



2009 Convention Services Guidebook

Sheraton Austin Hotel
701 East 11th Street
Austin, Texas 78701

(512) 404-6940 Sales Department
(512) 478-1111 Hotel Operator
(512) 478-3700 Guest Facsimile
(512) 479-6458 Sales Department Facsimile
(888) 627-8349 Group Reservations

2009 CONVENTION SERVICES GUIDE

Sheraton Austin Hotel

Please see the following information regarding your stay at the Sheraton Austin Hotel for the 2009 Southern Obesity Summit. The Sheraton Austin Hotel staff is available to answer any additional questions at (512) 404-6937.

A

Airport

Austin-Bergstrom International Airport
3600 Presidential Boulevard
Austin, Texas 78719
(512) 530-2242 General Aviation Telephone
Number

www.ci.austin.tx.us/austinairport

The airport is located 6.2 miles from the hotel, on the same highway as the hotel.

ATM Services

There is an Automated Teller Machine located in our lobby on the 3rd level of the hotel, near the Retail Shop.

B

Box Storage/Shipping

The Sheraton Austin Hotel will be happy to receive and store boxes for you prior to your event. There is a \$5 per box Handling Fee for every box shipped to the hotel. Pallets incur a \$200.00 handling fee. Boxes can only be stored for up to 72 hours prior to the event in our guest storage area. Please notify your Convention Services team prior to shipment and send your boxes to:

Attention: Insert Your Name Here
Insert the Name and Arrival Date of Your
Event Here: 2009 Southern Obesity Summit
Attention: Convention Services Manager
Sheraton Austin Hotel

701 East 11th Street, Austin, Texas 78701
(512) 478-1111

(Important to LABEL them: Box 1 of 2, 2 of 2 etc....)

To ship OUT of the hotel, there is a \$5 per box or \$200 per pallet handling fee. You will need to bring pre-paid labels from your choice

of courier and have all boxes 100% ready for shipping upon departure. Please notify the front desk when you are ready for them to be picked up and taken to our Purchasing Department. With some carriers, a call to the courier with your account number may be necessary. Sheraton Austin Hotel does not accept liability for your packages at any time.

C

Check In Time

The hotel check-in time is 3:00pm Central Standard Time.

Check Out Time

The hotel check-out time is 12:00 Noon Central Standard Time.

Concierge

Our Guest Services department is ready to serve you with restaurant listings and reservations, maps, taxi needs and much more. Please visit them by our front desk or call (512) 404-6160.

D

Dry Cleaning / Laundry

Sheraton Austin provides laundry bags and order tickets in all guest rooms, found on a hanger in the closet. Please drop off your items at the Front Desk or Concierge Desk by 9:00 am and your items will be delivered by 6:00 pm the same day, Monday through Friday.

E

Exercise Facilities

The Fitness Center, located on Level One, is a complimentary air-conditioned facility with modern equipment, from free weights to elliptical trainers and treadmills. We also boast a large indoor / outdoor hotel pool complete with renovated locker rooms and a

whirlpool. The fitness center is available 24 hours and can be accessed using the guest room key.

H

Hospital

Nearest Hospital:
Brackenridge Hospital
601 E. 15th Street
Austin, Texas 78701
(512) 324-7000

Hours of Operation

Landmark Grill:

Breakfast

6:30 am – 11:00am (Monday – Friday)

7:00 am – 11:00 am (Saturday and Sunday)

Lunch

11:00 am – 2:00 pm

Dinner

5:00 pm – 10:00 pm

Lobby Bar:

4:00 pm – 12:00 am, menu service until 11pm.

Room Service:

6:00am – 11:00pm Daily

Lobby Bar:

2:00 pm – 12:00 am

Coffee Bar, Proudly serving Starbucks

6:00 am – 10:00am (M-F)

Reservations:

24 Hours (1-800-325-3535)

Retail Shop:

Monday – Friday 7:00am – 2:00pm and 5pm – 10pm

Saturday – Sunday 8am – 12:00 noon

Health Club/Pool:

24 Hours with Guest Room Key

I

Internet Access

High Speed Wireless Internet is complimentary in our Lobby Bar and Link by Sheraton.

Guest Room wired and wireless internet usage is an optional service available to guests at the rate of \$9.95 per day. The day is defined as “check-in” to “check-out.”

Internet in meeting rooms is provided by our in-house audio visual provider, Swank Audio-Visuals. Fees vary based on your exact needs. Please refer all meeting internet questions to your convention services team or directly to your Swank representative.

Local Attractions

We are sure you've heard about the many things to do in Austin, Texas during your free time. From watching the bats, visiting the Capitol, LBJ Museum or the Bob Bullock History Museum to shopping on South Congress or at one of our two large outlet malls, you'll find what you're looking for on one of these websites:

www.austincityguide.com

www.austin360.com

www.austintexas.org

O

Office Supplies

A limited selection of office supplies can be provided to your group at a reasonable cost. Office supplies can also be found at these nearby locations:

FedEx Kinko's
5601 Brodie Ln Ste 1210
Austin, TX 78745-2540
Phone: (512) 892-1992
Email: usa0723@fedexkinkos.com

Office Max
907 W. Fifth Street

Austin, Texas 78703
Phone: (512) 472-1644
Hours: M-F 7-9, Sat 9-7, Sun 10-7

Wal-Mart
710 E. Ben White
Austin, TX 78704
Phone: 512-443-6601

P

Parking

The Sheraton Austin has an adjoining parking garage with over 350 parking spaces. The parking rates are subject to change.

Event Attendees:

Self Parking \$3.00 per day, \$15 max per day.
Valet Parking \$8.00 first hour, \$14 1-6 hours,
\$18 6-10 hours, \$24 10+ hours
Parking does not include in & out privileges.

Overnight Attendees:

Self Parking \$15 per night
Valet Parking \$24 per night

Guests will be asked whether they have a vehicle at check-in and will be given a Parking hang tag so they may enter and exit the garage throughout their stay.

Pool

Our indoor – outdoor pool is accessible 24 hours on Level One, using your room key and is heated on the indoor portion when necessary.

Restaurants

Coffee Bar

Proudly Serving Starbucks Coffee Specialty Beverages, Grab and Go Snacks and Soft Drinks. Located on main lobby level.

Landmark Grill

Open daily with an incredible buffet or a full ala carte breakfast menu. Lunch fare is delightful, served from 11am – 2pm daily. Dinner becomes a new experience altogether with tantalizing options to please any palate from 5pm – 10pm. Located on level two.

S

Signage

Pre-approved signage can be displayed in meeting areas and exhibit areas of the hotel specifically being used by your event. Notify the Convention Services team about size, location, when you would like it displayed and they will submit for approval. Easels are available through our in-house audio-visual vendor.

Shuttle Service (Airport)

Super Shuttle of Austin

3600 Presidential Boulevard, Austin TX 78762

Lower Level / Ticket Counter

(512) 258-3826 Reservations

(866) 472-4497 TDD Reservations

(888) 888-6025 Customer Care

T

Telephone

Guest Room Phone

Guest room telephones will be activated upon your arrival and establishing credit. Be advised that local and long distance charges will apply to all calls placed from this phone.

Meeting Room Phone

A house phone is available in all meeting rooms. Just dial "0" and an associate will promptly communicate your need to the appropriate team member.

Phone lines are also available for your credit card machines and are available through Swank Audio Visuals.

W

Weather

For up to date weather information:

www.news8austin.com/content/weather/

