



DoubleTree St. Augustine Historic District



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

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

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

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

-The Team Members at the DoubleTree by Hilton St Augustine Historic District



DURING YOUR STAY

FRONT DESK

Forget something? Need something? Want something? Whether it's advice on where to eat, printing out your boarding pass, or getting one more chocolate chip cookie, we're happy to help. Just call the Front Desk. We want this to be your best stay ever, and we know that the details make the difference.

WARM WELCOME, CONVENIENT GOODBYE

Our check-in time is 4:00pm where your room will be fresh, ready and waiting for you. If you plan to arrive earlier, just check with the front desk staff and they'll do their best to accommodate you with an available room. Our check-out time is 11:00am, but if you need more time, give us a call and we'll make arrangements.

SOMETHING MISSING

Forgot your shaving cream? Security took your shampoo? Need to sew a button? No worries. We've got a wide range of personal care items we're happy to share. Just call the Front Desk or stop by for anything from shaving cream to sewing kits.

PLAYING NICE WITH THE PLANET

While we love caring for our guests, we also like taking care of the world around us. So to help conserve the resources we all share, our standard operating procedure is to change the sheets based on your request or every 3rd day of your stay. We encourage you to let your towels air dry on the racks or hooks, so they'll be ready for another use. But if you'd like fresh towels, please contact the Front Desk and we would be happy to have them replaced. We appreciate your help conserving water and energy, but even more important, the environment does, too.

ACCESSIBILITY FOR ALL

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

For any questions or concerns regarding the services, amenities, accommodations, or facilities provided to persons with disabilities, please contact the hotel's General Manager (our ADA Contact Person) at 7151. Complaints of disability discrimination may also be filed with the U.S. Department of Justice at ada.gov or by calling (800) 514 0301 (voice) or (800) 514 0383 (TTY).

LEAVE SOMETHING BEHIND

Our Housekeeping department keeps track of items left behind – dial 0 and we'll connect you or dial Housekeeping directly.

NO CALLS, PLEASE

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

WAKE-UP CALL

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

EXPRESS CHECK OUT

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

AT YOUR SERVICE

MEETINGS & CONFERENCE

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

STAY CONNECTED AT DOUBLETREE

These days, work happens anywhere and everywhere. So we've made sure you can stay connected with WiFi throughout the entire hotel. For help with getting online refer to our Welcome Letter within your key packet or call the front desk.

FOOD IS COMFORT

Whether you are into health food, sweets and snacks, or salty and savory, stop by the Suite Shop or visit the Oak Room Lounge (hours may vary).

BUSINESS CENTER

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

HEALTHY MATTERS

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

BEVERAGES & SNACKS

Ice, soda, snacks? We've got 'em. But we also have healthier treats. Whatever you need for some in-between fuel, it's in our Suite Shop.

ON-SITE LAUNDRY

Wayward stains, knocked-over drinks, unexpected puddles...Travel can take its toll on your clothes. Visit our coin operated laundry located on the first floor for your laundry needs!

CLEANING

Our housekeeping staff is dedicated to making sure you are feeling comfortable and completely cared for. Stayover service is performed on a request only basis. However, if you ever need any fresh towels, toiletries, or anything to make your stay more comfortable, feel free to contact the front desk.

STASH YOUR BAGS

Happy to give you a hand with your luggage pick-up and/or day storage. Simply buzz the front desk for help.

SO MUCH MORE THAN A PLACE TO REST YOUR HEAD

VALUABLES

We work hard to ensure every guest room is as safe as can be. But we do encourage all guests to use extra precautions with especially valuable or personal items like jewelry or passports. We've provided you with a small, in-room safe with easy-to-use instructions.

FITNESS CENTER

Stay on top of your game, even when you're on the road. Working during the day? Our fitness center is open 24/7. Want free-weights? We've got them, as well as weight machines, floor mats and fitness balls. Bad weather? Try our elliptical, stationary bike and treadmills, complete with individual televisions and headsets. And best of all, we're just steps away on the first floor.

POOL

Whether for fun or exercise, there's nothing quite as refreshing as a dip in a pool. Located on the ground floor, you can have your water-time fun in our heated pool anytime between sunrise and dusk year round. No need to bring towels-there are plenty provided poolside-but do bring your common sense because our pools don't include lifeguards.

SUITE SHOP

From postage stamps and snacks to a tin of our delicious chocolate chip cookies, we keep our sundry gift shop fully stocked with all the things you might need and plenty that you just might want. The Suite Shop is located in the lobby and is open 24/7.

OVER 4000 WAYS TO SAY THANK YOU

We know you have many choices when it comes to hotels. To show you just how much we appreciate your business, we've created Hilton Honors. With Hilton Honors, your points can be transformed into memories you can't help but share at more than 4,000 hotels worldwide. Join for free today at the front desk at any of our distinct hotel brands or at HiltonHonors.com.

AUDIOVISUAL

While technology improves our lives in many ways, let's face it, there's nothing quite like setting up a projector to make you feel all thumbs. But no worries. We have endlessly patient staff at the ready to help you set up your equipment. Just call the Front Desk.

TAKE DOUBLETREE HOME

Now you can enjoy the treats that make your DoubleTree visit special right at home. Visit our Sweet Dreams Collection for bed and bath at DoubleTreeAtHome.com or call (866) 606 6999.

EXPLORE THE AREA

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

RUNNING TRAILS AND WALKING PATHS

Take a jog or stroll-no matter what pace you want to set, St. Augustine's historic district gives you the perfect area!

LOCAL ATTRACTIONS

There is so much to do in our historic city that it can be hard to choose! Here is a short list of fun attractions nearby; don't hesitate to ask our knowledgeable front desk staff for more options!

THE CASTILLO DE SAN MARCOS

1 S. Castillo Dr

(904) 829 6506

8:45am to 5:15pm daily

THE FOUNTAIN OF YOUTH ARCHAEOLOGICAL PARK

11 Magnolia Ave

(904) 829 3168

9:00am to 5:00pm daily

RIPLEY'S BELIEVE IT OR NOT! MUSEUM

19 San Marco Ave

(904) 824 1606

9:00am to 8:00pm daily

THE ST. AUGUSTINE ALLIGATOR FARM

999 Anastasia Blvd

(904) 824 3337

9:00am to 5:00pm daily

ST. AUGUSTINE PIRATE MUSEUM

12 S. Castillo Dr

(904) 467 5863

10:00am to 8:00pm

SAN SEBASTIAN WINERY

157 King St

(904) 826 1594

10:00am to 6:00pm

Tours daily.

ST. AUGUSTINE DISTILLERY CO.

112 Ribera St

(904) 825 4962

10:00am to 6:00pm Monday thru Saturday

11:00am to 6:00pm Sunday

Tours daily.

THE LIGHTNER MUSEUM

75 King St

(904) 824 2874

9:00am to 5:00pm daily

THE OLD JAIL MUSEUM

167 San Marco Ave

(904) 829 3800

9:00am to 5:30pm Monday thru Friday

9:00am to 4:30pm Saturday & Sunday

SCENIC CRUISE OF ST. AUGUSTINE

111 Avenida Menendez

(904) 824 1806

Call for schedules.

STAY SAFE AND SECURE

TRAVEL SAFE

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

STEP ONE

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

COMMON SENSE REMINDERS

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

- Go ahead; lock the door behind you when you come back to your room. In fact, use all the locks we've provided. While you're at it, make sure any doors connecting your room to an adjoining room are also locked. Why not? They make such a satisfying sound when they clunk into place.
- Make sure you know who is on the other side of the door before opening it. If someone unexpected knocks and says he or she is a hotel employee, take a moment to call the front desk and check. If he or she really is an employee, we promise they will not be offended. In fact, they'll applaud your good sense.
- If it's dark out, use the front entrance of the hotel. You'll not only be safer, but you'll also be greeted by bright lights and friendly faces.
- Treat your key card like your car keys. It's safest in a pocket, wallet, or purse. Which is also the best place to keep your cash and other expensive items. We also offer in-room safes in all guest

rooms. After all, if it's under lock and key or out of sight, it's a lot less likely to be stolen.

- You're in a new city, you meet some nice person at a restaurant or a show, and think, what's the harm of inviting them back to the hotel? May we suggest that if you want to get to know a stranger better, do it in a very public, very well-lighted place, not in your hotel room. If they're really as nice as they seem, they won't mind a bit.
- Don't be afraid to speak up. If you see anything at all that seems even a wee bit suspicious, call us. We'd much rather check it out and find out it's nothing, than have a situation escalate or go unnoticed.

IF THE UNTHINKABLE HAPPENS

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

- If the fire is in your room, get out right away, close the door behind you, get to the closest fire alarm, and pull the alarm. Don't take the time to collect your personal belongings. You may waste precious minutes, and the sooner you report the fire, the more likely it is your items will be saved.
- If you hear a fire alarm, first see if there is smoke in your room. If there is, roll out of bed and crawl along the floor to the door. Because smoke and gasses will rise, the air at the floor is the most fresh.
- If there is no smoke, grab your key and head to the door, but don't open it. While your first instinct will be to flee, fast, it's important that you first feel the door and handle. You're looking for heat, which will tell you there may be active flames on the other side. If it's cool to the touch, open the door slowly, but be ready to slam it shut immediately if you see flames. If there is a fire in the corridor, the safest place for you to be is in your room, behind the door.
- If the door is cool, and there are not flames on the other side, look into the corridor. If it's clear, close your room door and walk to the nearest exit; if you see smoke, get low, stay close to the wall, and crawl to the nearest exit.
- Do not use the elevator. It is dangerous for you to use.
- Walk down the nearest stairway and try to remain as calm as you can. Holding the handrail will help. If you encounter a lot of smoke in the stairwell, leave the stairway at the nearest floor and find an alternative route out of the hotel.
- If you must stay in the room, grab some towels, drench them with water, and use them to block smoke from seeping in around your door.

- Cover your nose and mouth with a cloth to protect yourself from inhaling smoke.
- Turn off the heater on the air conditioner.
- Fill the tub with water and grab the ice bucket-it can be used to bail water onto flames.
- Call the operator, front desk, or anyone you can so they can report the fire to emergency crews. Grab a sheet and wave it from the inside of your window to signal where you and fire are. Remove drapes from the windows, but do not break the windows. Open windows can cause a dangerous back draft.
- If you must leave your room, be sure to stay low and crawl along the floor, near the walls, where the air is most fresh.
- As difficult as it may be, try to stay calm and listen for instruction. Hotel staff members are highly experienced and trained in assisting guests in the unlikely event of emergencies. Your safety is always our greatest concern.

BAD WEATHER? WE'RE PREPARED

Although we are in the Sunshine State, the St. Augustine area does occasionally have severe weather events such as thunderstorms, hurricanes, and tornadoes. Our staff monitors weather advisories and has plans in place to assist you if a severe weather event does occur. You will not hear any alarms, but our staff will keep guests informed and begin preparations to ensure your safety. Feel free to

contact the front desk if you have any concerns. But in the event of severe weather, please take note of the following guidelines.

SAFETY PROCEDURES: SEVERE THUNDERSTORMS, HURRICANES, OR TORNADOES

- Stay calm. A clear head is essential to following directions and making appropriate decisions.
- If you are indoors, do not go outside. Blowing and falling debris can be dangerous.
- Move away from all glass windows and doors so you will not be hit by glass if a window is broken by blowing debris. Move away from furniture that could fall on you. If possible, move to an interior corridor away from windows and doorways.
- If you are in your room, close your drapes, go to the bathroom, close the door behind you, and get into the tub or shower. This area offers you the best protection.
- Do not use the elevators or stairs until you are told it is safe. Remain in safe areas until the ALL CLEAR notice has been given.
- Follow all emergency instructions.
- Should bad weather cause a power outage, the hotel is equipped with emergency lamps at the corridors, and a supply of flashlights.