

WHO TO CALL

Useful numbers you may
need during your stay

SERVICE	NUMBER	DESCRIPTION
Front Desk	Dial 0	Available 24 hours a day
Guest Services	Dial 0	If you require any information regarding area attractions, restaurant recommendations, directions or just a simple request, please let us know
Reservations	+1 800 445 8667	To book or change a reservation at any of our Hilton locations worldwide.

Location:

Our hotel is only minutes from Washington DC's most popular attractions, government buildings, and businesses. We are conveniently located adjacent to the Twin brook metro station on DC's Red Line and just a short journey to Reagan National Airport, National Zoo, White House, Lincoln Memorial and many other historic locations.

HILTON FITNESS

Personalized fitness for a balanced lifestyle while on the road. Featuring the latest generation of cardio and strength-training equipment, Hilton Fitness takes a personalized approach to help you feel your best during your stay. Guests must be at least 16 years of age to use the facilities.

Opening Hours:
24 hours, 7 days a week

Location: located on the lobby level.
Please dial 0 for information

For any questions or complaints regarding the services, amenities, accommodations, or facilities provided to persons with disabilities, please contact the hotel's General Manager (our ADA Contact Person). Complaints of disability discrimination may also be filed with U.S. Department of Justice at www.Ada.gov or by calling +1800 515 0301 (Voice) or + 1 800 514 0383

HERE ON BUSINESS

BUSINESS CENTER

Stay connected with the office or prepare for presentations at our Business Center. We offer computer workstations with high-speed internet and a printer.

Open:
24 hours, 7 days a week

Location: located on the lobby level.
Please dial 0 for more information

CONFERENCE AND EVENTS

Let us help plan your special event

We offer over 35,000 square feet of event space and experienced Event teams. Our Grand Ballroom is perfect for wedding receptions, banquets, reunions, and parties. Choose from more than 17 meeting rooms which can be tailored to meet the needs of training sessions, meetings, retreats, and more. For more information Dial 6777.

OTHER SERVICES

FOOD OPTIONS

Our restaurant and bar are currently closed. Please visit the Front Desk for a list of restaurants nearby that provide great options for takeout and delivery.

CHECK-IN AND CHECK-OUT INFORMATION

Check-Out time is 12:00pm. Late Check-Out is based on availability and an additional charge may apply. Same-day storage can be arranged for after check-out. Dial 0 for more information.

HOUSEKEEPING:

Housekeeping service will not be provided. Leave the Do Not Disturb hanger on your guest door's exterior doorknob for added privacy. Dial 0 to ask the Front Desk for additional amenities.

BABY CRIB:

Cribs and rollways are available on a first-come, first-served basis. Cribs are complimentary and rollaway beds are \$20 per day.

ICE MACHINE:

Ice machines are located adjacent to the elevators on each guest room floor.

Smoking:

This hotel is 100% nonsmoking. Dial 0 to ask about our designated smoking area located outside the hotel. Violators will be subject to a \$250 cleaning fee, which will be applied to your guest folio.

Parking:

For your convenience, a hotel parking garage is available. The fee is \$20 per night for overnight Guests. For visitors, the fee is \$6 for up to four hours and \$10 for four to eight hours. Note that the hotel is not responsible for items left in vehicles on hotel property.

Transportation:

The Front Desk is happy to help with your transportation needs. Dial 0 for more information or to schedule transportation.

Grocery Store:

Our hotel is within walking distance to Safeway, the local grocery store. Dial 0 for more information about store hours.

Wake up:

To schedule a Wake-Up call, press the Wake-Up button on your guest room phone or dial 0 to speak with Reception.

Forgot something?

24-hour pantry by the reception desk

Find everything from snacks and soft drinks to last-minute necessities at our 24-hour pantry.

Mail:

A mail drop is located at the Front Desk. Pick-up time is 11:00am. Please notify the Front Desk for parcels shipment. For overnight service, contact FedEx 1 800-463-3339 UPS 1 800-742-5877

TV, PHONE & INTERNET

The On Demand pay movie system is available in your guest room. Please dial 0 for information.

TELEVISION STATIONS

NBC	1
ABC	2
CBS	3
FOX-WTTGH	4
CW	5
ION	6
FOX -WDCA	7
HBO	8
FNC (FOX NEWS)	9
MSNBC	10
CNN	11
CNBC	12
HLN (HEALINES NEWS)	13
BTV (BUSINESS)	14
WEA (WEATHER)	15
ESPN	16
ESPN 2	17
ESPN NEWS	18
ESPN UHD	19
NFL	20
NHL	21
NBC SP	22
FS1 FOX SPORTS	23
CBS SPORTS	24
GOLF (GLF)	24
TBS	26
TNT	27
USA	28
CMD (COMEDY CENTRAL)	29
DSC (DISCOVERY)	31
FOOD	32

HGTV	33
A&E	34
TOON (CARTOON NETWORK)	35
AMC	36
BRAVO	37
TRAVD	38
HISHD (HISTORY)	39
NGCHD (NATIONAL GEOGRAPHIC)	40
MTV	41
EHD	42
LIFETIME	43
DISNEY	44
DISNEY JR	45
NICK TV	46
FRFHD	47
ANIMAL PLANET	48
TV LAND	49
TLCHD THE LEARNING CHANNEL	50
LIFEMOV	51
VH1	52
MTHD	53
HALMRK (HALLMARK)	54
WE	55
BET	56
SYFY	57
PAR	58
UNIVISION SPANISH	59
PBS	60

Telephone Dialing & Information Rates

Messages

To access your guest room voicemail, simply push the “message” button from your phone. To save your message press 1. To delete press 2.

If there’s no voicemail and your message light is on, contact Front desk to retrieve written messages.

Local Calls

LOCAL AREA CODES

Local area codes are 301 and 240 (Maryland), 202 (Washington D.C.) and 703 (Virginia). Additional charges may apply.

TYPE OF CALL

RATES*

Room to Room

7 + three digit room number

Local Calls

9 + area code + telephone number
Local calls are \$.95 per call for the first 60 minutes plus \$.10 a minute thereafter

Long Distance Calls

9 + 1 + area code + telephone number

Charge is AT&T Operated Assisted rates less 50% + 2.50

International Calls

9 + 011 +country code + city code + number

Charge is AT&T Operated Assisted rate less 50% + \$2.50

Calling Card Calls

9 + 0 + area code + number (wait for a tone) + calling card number
Calls are no charge for the first 60 minutes + \$.10 a minute

Operator calls

8 + 00 Call must go through AT&T Operator or

+1 800 + 321-0288 or ask the Operator for assistance

Calls are no charge for the first 60 minutes + \$.10 a minute

Directory Assistance Calls

9 + 411

Charge is \$1.75 per call

Internet

Standard Wi-Fi access is available free of charge in your guest room and the lobby.

Premium Wi-Fi access is \$9.95 and complimentary for all Hilton Honors Diamond members.

24 hours SUPPORT +1 877 474 2411.

How to access

1. Start by turning your wireless device off
2. Turn on your device and connect to the “attwifi” or “Honors” SSID
3. Open your web browser and you should see the Stay Connected welcome page
4. Select “Complimentary Standard Internet Access”
5. Click next and enter your room number and your last name as it appears on the reservation
6. Click Continue
7. Once signed in, a page with Hilton special offers ads will appear. This page confirms your connection to the internet

To connect to premium Wi-Fi as a Hilton Honors Diamond member:

1. Select “Honors Member” on the Hilton Wi-Fi landing page
2. Enter your Honors username, password, and room number
3. Click Continue
4. Once signed in, a page with Hilton special offers ads will appear. This page confirms your connection to the internet

Connection tips:

Connection tips

If the Stay Connected welcome page does not appear when you launch your browser:

1. Disable any proxy server settings in your browser
 2. Disable any firewall settings that may prevent the Stay Connected welcome page from loading
 3. Try to access web pages in your browser that you don't normally visit, such as msn.com
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YOUR SAFETY

The Hilton Washington DC/Rockville and Executive Meeting Center has taken Precautions for your safety and security during your stay. However, there are times When unavoidable emergencies occur. For this reason, we have created an Emergency Response Team of professional managers who receive on-going training. In addition, Qualified security and staff are on duty 24 hours, 7 days a week.

KEY

If your key card is lost or misplaced, immediately inform the Front Desk. A new key card will be issued upon presentation of suitable identification. No personal or guest room information is encoded or displayed on the key card.

Keep it away from anything that may cause it to demagnetize. Return your key card to the Front Desk upon check-out.

IN-ROOM SAFES

Each guest room is equipped with an in-room safe. Please be advised that the hotel will not be held responsible for any loss of valuables left in guest rooms.

IN CASE OF EMERGENCY

For all emergencies including medical, security or hotel please dial 0 for the hotel Operator.

EXIT ROUTES

When you arrive at your guest room, please locate the nearest fire exit and familiarize yourself with the fire alarms and extinguishers. Examine the evacuation plan posted on the back of your guest room door and count the number of doors between your room and the nearest fire exit. This knowledge could save your life in a smoke filled hallway. Please choose a consistent place to keep your room key at all times for quick retrieval in Case of an evacuation.

ROOM LAYOUT

Take a moment to read the emergency exit plan located on the back of your guest room door so that you will be prepared in the unlikely event of a fire or other emergency.

IF A FIRE BREAKS OUT, TAKE PROPER ACTION

- Stay calm
- First see if there is smoke in your room. If there is, roll out of bed and crawl along the floor to the door. Because smoke and gases will rise, the air at the floor is the most fresh
- Then feel the door to determine if it is hot or cool

If your door is cool, follow the instructions below:

- Grab your key, open the door slowly and check the corridor for smoke

- If it is clear, close your room door and walk to the nearest exit
- If there is smoke in the corridor, cover your nose and mouth with a wet towel, stay close to the wall and crawl to the nearest stairwell exit

If your door is hot, follow the instructions below:

- Advise the hotel operator of your location
- Turn off the air conditioner or heater to prevent smoke from being drawn into your room
- Fill the bathtub with water, grab the ice bucket (it can be used to bail water onto the flames) and stay close to the floor
- Stuff wet towels or blankets in the cracks around the door
- Should smoke enter your room, stay low to the ground, and cover your nose and mouth with a wet towel
- Grab a sheet and wave it from the inside of your window to signal where you and the fire are. Remove drapes from the windows, but do not open the window. Open windows can create a dangerous back draft
- Stay calm as help is on the way

TRAVELER'S SAFETY TIPS

Do not admit unidentified individuals into the guest room. Use the guest room door's peephole to verify the visitor's identity. If a person claims to be an employee, call the Front Desk and ask if a Team Member is supposed to have access to your room and for what purpose

Do not invite strangers into your guest room

Do not admit unidentified individuals into your guest room. Use the guest room door's peephole/wide-angle viewer to verify the visitor's identity. If a person claims to be an employee, call the Front Desk and ask if a Team Member is supposed to have access to your room and for what purpose

Close the door securely whenever you are in your room and use all of the locking devices provided. A Do Not Disturb hanger is also available for your added privacy

Verify that windows and connecting room doors are locked

When returning to the hotel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots

Be mindful of displaying your key card in public. Don't leave your key card on a table or any other place where it could easily be stolen

Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry

Place all valuables in the hotel's safe deposit box

Do not leave valuables in your vehicle

The information and recommendations contained in this publication have been compiled from sources believed to be reliable and up-to-date. No warranty, guarantee or representation is made as to be the absolute correctness or sufficiency of any representation contained in this publication. Nor can it be assumed that all acceptable safety measures may not be required under particular or exceptional conditions or circumstances.