day Use](#)

[Check Cashing Privileges](#)

[Check-In and Checkout](#)

[Coat Check Services](#)

[Coffee Maker](#)

[Community Outreach](#)

[Concierge](#)

[Convention Center](#)

[Corkage](#)

[Credit Cards](#)

[Credit Policy](#)

[Currency Exchange](#)

[Dance Floor](#)

[Decorations](#)

[Destination Management Companies \(DMC\)](#)

[Deposits](#)

[Diagrams](#)

[Dietary Requirements](#)

[Dine Around](#)

[Directions to the Hotel](#)

[Doctors on Call](#)

[Dressing/Green Rooms](#)

[Drug Stores](#)  
[Dry Cleaning](#)  
[eEvents](#)  
[Electrical](#)  
[Elevators](#)  
[Emergency Procedures](#)  
[Entertainment](#)  
[Environmental Commitment](#)  
[Executive Meeting Packages](#)  
[Exhibits](#)  
[Fax Machines](#)  
[Fax Numbers](#)  
[Fire Codes](#)  
[Fitness Center](#)  
[Flags](#)  
[Floral/Florist](#)  
[Food Donations](#)  
[Freight Elevator](#)  
[General Manager](#)  
[Gift Certificates](#)  
[Gift Ideas](#)  
[Golf Course Information](#)  
[Gratuities](#)  
[Group Reservations Identification Program \(GRIP\)](#)  
[Guest List Manager](#)  
[Guest Rooms](#)  
[Guest Room Deliveries](#)  
[Guest Service Hotline](#)  
[Hair Salon](#)  
[HHonors Floor](#)  
[Hospitality Desks](#)  
[Hospitality Suites Functions](#)  
[Hotel Facts/History](#)  
[Hotel Map](#)  
[Housekeeping](#)  
[In Conjunction With \(ICW's\)](#)  
[Indemnification](#)  
[In-Room Dining](#)  
[Interpretation/Translation Services](#)  
[Internet Services](#)  
[Key Cards](#)  
[Key Hotel Contacts](#)  
[Kiosks](#)  
[Kosher](#)  
[Labor](#)  
[Laundry/Valet](#)

[Limousine Services](#)  
[Linen Selection](#)  
[Liquor Laws](#)  
[Load-In/Load Outs \(Production, Decor, & Staging\)](#)  
[Loading Dock](#)  
[Local Information](#)  
[Lost and Found](#)  
[Luggage Storage](#)  
[Manager on Duty \(MOD\)](#)  
[Mail Services](#)  
[Massage Therapy](#)  
[Master Accounts](#)  
[Medical Facilities/Services](#)  
[Meeting Packages](#)  
[Meeting Room Capacities](#)  
[Meeting Room Deliveries](#)  
[Meeting Room Rental](#)  
[Meeting Room Set Standard](#)  
[Music/Musicians](#)  
[Newspapers/Publications](#)  
[Office Equipment/Supplies](#)  
[Package Room](#)  
[Parking](#)  
[Personalized Group Web Page](#)  
[Pets \(policies\)](#)  
[Pianos](#)  
[Pools](#)  
[Post-Convention Meeting](#)  
[Post Event Report](#)  
[Posting of Events](#)  
[Pre-Convention Meeting](#)  
[Printing Services](#)  
[Production Guidelines](#)  
[Production Crew Meals](#)  
[Public Transportation](#)  
[Pyrotechnics](#)  
[Radios/Pagers/Nextels](#)  
[Recycling](#)  
[Registration Assistance](#)  
[Registration Desks](#)  
[Reservations \(RAPID!\)](#)  
[Restaurants/Lounges](#)  
[Restaurant Reservations](#)  
[Restrooms](#)  
[Resumes](#)  
[Rigging](#)

Robes  
Ropes/Stanchions  
Rooming Codes/Rooming Lists  
Safes/Safety Deposit Boxes  
Security  
Shipping and Receiving  
Shoe Shine  
Shopping  
Signage/Banners  
Site Inspection/Pre-planning  
Smoking  
Sound System  
Special Meal Requests  
Storage  
Suites  
Taxes  
Taxicabs  
Team Member Recognition  
Telephones/Telecommunications  
Tents  
Theme Parties  
Tours/Sightseeing  
Trash Removal  
Tuxedo/Formalwear  
Voice Mail  
Weather  
Wheelchairs  
Wired Payment  
Worship Services  
Zip-Out Checkout

## **ADVERTISING OPPORTUNITIES**

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

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

[Back to Resource Information](#)

## **AFFILIATES**

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

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

[Back to Resource Information](#)

## **AIRLINE INFORMATION**

Airlines	Telephone
<a href="#">Aer Lingus</a>	(800) 474-7424
<a href="#">Air Canada/Express</a>	(888) 247-2262
<a href="#">Air France</a>	(800) 237-2747
<a href="#">AirTran</a>	(800) 247-8726
<a href="#">Alaska Airlines</a>	(800) 252-7522
<a href="#">Alitalia</a>	(800) 223-5730
<a href="#">American</a>	(800) 433-7300
<a href="#">American Eagle</a>	(800) 433-7300
<a href="#">British Airways</a>	(800) 247-9297
<a href="#">Cape Air</a>	(800) 352-0714
<a href="#">Delta Air Lines</a>	(800) 221-1212
<a href="#">Frontier</a> (formerly Midwest)	(800) 452-2022
<a href="#">Iberia</a>	(800) 772-4642
<a href="#">Icelandair</a>	(800) 223-5500
<a href="#">JetBlue Airways</a>	(800) 538-2583
<a href="#">Lufthansa</a>	(800) 645-3880

<a href="#">Porter Airlines</a>	(888) 619-8622
<a href="#">SATA</a> (Azores Express)	(800) 762-9995
<a href="#">Southwest Airlines</a>	(800) 435-9792
<a href="#">Spirit Airlines</a>	(800) 772-7117
<a href="#">Sun Country**</a>	(800) 359-6786
<a href="#">Swiss</a>	(877) 359-7947
<a href="#">TACV</a>	(866) 359-8228
<a href="#">United</a> (formerly Continental)	(800) 241-6522
<a href="#">United Express</a>	(800) 241-6522
<a href="#">US Airways</a>	(800) 428-4322
<a href="#">US Airways Express</a>	(800) 428-4322
<a href="#">US Airways Shuttle</a> (LaGuardia & D.C.)	(800) 428-4322
<a href="#">Virgin America</a>	(877) 359-8474
<a href="#">Virgin Atlantic Airways</a>	(800) 862-8621

**Airport Information**

The nearest airport is the Logan International Airport located ¼ mile, approximately 5 minutes from the Hilton Boston Logan Airport Hotel. Click on this [link](#) for a map.

The Hotel Shuttles operate 24 hours per day and are available by calling the hotel from the Airport courtesy phones located in the baggage claim area of all Airlines.

[Back to Resource Information](#)

**AMENITIES**

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

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 15.0%. For a standard delivery, the fee is \$3.00

**Standard Amenities**

Mineral Water

- Sparkling water                      Pellegrino one liter bottle
- Still water                                Poland spring 6.5 ounce bottle

Food

- Fruit & Cheese Platter – assortment of cut fruit and cheese displayed with crackers

- Tuxedo Strawberries – Scrumptious strawberries dipped in Chocolate
- Fruit Plate – Assortment of fresh fruit cuts

### Wine

We offer a wide selection of wines at various price points – please contact your Catering manager for complete wine list. Some examples;

- Louis Jadot Beaujalais Villages, France 375ml bottle
- Cabernet Blend, BV Signet, Central coast, California 750ml bottle
- Chardonnay, Clos Du Bois, Sonoma, California 375ml bottle
- Chardonnay, Kendall Jackson Vintner’s Reserve, California 750ml bottle

### Champagne / Sparkling wine

- Tattering Brut “La Francais”, Reims, France 375ml bottle (42.00)
- Freixenet Blanc de Blanc, Spain 750ml bottle (\$30.00)

### Soft Beverages

- Coke 10 ounce bottle (\$3.00)
- Diet Coke 10ounce bottle (\$3.00)
- Sprite 10ounce bottle (\$3.00)

[Back to Resource Information](#)

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

The Hotel represents that the Hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans with Disabilities Act. You agree that one week in advance of your event; you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.

[Back to Resource Information](#)

### **AUDIO/VISUAL**

Presentation Services, our audiovisual company, brings over 20 years of experience in the field of audio visual to your meeting at the Hilton Boston Logan Airport. Kurt Marsh may be reached by dialing (617) 568-6777.

[Back to Resource Information](#)

### **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located in our main lobby. There are also ATM locations in Boston at all major bank locations.

[Back to Resource Information](#)

**BANKS**

Sovereign Bank: East Boston  
2 Meridian St  
Boston, MA 02128  
(617) 561-0502  
[www.sovereignbank.com](http://www.sovereignbank.com)  
Mon-Wed: 9a.m. - 4p.m.  
Thu: 9a.m. - 6p.m.  
Fri: 9a.m. - 5p.m.

Citizens Bank  
26 Central Sq  
East Boston, MA 02128  
(617) 567-5353  
[www.citizensbank.com](http://www.citizensbank.com)  
Mon: 9AM-4PM, Tue: 9AM-4PM, Wed: 9AM-4PM, Thu: 9AM-5PM, Fri: 9AM-5PM,  
Sat: 9AM-12PM, Sun: Closed

Bank of America  
300 Terminal C (Logan Airport)  
Boston, MA 02128  
800.841.4000  
[www.BankofAmerica.com](http://www.BankofAmerica.com)  
Monday: 10-4 Tuesday: 10-4  
Wednesday: 10-4 Thursday: 10-4  
Friday: 10-4 Saturday: Closed  
Sunday: Closed

[Back to Resource Information](#)

**BANQUET BEVERAGE SELECTION**

The Hilton Boston Logan Airport 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: Dewars, Beefeater, Skyy Vodka, Jack Daniels  
Premium Brands: Johnny Walker, Tanqueray, Ketel One, Makers Mark  
Cordials: Crown Royale, Hennessy, Kahlua  
Beer: Budweiser, Miller Lite, Sam Adams Boston Lager, Heineken, Coors Lite  
Wine: Benziger House Wines and a selection of Wines of interest  
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.

[Back to Resource Information](#)

### **BANQUET CURFEWS**

There is an outdoor function curfew of 12:00 a.m. In accordance with Massachusetts liquor laws, all alcoholic beverage sales will begin at 8:00 am and conclude at 2:00 am.

[Back to Resource Information](#)

### **BANQUET EQUIPMENT**

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

Please note the hotel does not carry the following items:

- 8' ft tables

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

[Back to Resource Information](#)

### **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 30 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.

[Back to Resource Information](#)

### **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 (three 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 25 persons, we will add a \$50 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests; invitees and other persons vacate the designated event space at the end time indicated on the final EO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.
- 5. GRATUITY & SERVICE CHARGE:** 14 % 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.

[Back to Resource Information](#)

### **BELL SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is \$3.00 per bag, and is subject to change. Departure notices and bag pulls should be coordinated with our Guest Services Manager and/or Catering/Event Manager.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

## **BOX LUNCHES**

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

[Back to Resource Information](#)

## **BUSINESS SERVICES**

Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group's needs, please refer to your Catering/Event Manager.

Business Service hours are available:

- 24-hours per day

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

Fedex Kinkos  
Boston MA Congress  
211 CONGRESS ST  
Boston, MA 02110  
USA  
Phone: (617) 482-0701  
Fax: (617) 482-1206  
Email: [usa1051@fedexkinkos.com](mailto:usa1051@fedexkinkos.com)  
Sun CLOSED  
Mon-Fri 7:00 AM - 7:00 PM  
Sat CLOSED

[Back to Resource Information](#)

## **BUS/BUS COMPANIES**

<b>Boston Cambridge Trolley Tours</b> Boston, MA 02108 617-269-3626   • Trolley	<b>617-269-3626</b>
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<b>Boston Stagecoach</b> Winthrop, MA 02152 617-306-6673   • Van	<b>617-306-6673</b>
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<b>Boston Tours</b> Waltham, MA 02453 781-899-1454	<b>781-899-1454</b>
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- Minibus
- Tour Operator

**Brush Hill Tours/Gray Line/Bean Town Trolley**

**781-986-6100**

Randolph, MA 02368

781-986-6100 |

- Deluxe Motor Coach
- Trolley
- Tour Operator

**Buckingham Bus Company Inc**

**978-448-6057**

Groton, MA 01450

978-448-6057 |

- Deluxe Motor Coach
- Van

[Back to Resource Information](#)

**CAR RENTAL AGENCIES**

Following are the three Hilton Boston Logan Airports preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011

(617) 569-7272

207 Porter Street, Boston

Avis Rent-A-Car 800-321-3712

(617) 561-3500

202 Porter Street, Boston

Budget Rent-A-Car 800-527-0700

(617) 497-3733

20 Tomahawk Dr, Boston

[Back to Resource Information](#)

**\*CASH PAID OUTS**

Cash Paid Outs are available through the Hotel Front Office. Arrangements should be made in advance with your Catering/Event Manager to ensure funds are available.

[Back to Resource Information](#)

**\*CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Boston Logan Airport will require full payment in advance for room and tax charges. In addition, there will be a \$50.00 per day refundable deposit for incidental

charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **CHANGING FACILITIES/DAY USE**

Please contact your Catering/Event Manager regarding our changing facility located at the Hilton Boston Logan Airport. This facility includes standard guest room amenities. There may be a half-day rate charged. The hours of guest room availability for day use will depend on occupancy of the hotel.

[Back to Resource Information](#)

### **\*CHECK CASHING PRIVILEGES**

Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest's name and address and made out to Hilton Boston Logan Airport. A valid credit card and Identification will be required.

[Back to Resource Information](#)

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

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

#### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a \$50.00 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 5 days in advance of major arrival. 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 61 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.

### **Kiosks**

The Hilton Boston Logan Airport offers Kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout.

[Back to Resource Information](#)

### **COAT CHECK SERVICES**

Coat check is available on our meeting floor, advance arrangements should be made with your Catering/Event Manager.

[Back to Resource Information](#)

### **COFFEE MAKER**

Coffee makers are available in each guest room; contact your Catering/Event Manager for coffee makers in your meeting room(s).

[Back to Resource Information](#)

### **COMMUNITY OUTREACH**

Crossroads Transitional Family Shelter  
Project Bread  
Piers Park Sailing Center

[Back to Resource Information](#)

### **CONCIERGE**

Concierge services are available 24-hours a day through our Bell Desk.

[Back to Resource Information](#)

### **CONVENTION CENTER BOSTON**

Boston Convention & Exhibition Center  
415 Summer Street  
Boston, MA 02210  
617-954-2800

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

Travel: 15 minutes  
Approximate Taxi Cost: \$20.00

John B. Hynes Veterans Memorial Convention Center  
900 Boylston Street  
Boston, MA 02115  
617-954-2800

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

Travel: 25 minutes  
Approximate Taxi Cost: \$20.00

[Back to Resource Information](#)

### **CORKAGE**

There is a \$10.00 per bottle corkage fee.

[Back to Resource Information](#)

### **CREDIT CARDS**

The Hilton Boston Logan Airport accepts most major credit cards including:

American Express  
Carte Blanche  
Diners Club  
Discover Card  
JCB  
Master Card  
Visa

[Back to Resource Information](#)

### **CREDIT POLICY**

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

[Back to Resource Information](#)

### **CURRENCY EXCHANGE**

The front desk currently exchanges the following currency at the prevailing rate from the Thomas Cook Currency Service, Inc.:

Japanese Yen  
British Pounds  
Euro  
Australian  
Canada  
Denmark Kroner

Hong Kong  
New Zealand  
Norway Kroner  
Scotland Pound sterling  
Sweden Kroner  
Switzerland franks

Each guest is limited to a currency exchange of \$50.00 per day, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

[Back to Resource Information](#)

### **DANCE FLOOR**

Dance Floors are available in various sizes to accommodate your individual group needs.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

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

Our preferred vendor that has successfully worked with the hotel is listed below:

Best of Boston  
391 Totten Pond Road  
Waltham, MA 02451  
(781) 487-0500  
[www.bestboston.com](http://www.bestboston.com)

[Back to Resource Information](#)

### **\*DEPOSITS**

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

[Back to Resource Information](#)

### **DIAGRAMS**

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

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **DINE AROUND**

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

[Back to Resource Information](#)

### **DIRECTIONS TO THE HOTEL**

From Logan International Airport:

Located on the grounds of Logan International Airport. We are easily accessible via skybridge from Terminals A and E as well our 24-hour shuttle service to/from all airport terminals. We strongly recommend that guests unfamiliar with the airport contact our shuttle for pick-up.

[Back to Resource Information](#)

### **DOCTORS ON CALL**

In-room On-Call Doctors through our Security Department at extension 60. For Emergencies please dial 66.

[Back to Resource Information](#)

### **DRESSING/GREEN ROOMS**

Arrangements should be made in advance through your Catering/Event Manager

[Back to Resource Information](#)

### **DRUG STORES**

CVS Pharmacy: Pharmacy Phone  
210 Border St  
Boston, MA 02128  
(617) 567-5147

[Back to Resource Information](#)

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

Laundry services are available by dialing extension 6752. Garments picked up prior to 9:00 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 9:00 a.m. will be returned the following day by 6:00 p.m.

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

[Back to Resource Information](#)

## **eEVENTS**

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

[Back to Resource Information](#)

## **ELECTRICAL**

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

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

[Back to Resource Information](#)

## **ELEVATORS**

The Hilton Boston Logan Airport hotel has 4 guest elevators located in the main lobby.

[Back to Resource Information](#)

## **EMERGENCY PROCEDURES**

The Hilton Boston Logan Airport 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 66.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 66 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 4 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest emergency room: East Boston Neighborhood Health Center

- Nearest hospital: Boston Medical Center

[Back to Resource Information](#)

### **ENTERTAINMENT**

The Hilton Boston Logan Airport 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 8:00 a.m. and end no later than 12:00 p.m. Please contact your Catering/Event Manager for assistance in booking entertainment.

[Back to Resource Information](#)

### **ENVIRONMENTAL COMMITMENT**

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

[Back to Resource Information](#)

### **EXECUTIVE MEETING PACKAGES**

We are pleased to offer several different meeting packages for your event. Please contact your Sales Manager or Event Services Manager for a detailed list of options.

[Back to Resource Information](#)

### **EXHIBITS**

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

[Back to Resource Information](#)

### **FAX MACHINES**

Fax Machines are available for guest use in our business center, should you desire to rent a fax machine please contact your Catering/Event Manager.

[Back to Resource Information](#)

### **FAX NUMBERS**

For Guests:	617-568-6800
Catering/Convention Services office:	617-568-6856
Sales office:	617-568-6719
Reservations office:	617-568-6739

[Back to Resource Information](#)

## **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.

The Hotel does not permit Fireworks of any type, fog/smoke machines must be approved by the Hotel and Fire Marshals office in advance.

[Back to Resource Information](#)

### **FITNESS CENTER**

Come and enjoy our full service Fitness Center located on the lobby level. We offer state of the art cardiovascular machines, nine station strength training circuit as well as free weights. Our staff is always available to answer your questions and offer assistance with the equipment.

After a long day or a long flight, relax in the indoor swimming pool or whirlpool. Use of the fitness room, swimming pool and whirlpool is complimentary with your stay.

#### Hours of Operation:

Monday - Friday 5:30 to 11:00 p.m.

Saturday - Sunday 6:30 to 10:00 p.m.

[Back to Resource Information](#)

### **FLAGS**

Our Banquet Department currently has 3 United States flags and 3 Massachusetts State flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

[Back to Resource Information](#)

### **FLORAL/FLORIST**

Consult your Catering/Event Manager for assistance with a proposal for your special event.

[Back to Resource Information](#)

### **FOOD DONATIONS**

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

[Back to Resource Information](#)

### **FREIGHT ELEVATOR**

The Freight Elevator services the Function areas. It is located by our loading dock area and exits the rear of our Ballrooms. Single Freight Elevator has interior dimensions of 8'7" L x 7'6" W x 8'H. Door measurement of 7'8" W x 8'H. Capacity of 5,000 lbs.

[Back to Resource Information](#)

### **AREA VP NORTHEAST/GENERAL MANAGER**

**Farooq M. Rehmatwala** joined the Hilton Boston Logan Airport in the month of December 2006 as Area Vice President Northeast/General Manager. He has been in the hotel industry since 1975, previously holding positions as Comptroller of the Mobile Hilton in Mobile, Alabama, the Shamrock Hilton in Houston, TX and the Hilton at Walt Disney World Village in Orlando, FL. In 1984, he was promoted to Southern Regional Comptroller of Hilton Hotels, where he oversaw the accounting operations for 14 full-service Hilton properties. Farooq then moved into hotel operations as the Executive Assistant Manager at the Atlanta Hilton and Towers. He was promoted to Resident Manager at the Miami Fontainebleau Hilton Resort and Spa. He then moved to the New York Hilton and Towers as the Manager. In 1993 he was promoted to General Manager of the Miami Airport Hilton & Towers. In 2000, he was promoted to Area Vice President Southeast and General Manager of the Hilton Miami Airport where he had the responsibility of 11 hotels.

Farooq is thrilled to welcome your group to the Hilton Boston Logan Airport and is accessible as needed.

[Back to Resource Information](#)

### **GIFT CERTIFICATES**

A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase through the Front Office and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

[Back to Resource Information](#)

### **GIFT IDEAS**

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

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

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

[Back to Resource Information](#)

### **GOLF COURSE INFORMATION**

Golf Courses are open to the public in and around Boston. For information on course locations and availability call the information number at (508) 435-4630 or (508) 358-4775.

[Back to Resource Information](#)

## **GRATUITIES**

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

[Back to Resource Information](#)

## **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

[Back to Resource Information](#)

## **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.

[Back to Resource Information](#)

## **GUEST ROOMS**

The hotel's current bedding breakdown is as follows:  
422 King; 177 Queen/Doubles.

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

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

[Back to Resource Information](#)

## **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - \$3.00 per delivery.

[Back to Resource Information](#)

## **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 60. The hotel Hotline operator will direct your needs to the appropriate hotel contact.

[Back to Resource Information](#)

## **HAIR SALON**

Contact our Hotel Concierge for available Salons.

[Back to Resource Information](#)

## **HHONORS FLOOR**

Guests on our HHonors Floor will enjoy our deluxe continental breakfast in the morning, hors d'oeuvres and cold canapés in the afternoon and desserts in the evening. Our Executive Lounge also provides a private registration area and full concierge services for guests of our Executive Level.

Continental Breakfast: 5:30 a.m. -10:30 a.m. (Mon.-Fri.) 6:00 am-10:30am (Sat-Sun)

Hors D'oeuvres: 6:00 p.m. - 8:00 p.m. (Mon-Sun)

Non HHonors Guests can still enjoy the HHonors Floor by adding an upgrade fee to their reservation.

[Back to Resource Information](#)

## **HOSPITALITY DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in our main lobby 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.

[Back to Resource Information](#)

## **HOSPITALITY SUITES FUNCTIONS**

To arrange a Hospitality Suite please contact your Catering/Event manager.

[Back to Resource Information](#)

## **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Boston Logan Airport.

Location: Logan International Airport

Address: 1 Hotel Drive, Boston Ma, 02128  
Telephone: 617-568-6700  
Facsimile: 617-568-6800  
Reservations: 1-800-HILTONS  
Website: [www.hiltonfamilyboston.com](http://www.hiltonfamilyboston.com)  
Managed By: Hilton Hotels Corporation  
Grand Opening: September 1999  
Last Renovation: March 2007  
Architects: Cambridge Seven  
Employees: 250 Full-Time, Part-Time Team Members

**Brief Description:**

- 599 sound-proof guest rooms
- Proudly offering Hilton HHonors Points & Miles™ to HHonors® members
- Enclosed Skybridge walkway to Logan International Airport
- Complimentary shuttle service to Logan airport terminals, MBTA subway, water taxis and car rental agencies
- Wireless Internet access in hotel lobby
- 6000 sq. ft. Fitness Center offering aerobic and free weight workouts and swimming
- Complimentary premium cable channels, including HBO, ESPN, VH1, FOX, Disney and CNN Headline News
- In-room pay-per-view first run movies and video games
- Complimentary USA Today® delivered to your door Monday through Friday
- Quality dining available at Café Presto – proudly brewing Starbucks® beverages – Berkshires and Connolly's Publik House
- Over 30,000 sq.ft of meeting space for groups of 10 to 500

Awards: AAA Four-Diamond Award.

[Back to Resource Information](#)

**HOTEL MAP**

Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions at \$7.50 each.

[Back to Resource Information](#)

**HOUSEKEEPING**

Daily housekeeping services, which consist of general cleaning, take place between 8:30 a.m. and 4:00 p.m.. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

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

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

Turn-Down Service is available upon request; kindly contact our Housekeeping Department if you desire this service.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **IN-ROOM DINING**

Our In-room Dining is open 24 hours a day 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 6870 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 15% and is posted automatically on all checks. There is also a delivery fee of \$3.00 per order.

[Back to Resource Information](#)

### **INTERPRETATION/TRANSLATION SERVICES**

Blitranslations  
648 Beacon Street,  
Boston, MA 02215  
617-262-3500  
[translate@blitranslations.com](mailto:translate@blitranslations.com)

[Back to Resource Information](#)

### **INTERNET SERVICES**

The Hilton Boston Logan Airport provides numerous Internet Services. Hilton Hotels is our Internet Service Provider for all guests' networks and will answer any questions concerning your system.

[Back to Resource Information](#)

### **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 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.

[Back to Resource Information](#)

### **KEY HOTEL CONTACTS**

The Hilton Boston Logan Airport Managing Committee consists of the following people:

General Manager	Farooq Rehmatwala	6701
Resident Manager	Steve Colwell	6703
Director of Food & Beverage	Scott Rothwell	6771
Director of Finance	John Murphy	6761
Director of Front Office	Scott Davis	6731
Executive Chef	TBD	
Director of Housekeeping	Roy Fernandes	6741
Director of Engineering	John Mahan	6841
Director of Catering/Event	Jim Anello	6721

[Back to Resource Information](#)

## **KIOSKS**

The Hilton Boston Logan Airport offers kiosk check-in and checkout as a convenience to our guests. Our kiosks are user friendly and accept credit or HHonors cards. Guests are able to retrieve room keys at check-in and a printed folio at checkout.

[Back to Resource Information](#)

## **KOSHER**

We offer a variety of Kosher Meals to our guests. These meals are prepared for us by Catering by Andrew and are “Glatt Kosher”. Please ask your Catering/Event Manager for kosher suggestions.

[Back to Resource Information](#)

## **LABOR**

The UNITE HERE Union local 26 and Union Local 3 are represented at the Hilton Boston Logan Airport.

[Back to Resource Information](#)

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

Complete laundry services are also available by dialing extension 6752 in-house. Garments picked up prior to 9:00 a.m. are returned to guests by 6:00 p.m. the same evening. Garments picked up after 9:00a.m., will be returned the following day by 6:00 p.m..

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

[Back to Resource Information](#)

## **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Please contact your Catering/Event Manager or our Bell Captain.

[Back to Resource Information](#)

## **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.

Linen colors:

Napkins

White

Tablecloths

White, Sand, Navy, Blue, White/Pink Rose Pattern

[Back to Resource Information](#)

### **LIQUOR LAWS**

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

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

[Back to Resource Information](#)

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

Please refer to the Production Resource Guide.

[Back to Resource Information](#)

### **LOADING DOCK**

The loading dock is located on the south side of building. The hours of operation are from 7:00 a.m. –5:00 p.m. daily. There are no deliveries or load-in/load out between the hours of 5:00 p.m. and 7:00 a.m. Please refer to The Exhibit Resource guide for details.

Hilton Boston Logan Airport  
1 Hotel drive  
Boston Ma, 02128

Dimensions:

2 Bays            20' wide  
                         18' Tall

Doorway        9' Wide  
                         10' Tall

Clearance to Service Elevators  
Blast Header 8'

Doorway        7'8" Wide  
                         8' Tall

[Back to Resource Information](#)

### **LOCAL INFORMATION**

#### **Music**

Berklee Performance Center  
Boston City Opera Company  
Boston Pops (April to June)

617-266-7455  
617-663-1010  
617-266-1492

Boston Symphony Orchestra 617-266-1492  
Jordan Hall 617-585-1100

**Museums**

Boston Beer Museum and Visitors Center 617-522-9080  
Boston Children's Museum 617-426-8855  
Harvard University Art Museum 617-495-9400  
Isabella Steward Gardner Museum 617-566-1401  
JFK Library and Museum 617-929-4500  
MIT Museum 617-253-4444  
Museum of Afro-American History 617-725-0022  
Museum of Fine Arts 617-247-9063  
Museum of Science 617-723-2500  
Museum of Transportation 617-522-6140  
New England Aquarium 617-973-5200  
The Sports Museum of New England 617-624-1234

**Sports Events**

Boston Bruins (National Hockey League) 617-624-1000  
Boston Celtics (National Basketball Association) 617-624-1000  
New England Patriots (National Football League) 1-800-543-1776  
Boston Red Sox (Major League Baseball) 617-236-6666

[Back to Resource Information](#)

**LOST AND FOUND**

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

[Back to Resource Information](#)

**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.

[Back to Resource Information](#)

**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 60.

[Back to Resource Information](#)

**MAIL SERVICES**

Stamps are for sale in our Gift Shop, if you have a large number of items that need to be mailed, or require shipping materials, we suggest you contact your Catering/Event in advance to make arrangements.

[Back to Resource Information](#)

**MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. The Spa offers several massage therapy treatments including On-site Chair Massage, Sea Salt Glow/Body Polish, Paraffin Treatments, and Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Convention Services Manager.

Massage Session (90 min.)	\$120.00
Massage Session (60min.)	\$85.00
Massage Session (30min)	\$50.00
Sea Salt Glow/Body Polish	\$75.00
Paraffin Treatment (Feet/Hands)	\$25.00-\$40.00

A standard gratuity of 15% is suggested for any group bookings. Pricing is subject to change without notice.

[Back to Resource Information](#)

**MASTER ACCOUNTS**

See Sales Agreement.

[Back to Resource Information](#)

**MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

Urgent Care/Emergency Room  
East Boston Neighborhood Health Center  
10 Gove Street  
East Boston, MA 02128  
(617) 568-7207  
24 hours

Hospital  
Brigham and Women's Hospital  
75 Francis Street  
Boston, MA 02115  
617-732-5500

24Hours

Children's Hospital Boston  
300 Longwood Avenue  
Boston, MA 02115  
(617) 355-6000  
24 hours

Boston Medical Center  
One Boston Medical Center Place  
Boston, MA 02118  
617.638.8000  
24 hours

Ambulance

Boston EMS  
911  
Available 24 hours a day

[Back to Resource Information](#)

**MEETING PACKAGES**

We ask that you consult your Catering or Event Services Manager to customize a package that fits your needs, tastes and budget.

[Back to Resource Information](#)

**MEETING ROOM CAPACITIES**

International Ballroom	88' x 62'	5,600 square feet	850 reception capacity
New England Ballroom	73' x 42'	3,000 square feet	475 reception capacity
Middlebury	39' x 25'	975 square feet	
Wellesley	46' x 25'	1,150 square feet	
Conference Rooms	16 rooms	10,725 total square feet	

[Back to Resource Information](#)

**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 Security Staff.

[Back to Resource Information](#)

**MEETING ROOM RENTAL**

For specific pricing please contact your Catering/Event Manager.

[Back to Resource Information](#)

### **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

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

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

[Back to Resource Information](#)

### **MUSIC/MUSICIANS**

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

The City of Boston requests that outdoor entertainment begins no earlier than 8:00 am. and ends no later than 12:00 p.m.

[Back to Resource Information](#)

### **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our Lamont's Giftshop store are:

*Boston Globe*  
*Boston Herald*  
*New York Post*  
*New York Times*  
*New York Daily News*  
*Wallstreet Journal*  
*Investor's Business Daily*  
*USA Today*  
*Local Banker's and Trades*

They are delivered to the Lamont's Gift Shop store at 7:00 a.m. daily.

The *USA Today* is delivered to guest rooms Monday – Friday.

[Back to Resource Information](#)

### **OFFICE EQUIPMENT/SUPPLIES**

The Self Service in-house Business Center offers a complete range of services including computer systems, copier machines, facsimile machines, photocopying, Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group's needs with the Business Center or with your Catering/Event Manager.

Business Center hours are 24 hours per day

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

Fedex Kinko's  
Boston MA Congress  
211 CONGRESS ST  
Boston, MA 02110  
Phone: (617) 482-0701  
Fax: (617) 482-1206  
Email: [usa1051@fedexkinkos.com](mailto:usa1051@fedexkinkos.com)  
Sun CLOSED; Mon-Fri 7:00 AM - 7:00 PM; Sat CLOSED

[Back to Resource Information](#)

### **PACKAGE ROOM**

All packages for upcoming meetings will be stored and secured in our Package Room located on the Second Floor just behind the International Ballroom. Please call ext. 60 to have Guest Services retrieve your packages upon arrival.

[Back to Resource Information](#)

### **PARKING**

The Hilton Boston Logan Airport offers self-parking on site. Self-parking is \$32.00 per day.

We also offer valet parking at the rate of \$40.00 per day.

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.

[Back to Resource Information](#)

### **PERSONALIZED GROUP WEB PAGE**

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

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

[Back to Resource Information](#)

### **PETS (POLICY)**

Service animals are always welcome and will be accommodated. The Hilton Boston Logan Airport is also a pet friendly hotel. We request that guests sign a waiver upon check-in, which outlines possible fees should cleaning be required.

[Back to Resource Information](#)

### **PIANOS**

The Hilton Boston Logan Airport has 2 pianos for use in the Function areas. Pianos are provided at however it is recommended that they be tuned prior to each use. The tuning fee is \$250.00 and requires advance notice. Please note that there is an additional labor fee of \$450.00 if you request a piano to be placed on top of portable staging.

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

[Back to Resource Information](#)

### **POOLS**

Our pool and whirlpool are located on our lobby level and may be accessed through our Fitness Center. Our pool is a 40' x 16' vanishing edge pool heated to 86 degrees F year-round. Our whirlpool is heated to between 100-103 degrees F year-round. Complimentary towels and lockers are provided while in the Fitness Center.

Fitness Center and pool hours:  
5:30am-11pm Monday through Friday  
6:30am-10pm Saturday and Sunday

[Back to Resource Information](#)

### **POST-CONVENTION MEETING**

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

[Back to Resource Information](#)

## **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.

[Back to Resource Information](#)

## **POSTING OF EVENTS**

All events will be posted outside of your meeting room unless a “Do Not Post” is requested.

[Back to Resource Information](#)

## **PRE-CONVENTION MEETING**

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour).

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

[Back to Resource Information](#)

## **PRINTING SERVICES**

Fedex Kinko's  
Boston MA Congress  
211 CONGRESS ST  
Boston, MA 02110  
USA  
Phone: (617) 482-0701  
Fax: (617) 482-1206  
Email: [usa1051@fedexkinkos.com](mailto:usa1051@fedexkinkos.com)  
Sun CLOSED; Mon-Fri 7:00 AM - 7:00 PM; Sat CLOSED

[Back to Resource Information](#)

## **PRODUCTION GUIDELINES**

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

[Back to Resource Information](#)

## **PRODUCTION CREW MEALS**

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

[Back to Resource Information](#)

**PUBLIC TRANSPORTATION**

The Hilton Boston Logan Airport is happy to provide a wide variety of Public Transportation. For Taxi service and pricing please contact our Bell Captain at (617) 568-6752

Amtrak	1-800-872-7245
Bonanza	617-720-4110
Greyhound	1-800-231-2222
Logan Express	1-800-235-6426
MBTA Information	1-800-392-6100
Water Shuttle	617-951-0255

[Back to Resource Information](#)

**PYROTECHNICS**

The Hilton Boston Logan Airport, does not permit pyrotechnics of any type.

[Back to Resource Information](#)

**RADIOS/PAGERS/NEXTELS**

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

[Back to Resource Information](#)

**RECYCLING**

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.

At the Hilton Boston Logan Airport, the deep fry oil is being turned over to a farm. Shredded papers are being recycled.

[Back to Resource Information](#)

**REGISTRATION ASSISTANCE**

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

[Back to Resource Information](#)

## **REGISTRATION DESKS**

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

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

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

[Back to Resource Information](#)

## **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

[Back to Resource Information](#)

## **RESTAURANTS/LOUNGES**

**Berkshires** offers the best in New England cuisine with a contemporary flair. Our full service restaurant features a diverse a la Carte menu with something for everyone. During breakfast, Berkshires offers an abundant buffet. A special menu is available for children 12 and under who also receive a 50% discount on buffet prices. Private dining room also available.

Breakfast Served: 5:30 a.m. - 11:00 a.m.

**Café Presto**, is conveniently located in our lobby and is the perfect choice for guests in a hurry or on the go. Our specialty coffee bar features freshly baked pastries and Starbucks' Coffee. You won't find a better cup of coffee at the airport. Pick up a cappuccino and a pastry on your way to the terminal. Are you preparing for a long flight? Stop by and let us pack you a wholesome meal for the plane.

Opening daily from 5:30am

**Connolly's Public House**, along with our highly energetic and responsive staff, offers great cuisine plus a grand selection of draft beer, wine and sprits. You will find a lively and enjoyable atmosphere while enjoying some cocktails along with terrific pub fare. Socialize, relax or watch one of our eight TVs showing a wide variety of sports and news.

Opening daily at 11:00 a.m.

[Back to Resource Information](#)

## **RESTAURANT RESERVATIONS**

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

[Back to Resource Information](#)

## **RESTROOMS**

Public restrooms are located in the following areas:

- Function Area
- Lobby
- Restaurant
- Fitness Center

[Back to Resource Information](#)

## **RESUMES**

All In-House Group will have a Resume issued on their behalf from your Event Services Manager. The Resume is typically distributed 7 days in advance of your arrival so we can better prepare for your stay

[Back to Resource Information](#)

## **RIGGING**

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

[Back to Resource Information](#)

## **ROBES**

Robes are available in the Executive Level guest rooms.

[Back to Resource Information](#)

## **ROPES/STANCHIONS**

Ropes and Stanchions

- 16 Pairs of stanchions with connecting rope.

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

[Back to Resource Information](#)

## **ROOMING CODES/ROOMING LISTS**

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

NS – non-smoking room if available at check in

SR – smoking room if available at check in  
CR - accessible room if available at check in  
CB – crib if available at check in  
RL – rollaway bed if available at check in  
HF – high floor if available at check in  
LF – low floor if available at check in  
EA – early arrival if available at check in  
SF – same floor if available at check in  
CX – connecting room if available at check in  
NC – no connecting door if available at check in  
KB – king bed if available at check in  
DD – double bed if available at check in  
AI – away from the elevator if available at check in  
RJ – adjacent room if available at check in  
RF – refrigerator if available at check in  
QR – quiet room if available at check in  
LD – late check out

**ROH - Run of House -** Includes a variety of scenic views in the following categories: Golf/Mountain, Partial Ocean View, and Deluxe Ocean View, based upon availability.

**ROO - Run of Ocean -** A variety of ocean views in the following categories: Partial Ocean View and Deluxe Ocean View, based upon availability.

[Back to Resource Information](#)

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

We encourage the use of our Safe Deposit Boxes for your valuables. Several different sizes are available at no charge, 24 hours a day at the Front Desk.

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **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 catering/event contact>

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 Boston Logan Airport**

The Hilton Boston Logan Airport utilizes UPS, Fedex, and DHL for our shipping needs. Please contact our Security Team (617) 568-6755 for pick-up and delivery schedules. A Freight-Forwarding Form should be obtained from your Catering/Event Manager and completely filled out for shipping.

[Back to Resource Information](#)

**SHOE SHINE**

Available through out the Airport Terminals.

[Back to Resource Information](#)

## **SHOPPING**

### Hotel Shopping

Lamont's Gift Shop

7:00 a.m. – 11:00 p.m.

### Local Shopping

Faneuil Hall - A Gift in 1742 from merchant Peter Faneuil, this hall was built as a meeting place and public market. Today it still serves as a meeting place and public market, as well as an up-scale shopping mall. The second floor meeting hall opens 5:00 p.m. daily. Call 617-523-1300 for more information. (Subway Stop: Government Center)

[Back to Resource Information](#)

## **SIGNAGE/BANNERS**

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

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

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of \$55.00/hr per man; first one is free.

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

[Back to Resource Information](#)

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

To arrange an on site tour of our Hotel please contact your Catering/Event Manager.

[Back to Resource Information](#)

## **SMOKING**

Under Massachusetts law, smoking is not permitted inside the building and is only permitted in the outside designated smoking areas.

[Back to Resource Information](#)

## **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 Director can be reached at 617-568-6777.

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 8:00a.m., and all outdoor evening functions must end no later than 9:00pm p.m..

[Back to Resource Information](#)

### **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.

[Back to Resource Information](#)

### **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the Hilton Boston Logan Airport. 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.

[Back to Resource Information](#)

### **SUITES**

The hotel currently has 4 two/one bedroom suites as well as one junior suite.

[Back to Resource Information](#)

### **TAXES**

The current Massachusetts State General Excise Tax is 5%. The current Massachusetts State Hotel Tax is 4.7% (includes state tax). Convention tax is 2.75%.

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

[Back to Resource Information](#)

### **TAXICABS**

For the city of Boston, there are a total of three taxi companies available to our guests. The Hilton Boston Logan Airport recommends Tunnel Taxi at 617-567-2700, ITOA at 617-825-4000 and Boston Cab at 617- 262-2227

[Back to Resource Information](#)

### **TEAM MEMBER RECOGNITION**

Team members who exemplifies were being at their best are recognized through the Hilton Boston Logan Airport's Team member of the month & team member of the year.

Manager of the Quarter & Manager of the year is also presented to Managers.

[Back to Resource Information](#)

### **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. Price is \$1.00 for the first hr local call. Additional .10 cents/minute + tax per day. Toll free calls are free for the first hour and additional .10 cents/minute.

#### **DID Lines**

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

#### **DID Lines**

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

Speaker Phone @ \$150.00 per day, hardware rental only, and price does not include phone line.

Voicemail capabilities @ \$150.00 per week, enhancement price only, does not include phone line.

#### **B1 Telephone Lines**

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

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

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

The fee is \$50.00 per night per day access fee+Verizon installation fee+usage fee weekly plus price of all calls.

#### **Internet Access**

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

DSL (Call for price quote)

Devices - The set-up fee is \$100.00 for the first personal computer and \$75 each for each additional personal computer.

#### **Guest Room Calls**

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
Direct Dial-Bill to Room		
EMERGENCY	9+911	No Charge
Room to Room		No Charge
Local	9+Number	Local Rate
\$.10 per minute after 60 minutes		

800/888/8xx toll free minutes \$.10 per minute thereafter	9+1+Number	Toll Free 1 <sup>st</sup> 60
Long Distance assisted rate less 50%	9+1+Number	AT&T Operator
International assisted rate (by country)	9+011+CC+CC+Number	AT&T Operator

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

Applicable Taxes will be added ● Rates subject to change.

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

Federal Communications Commission, FCC Enforcement Division;  
CCB Room 6202; Washington, DC 20554.  
State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223  
800-342-3377

### **Voice Mail**

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

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

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

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

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

4.5Mb lines for Internet access	\$100.00 per user
Higher speed ISDN lines available	(Inquire)
1.5 megabyte (options)	(Inquire)

### **Video Teleconferencing**

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

[Back to Resource Information](#)

### **TENTS**

Please contact your Catering/Event Manager regarding rental of small tents.

[Back to Resource Information](#)

### **THEME PARTIES**

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

[Back to Resource Information](#)

### **TOURS/SIGHTSEEING**

#### **Tours of Boston**

Trolley Tours 617-742-1440  
Multilingual Trolley tours offering 100 minutes of historical tours of Boston and Cambridge. All Day pass and unlimited re-boarding included.

Freedom Trail 617-227-8800  
Walking Tour of Historic Boston, capturing the essence of Paul Reveres original "Midnight Ride".

Boston Duck Tours 617-723-DUCK  
Narrated by "Conductors" well versed in Boston's lore and legend, these tours combine a land view of the city and a splash into the Charles Rivers. Open daily 9:00am to a half-hour before sunset.

[Back to Resource Information](#)

### **TRASH REMOVAL**

Allied Waste Trash Compactor.

[Back to Resource Information](#)

### **TUXEDOS/FORMAL WEAR**

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

[Back to Resource Information](#)

### **VOICE MAIL**

All guest rooms have a voice mail message service. Group message can be executed through text message provided by the front desk.

[Back to Resource Information](#)

### **WEATHER**

Depending on the season, the weather at the Hilton Boston Logan Airport varies from a low of below 0 degrees to a high of triple digits degrees. Before visiting the Hilton

Boston Logan Airport, we recommend that guests check the local listings to determine the weather conditions.

[Back to Resource Information](#)

### **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 companies have wheelchairs for rent and will deliver to the Hilton Boston Logan Airport:

Scout Around Mobility Solutions

888-441-7575

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

[Back to Resource Information](#)

### **WIRED PAYMENT**

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

[Back to Resource Information](#)

### **WORSHIP SERVICES**

The following is a list of nearby locations:

**Albanian** 617-268-1275  
Albanian Orthodox Cathedral of St. George  
523 East Broadway, South Boston  
Sunday Service: 10:00 a.m.

**Baptist** 617-561-8477  
Harbor Baptist Church  
943 Saratoga Street, East Boston

**Catholic**  
Our Lady of the Airway Chapel 617-567-2800  
Terminal C (Lower Level)  
Saturday Service: 5:00 p.m.  
Sunday Service: 8:00 a.m. and 10:00 a.m.

**Anglican Catholic** 617-236-5884  
Saint Botolph's Church  
316 Huntington Avenue, Boston  
Sunday Service: 10:00 a.m.

**Christian Science** 617-450-2065  
The First Church of Christian Scientist  
194 Massachusetts Avenue, Boston  
Sunday Service: 10:00 a.m.

**Congregational** 617-523-3383  
Park Street Church  
1 Park Street, Boston  
Morning: 9:00 a.m. and 10:45 a.m.

**Episcopal** 617-536-3355  
15 Newbury Street, Boston  
Sunday Service: 10:00 a.m.

**Eastern Orthodox** 617-884-3353  
Nativity of the Virgin Mary Orthodox  
110 Washington Avenue, Chelsea

**Jewish** 617-277-6610  
Temple Ohabbei Shalom  
1187 Beacon Street, Brookline  
Sunday Service: 9:00 a.m.

**Islam** 617-479-8341  
Islamic Center of New England  
470 South Street, Quincy

**Presbyterian** 617-569-6608  
The Presbyterian Church in East Boston  
130 London Street, East Boston

**Unitarian Universalist**  
Kings Chapel  
64 Beacon St, Boston 617-227-2155

[Back to Resource Information](#)

### **ZIP-OUT CHECKOUT**

With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 61 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

[Back to Resource Information](#)