

**HYATT REGENCY CROWN CENTER
2345 McGEE STREET
KANSAS CITY, MO 64108
PHONE: (816) 421-1234
FAX: (816) 435-4190**

HOTEL SERVICES GUIDE

We would like to take this opportunity to thank you for choosing Hyatt Regency Crown Center. We are very happy to be hosting your event and invite you to enjoy all that our hotel has to offer.

This guide has been assembled to anticipate your needs for information about Hyatt Regency Crown Center. We suggest that prior to printing any information from the guide, you confirm the details with your Catering/Convention Services Manager.

It is our sincere desire that you and your guests leave Kansas City with warm and pleasant memories of your stay with us. Everyone here at Hyatt Regency Crown Center is very committed to ensuring the success of your event. Thank you for your support and we look forward to working with you again in the future.

GUEST ASSISTANCE

If the Managing Committee can be of any service, please contact them at the following extensions:

Rusty Macy	
General Manager.....	4905
Howard Breeding	
Director of Engineering.....	4625
Doug Schmidt	
Controller.....	4975
Cheryl Harris	
Rooms Executive.....	4755
Kelly A. Toboja	
Director of Catering/Convention Services.....	4935
Mike Kappel	
Director of Sales.....	4915
Shelley Ferguson	
Director of Human Resources.....	4715
Kathy Hastings	
Director of Food & Beverage.....	4815
Frank Majowicz	
Executive Chef.....	4805

For additional service, please contact the following:

Audio-Visual (VAE)/Business Center Director	6387
Dan Veglahn	
Assistant Directors of Food and Beverage	4813
Mark Smith	
Vince Rodriguez	
Banquet Services Manager	4949
Gretchen Keaton	
Credit Manager	4972
Greg Housman	
Director of Security	4751
Beth Muehlhauser	
Assistant Rooms Executive	4753
Nicole Cook	
Housekeeping Manager	4757
Ling Tjoeng	
Parking (CPS) Manager	4653
Jay Suits	
Peppercorn Duck Club Restaurant/Spectators Lounge Manager	4834
Michael Watt	
Reservations Manager	4765
Patti Hoover	
Room Service Manager	4840
Tad Lewis	
Skies Restaurant Manager	4830
Morton Pinto	
Terrace Restaurant Manager	4840
Tad Lewis	

HYATT REGENCY CROWN CENTER
HOTEL SERVICES GUIDE
TABLE OF CONTENTS

TOPIC	PAGE
<u>Accounting</u>	<u>5</u>
<u>Amenities and Room Deliveries</u>	<u>6/7</u>
<u>Americans with Disabilities Act (ADA)</u>	<u>7</u>
<u>Babysitting Services</u>	<u>7</u>
<u>Bell Services</u>	<u>7</u>
<u>Business Center</u>	<u>7/8</u>
<u>Business Plan</u>	<u>8</u>
<u>Cash Deposits</u>	<u>8</u>
<u>Check Cashing</u>	<u>9/10</u>
<u>Check In/Check Out</u>	<u>10</u>
<u>Coat Check</u>	<u>10</u>
<u>Concierge Services</u>	<u>10</u>
<u>Credit Cards</u>	<u>11</u>
<u>Currency Exchange</u>	<u>11</u>
<u>Dance Floor</u>	<u>11</u>
<u>Directions to Hotel</u>	<u>11/12</u>
<u>Electrical</u>	<u>12</u>
<u>Engineering Services</u>	<u>13</u>
<u>Exhibit Hall</u>	<u>13</u>
<u>Fax Machines</u>	<u>13</u>
<u>Fire Codes</u>	<u>14</u>
<u>Flags</u>	<u>14</u>
<u>Food & Beverage</u>	<u>14</u>
<u>Gift Certificates</u>	<u>14</u>
<u>Gift Shop</u>	<u>14/15</u>
<u>Gold Passport</u>	<u>15</u>
<u>Group Postings</u>	<u>15</u>
<u>Guest Rooms</u>	<u>15/16</u>
<u>Health Club</u>	<u>16</u>
<u>Hotel Maps</u>	<u>16</u>
<u>Housekeeping</u>	<u>16/17</u>
<u>Jogging</u>	<u>17</u>
<u>Laundry/Valet</u>	<u>17</u>
<u>Linen</u>	<u>17</u>
<u>Locks</u>	<u>17</u>
<u>Logo</u>	<u>18</u>
<u>Lost and Found</u>	<u>18</u>
<u>Meeting Rooms (Specifications)</u>	<u>19</u>
<u>Newspapers</u>	<u>20</u>
<u>Off-Premise Catering</u>	<u>20</u>
<u>Parking</u>	<u>20</u>
<u>Pianos</u>	<u>21</u>

<u>Pool</u>	21
<u>Postal Service</u>	21
<u>Pre-Convention/Post-Convention Meetings</u>	21
<u>Public Relations</u>	22
<u>Public Transportation</u>	21
<u>Radio</u>	21
<u>Regency Club</u>	22/23
<u>Reservations</u>	23
<u>Restaurants/Lounges</u>	23-25
<u>Room Deliveries</u>	25
<u>Safety Deposit Boxes</u>	25
<u>Shoe Shine</u>	25
<u>Smoking</u>	26
<u>Sound System</u>	26
<u>Spouse Programs</u>	26
<u>Staging/Platforms</u>	26
<u>Suites</u>	26
<u>Swimming Pool</u>	26
<u>Taxi Cabs</u>	27
<u>Telephones/Fax Machines</u>	27
<u>Tennis</u>	27
<u>Voicemail</u>	28

ACCOUNTING

Our accounting department is responsible for coordinating the final statement of charges associated with your meeting.

A completed credit application is necessary at least 30 days in advance for direct billing. For groups with estimated balances of less than \$1,000.00, direct billing will not be approved and we ask that other payment arrangements be made.

Our credit department requests that all complimentary room nights that are earned be applied to individual guest's names.

Your Catering/Convention Services Manager can arrange for on-site daily or post-convention bill review(s) for your convenience. Final Master Bills are completed and mailed out five working days after the completion of the convention. Net payment is due 30 days after the receipt of the final Master Bill. If you have questions about your bill you may reach the accounting department Monday-Friday from 8:00 a.m. to 5:00 p.m. at 816-398-4971.

AMENITIES AND ROOM DELIVERIES

Non-perishable items provided by organizations that need to be delivered to guestrooms are subject to bellman gratuities. We ask your assistance in organizing these deliveries at least 48 hours in advance. Your Catering/Convention Services Manager can arrange this service for you prior to your group's arrival.

<u>Room Deliveries</u>	
<i>Personalized In-Room</i>	\$3.50
<i>Non-Personalized In-Room</i>	\$2.50
<i>Item Under Door</i>	\$1.50

<u>Bag Drops/Pulls Per Person</u>	
<i>Arrival</i>	\$3.00
<i>Departure</i>	\$3.00
<i>Roundtrip</i>	\$6.00

AMENITIES (CONTINUED)

Listed is a sample of our food and beverage amenities, which can be sent to our in-house guests. Your Catering/Convention Services Manager can arrange for the delivery of any of the following:

RED WINE

Canvas by Michael Mondovi Merlot \$28.00 per bottle
Sterling Vintner's Collection Merlot \$37.00 per bottle

WHITE WINE

Canvas by Michael Mondovi Chardonnay \$28.00 per bottle
Kendall Jackson Chardonnay \$38.00 per bottle

MIDNIGHT LOVE

Strawberries with Rompope Bottle of BV Mustcat \$40.00

BEER (each order includes 2)

Domestic \$9.00
Boulevard (Pale Ale & Wheat) \$10.50
Imported (Beck's, Heineken, Amstel Light) \$10.50

SODAS (each order includes 2)

Pepsi, Diet Pepsi, Dr. Pepper, Diet Dr. Pepper,
Sierra Mist, Gingerale \$6.00

MINERAL WATER (each order includes 2)

Aquafina \$6.00
Perrier \$6.50
VOSS \$8.50

TASTE OF MILANO

A Fresh Antipasto Display with Artisan Bread \$22.00

A HEALTHY CHOICE

Miniature ripe fruits \$15.00

THE SPICE OF LIFE

3 of Hyatt Kansas City's signature blends
with assorted chocolates \$40.00

HAPPY HOUR

Two Boulevard Beers with a souvenir glass, an assortment of dry
snacks served in Boulevard box \$29.00

CHEESE PLEASE!

Trio of international cheese flight with fruit compote \$40.00

CHEF'S AMENITY OF THE MONTH

An assortment of fruits and cheeses selected by the Chef \$40.00

SMOOTH AND SILKY

Trio of Brownie Pops {Cherry, Plain and Coconut}
Served with ice cold milk \$15.00

BEDTIME SNACK

Souvenir Hyatt imprinted Cookie Tin containing 3 freshly baked
cookies and served with ice cold milk \$22.00

THE KANSAS CITY EXPERIENCE

Hyatt Branded Wooden Box packed with treasures of Kansas City.
Including locally made KC BBQ sauce, Pretzels with Dipping
Sauce and some sweets \$40.00

FEELING THE BLUES IN KC?

Enjoy Kansas City from your room ~ includes a Jazz CD, 2 mini
bottles of Courvoisier and Green Tea infused Chocolate for an
authentic Blues Club touch \$55.00

Note: An additional 21% gratuity, \$2.50 service charge and sales tax of 9.725% will be added to the above pricing.

AMERICANS WITH DISABILITIES ACT (ADA)

The Hotel has (15) accessible rooms for the disabled that feature two double beds, wheelchair accessible doors, safety door chains, view holes, accessible closet shelf and clothing rod. Our bathrooms feature wide doors, wheelchair accessible sinks, bars near the commode and tub, hand-held shower fixtures and non-grip sink faucet handles. Listed below is the inventory and a brief description.

KNOCK LIGHT (12) attaches to the inside of the guest room door and flashes when the door is knocked upon.

ALARM CLOCK (4) features large numbers and attachable pillow shaker.

SONIC ALERT (6) telephone indicator alerts to incoming phone calls by flashing a light signal using a lamp.

STROBE ALARM (7) portable audible and visual smoke detector.

ALERT PLUS (4) multi-function device for the hearing impaired; a built-in microphone detects telephone, alarm and smoke alarm activation. Includes an adjustable frequency buzzer, strobe light and bed shaker.

AMERICANS WITH DISABILITIES ACT (ADA) (CONTINUED)

TELECAPTION - (caption decoder, available in all guest rooms) allows hearing impaired to read the dialogue, narration and/or sound effects of a television program.

TDD 2700 (14) allows telephone communication between hearing impaired individuals and their calling community.

BRAILLE MENUS (2 of each outlet)

If you should encounter a request for any of the items listed, please notify the hotel operator and provide the guest's name and room number.

BABYSITTING SERVICES

A-1 Tiny Tots, nanny and sitting services (816) 833-8320, (pager) 816-283-2749
Contact: Marilyn McMahon

TLC Childcare Services (913) 649-0807

BELL SERVICES

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage room amenities.

Porterage charges, if billed to a master account, are \$6.00 per person round trip.

For charges to deliver an amenity please refer to the Amenities and Room Deliveries section.

Complimentary luggage storage for early arrivals and late departures is also available at the bell stand.

BUSINESS CENTER

Our business center is located at the front desk, Extension 6501. The following services are featured:

COPIES:

Regular copies.....	\$.27 ea.
Two sided copies.....	\$.40 ea.
Authorization.....	\$65.00

BUSINESS CENTER (CONTINUED)

FAXES:

Domestic	\$3.00 first minute \$1.50 each additional minute
International	\$5.00 first minute \$3.00 each additional minute
Metro Area	\$3.00 Flat Rate

COMPUTER:

Authorization.....	\$99.00
Minimum Charge.....	\$ 5.40
Printed black/white page.....	\$ 1.08 ea
Printed color page.....	\$ 2.14 ea
Internet per minute.....	\$.54

The Business Center is Self-Service. To enter you need your room key, and a credit card to access equipment you need. The Business Center is available 24 hours a day/7 days a week.

BUSINESS PLAN

This plan caters to a wide range of business needs and ensures the most productive use of the executive's time. These rooms are specially equipped with a personal work station, coffee maker, computer phone hook-up and no access charges for local, 800 numbers, or operator assisted calls. Room 3801 is open 24 hours a day offering business center equipment, a laser printer (compatible with IBM or Apple) and copy machine. Business Plan also includes an express continental breakfast and morning newspaper. All of this is available for a \$20.00 upgrade per night on any room rate.

CASH DEPOSITS

Hyatt Regency Crown Center requires a credit card for each registered guest in the hotel. If wanting to pay by cash, we require full payment in advance for room and taxes, and a refundable deposit for incidentals (such as phones and in-room movies) of \$50.00 for each night.

CHECK CASHING

As a service to our guests, the Front Desk will cash personal checks for guests staying in our hotel. The check cannot be a temporary one and must have the guest's name imprinted on the check. Guests must also show the Front Desk a valid form of identification (i.e. Driver's License). Maximum cashing amounts are \$50.00 per day.

The hotel does not charge cash advances to a group master account. There is a United Missouri Bank (UMB) located at 2401 Grand (across the street from Hyatt) that can handle your banking needs.

CHECK IN/CHECK OUT

Check in time is 3:00 p.m. Accommodations before this time cannot be guaranteed. To facilitate the check in process, we suggest that you present a major credit card at the Front Desk upon arrival. A \$50.00 deposit will be required at check in for all persons not using a credit card. This fee covers incidental charges that may be accrued. Room reservations will be held until 4:00 p.m. unless the reservation is accompanied by a one night's deposit or guaranteed with a credit card. Check out time is 12:00 noon. A charge of one full night's room and tax will be assessed as the Early Departure fee, meaning any guest that checks out before the departure date that was made with the reservation.

The following programs were developed to better service the guest:

1-800-CHECK-IN: Allows you to check-in by telephone the day of your arrival.

EXPRESS CHECK IN: A self check-in kiosk is conveniently located next to the Front Desk for guests paying by credit card.

EXPRESS CHECK OUT: Guests who are utilizing a credit card and are wishing to leave the hotel without stopping by the Front Desk may do so by leaving their keys in their room or dropping them in the express box located at the front desk.

VIDEO CHECK OUT: A guest may check out or review their bill from their guest room by simply pressing "88" on the television or the green guest services button on the remote control. The bill is prepared at the front desk and may be retrieved shortly after the guest checks out.

COAT CHECK

Coat check services may be arranged for meetings, conventions or social events. We recommend one attendant per every 150 guests. A hosted coat check has a minimum charge of \$100.00 per attendant. Cash on delivery (COD) coat check charges are \$1.00 per garment, with a minimum guarantee. Please contact your Catering/Convention Services Manager for details on securing these services.

CONCIERGE SERVICES

Our concierge staff located in the main lobby at the Bellstand is at your service daily. You may seek assistance from them for dinner or airline reservations. They can also assist you in planning activities around the area, arranging baby-sitting services, along with other services.

CREDIT CARDS

The following credit cards are accepted for your convenience:

American Express
Diners Club
Discover
JCB
MasterCard
Visa

CURRENCY EXCHANGE

Foreign currency exchange may be accommodated at the Hotel's front desk.

For currency services not provided by Hyatt Regency we recommend the UMB's International Department located at 9th and Grand. They can be reached at (816) 860-7000.

DANCE FLOOR

The hotel has portable dance floor available for your social events. Dance floor pieces are available in 3'x3' interlocking sections, we also have a few 4'x4' interlocking sections available. Arrangements for dance floors should be made through your Catering/Convention Services Manager.

DIRECTIONS TO HYATT REGENCY CROWN CENTER

KCI Airport: Take I-29 south from the airport to U.S. 169 South/Downtown Exit. Take 169 South over the bridge and proceed onto Broadway. Turn left on 20th street. Follow 20th Street to McGee Street and make a right on McGee. The Hyatt is on the left.

I-70 East Bound: Follow I-70 East to I-670 East. Continue on I-670 East to I-35 North; then take the Broadway Exit (2A). Follow Broadway to 20th Street and make a left. Follow 20th street to McGee Street and take a right onto McGee. The Hyatt is on the left.

I-70 West Bound: Follow I-70 West to the I-35 South Exit. Follow I-35 south to the Broadway Exit (2A). Follow Broadway to 20th Street and make a left. Follow 20th street to McGee Street and take a right onto McGee. The Hyatt is on the left.

I-35 South Bound: Follow I-35 south to the Broadway Exit (2A). Follow Broadway to 20th Street and make a left. Follow 20th street to McGee Street and take a right onto McGee. The Hyatt is on the left.

I-35 North Bound: Follow I-35 North to the Broadway Exit (2A). Take a right on Broadway. Take a left onto Pershing. Turn left on McGee and the Hyatt is on the right.

DIRECTIONS TO HYATT REGENCY CROWN CENTER (CONTINUED)

Hwy 71 North Bound: Exit onto 22nd Street and turn left. Take 22nd Street to McGee Street and turn left. The Hyatt is on your left.

Hwy 71 South Bound: Follow Hwy 71 south to I-35 South. Follow I-35 south to the Broadway Exit (2A). Follow Broadway to 20th Street and make a left. Follow 20th street to McGee Street and take a right onto McGee. The Hyatt is on the left.

ELECTRICAL

Capabilities for meeting rooms and ballrooms:

Regency Ballroom:	200 and 100 AMP, 208 volt 3-phase, 208 volt single phase and 120 volt spyder box (multiple individual circuits) capability.
Pershing Hall:	120 volt, 208 volt single phase and 208 volt 3-phase
Empire A:	1 Spyder box
B:	None (wall outlets only)
C:	1 Spyder box
Chouteau A:	None (wall outlet only)
B:	1 Spyder box
Van Horn A:	None (wall outlets only)
B:	None (wall outlets only)
C:	1 Spyder box
Benton A:	1 Spyder box
B:	None (wall outlets only)
Fremont:	1 Spyder box
Northrup:	1 Spyder box
Executive Boardroom:	None (wall outlets only)

Electrical requirements must be submitted to your Convention Services Manager before your convention. Drayage companies will provide exhibitors with electrical booth service forms in their exhibitor kits.

Electrical forms should be mailed or faxed to the hotel prior to arrival. The Convention Service's fax line is (816) 398-4931.

The current charge for a spyder box is \$200.00 per unit/per day. Please ask for a power tie-in estimate and please refer to the booth services agreement form for all other electrical pricing.

ENGINEERING SERVICES

The Engineering Department is available to provide assistance with all of your mechanical and electrical needs. All electrical needs for meetings must be confirmed with your Convention Services Manager before the convention. The Hotel cannot guarantee availability of electrical resources without advance notice. Please consult your Convention Services Manager for pricing and order forms. Refer to "Electrical" for individual meeting room capabilities. Should you require a lock change for a meeting room, please contact your Catering/Convention Services Manager at least one week in advance.

EXHIBIT HALLS

Pershing Hall, our 15,360 square feet exhibit hall, can hold approximately (85) 8'x10' or (75) 10'x10' exhibit booths. It is located on the lobby level of the hotel.

Crown Center Exhibit Hall, a 52,000 square foot exhibit hall is located on the North side of the hotel. It consists of two halls:

- Hall A is approximately 37,000 square feet
- Hall B is approximately 15,000 square feet

There is a 7,000 square foot pre-function space adjacent to both sections of the Center. The ceiling height is approximately 20 feet high with 100 foot adjustable candle lighting. Exhibition Crown Center Halls A and B holds approximately (284) 10'x10' booths or (324) 8'x10' booths.

It is the responsibility of the group to have the exhibit area clean and clear by the contracted ending date. This includes all trash, boxes, skids and miscellaneous items. This is typically contracted with the Exhibit and Drayage Company. If there is an excess of trash left in the hall, a service charge for disposal will be applied to the Group's Master Account.

The hotel does not provide the use of its ladders or electrical lift for guest or vendor use.

For more information on either exhibit hall, please contact your Convention Services Manager.

FAX MACHINES

The Front Desk can assist you in sending or receiving faxes. The fax number for guests to receive faxes is (816) 435-4190. The secure fax number that credit card authorizations should be sent to is (816) 329-2340. Should you have a fax to send to the Catering/Convention Services department, the fax number is (816) 398-4931.

FIRE CODES

The following are some general regulations that fall under our local fire authorities specifications. They should be considered when planning and coordinating space, decorations, etc. in the Ballroom, Pershing Hall and meeting rooms.

All marked emergency exits and exit signage shall be free from any obstruction to allow complete exit egress from the facility.

Any furnishings, decorations and stage settings shall be fire retardant treated and must display certificate of proof and no open flames are allowed. Your Catering/Convention Services Manager shall approve all extensive plans.

Hyatt Regency Crown Center is a fully sprinkled facility with alarm equipment monitored 24 hours a day. When an alarm is activated, the Kansas City Fire Department is automatically notified. All areas of the Hotel are equipped with an intercom/strobe light system for any emergency.

FLAGS

For your convenience, the hotel has flags available for meetings. We carry the United States flag, the Canadian flag, the State of Missouri flag and the State of Kansas flag. Special flags may be purchased or rented for your meetings. Contact your Catering/Convention Services Manager for more details.

FOOD & BEVERAGE

Current banquet tax and service charge rates are 9.725% and 21%, respectively. A \$3.00 per person service charge will be assessed for catered breakfasts, lunches and dinner events of 30 people or less.

See the Restaurant/Lounge Section for individual outlets within the Hotel.

GIFT CERTIFICATES

Gift certificates may be purchased from our Front Desk during the hours of 7:00 a.m. to 11:00 p.m. Monday through Friday. They can be reached at extension 6500.

GIFT SHOP

The Gift Shop hours are as follows:

Sunday through Saturday 7:00 a.m.-11:00 p.m.

GIFT SHOP (CONTINUED)

Their supplies include souvenirs, post cards, magazines, books, soda, snacks, health and beauty supplies, socks, pantyhose, and underwear. They can be reached at extension 6501.

GOLD PASSPORT

Gold Passport is Hyatt's frequent stay program. Gold Passport members enjoy upgrades to our exclusive Gold Passport floors (33-37) and access to complimentary coffee and tea each morning in our Gold Passport Lounge on the 36th floor. Members also earn Gold Passport points for every eligible dollar charged to their room. These points add up to generous travel awards including free nights at Hyatts, special discounts, and free travel with Gold Passport partners. Gold Passport members can also choose to receive partner bonus miles with any other number of Hyatt's airline travel partners.

GROUP POSTINGS

One television monitor in the main lobby lists all daily meetings and events, locations and times. Events can also be viewed in the guestrooms on channel 8. Please let your Catering/Convention Services Manager know of any special posting requirements.

Hospitality suites are generally not posted unless requested by the organization. If a convention features multiple hospitality rooms, we prefer to have additional posting signs on easels in the public areas that list all of the suites. Please consult with your Catering/Convention Services Manager. No signage can be posted directly on the walls or in the elevators. All signage must be professionally printed and placed on easels.

GUEST ROOMS

With 733 luxurious guestrooms, including 42 suites, you are sure to find a variety of rooms to fit your needs. Approximately 97% of our guestrooms are non-smoking.

Our guestrooms are spacious and comfortable. Each room includes a Hyatt Grand Bed, designed exclusively for Hyatt Hotels & Resorts, and boasts a pillow-top mattress for an exceptional night's sleep. Also in each guestroom is a desk and chairs, a fridge, two telephones with voicemail service and a large credenza/dresser. Guestrooms also include the new iHome radios (which can hook up to personal iPod), remote controlled 25-inch televisions with the option of Pay-Per-View movies.

Each room has a smoke detector, sprinkler system, security latch, peephole, deadbolt lock, Sāflok electronic locking system and individually controlled heating and air conditioning.

GUEST ROOMS (CONTINUED)

Room amenities include shampoo, conditioner, face and hand soap, mending kit, shower cap and shoe mitt. Hair dryers and make-up mirrors are permanently installed in every bathroom.

A guest service directory is placed on the desk and includes restaurant information and room service menu.

An iron and ironing board are standard in every guestroom and are kept in the closet.

Safety deposit boxes are available through our front desk. All suites (Kansas City Deluxe, Skyline, Crown, and Executive) and rooms on Regency Club floors (floors 39-40) have complimentary safes located in the rooms.

For any and all requests, guests may dial extension 7550. Requests will be responded to within 15 minutes.

HEALTH CLUB

The 24-hour Health Club is located on the 4th floor on the south side of the hotel. It can be reached by taking the glass elevator up to level H. You will need your guest room key for access. Please dial extension 6560 if you would like further information.

Facilities include: climate-controlled pool, life cycles, life rower, treadmill, Stairmaster, free weights, Universal weight machine, sauna, and hot tub. Locker rooms have private steam rooms, showers and locker facilities. The swimming pool is heated to 82 degrees year round but is closed if the outside temperature falls below 20 degrees. The pool is open daily from 5:30 a.m. – 10:00 p.m.

HOTEL MAPS

Refer to the back of this guide for hotel, Crown Center and local maps. Hotel maps are also located in each guestroom.

HOUSEKEEPING

The following items are available upon request from housekeeping on a first come basis:

Rollaway beds	Heating pads
Humidifiers	Cribs
Emergency toiletry kits	Coffeepots
Mouthwash	Extra linen/blankets
Foam pillows	Microwave

Turndown service is available upon request.

HOUSEKEEPING (CONTINUED)

Suggested housekeeping gratuity is \$2.00 per room per night. Should you require specific room refreshes for key convention attendees, please advise your Convention Services Manager to arrange.

JOGGING

For the jogging enthusiast, please stop by our bell stand for a map of a 2.5-mile course near the hotel. It is not recommended to jog at night or alone and always carry identification. Please be careful around intersections and roadways. You are jogging at your own risk. Just a reminder, please be familiar with surrounding areas and keep alert.

LAUNDRY/VALET

Hyatt Regency Crown Center has a full-service laundry and dry cleaning operation on premise. Any laundry turned in by 9:00 a.m. will be returned the same day by 6:00 p.m. This service is available everyday, except for Sundays and holidays. Laundry bags and price lists are included in each guest room closet. Weekend service may be arranged through an outside service upon request.

LINEN

<u>Tablecloths (90 x 90)</u>	<u>Napkins</u>	<u>Overlays</u>
White	White	White
Black	Black	Black
Rust	Rust	
Black Floor Lengths \$7.50 each		Off-White Floor Lengths \$10.00 each

All meetings will be set using white or gray linen unless otherwise specified by the client. Color selections are subject to change and specialty linens may be coordinated through your Catering/Convention Services Manager. We will be happy to obtain specific colors you may desire by means of rental.

LOCKS

Hyatt Regency Crown Center utilizes the Säflok electronic locking system on all guestroom doors. This locking system requires the use of a credit card type key. The lock is re-coded each time a guest checks out.

LOGO

Please contact your Catering/Convention Services Manager for promotional material, camera-ready logos or photographs.

LOST AND FOUND

All items left in meeting rooms, public space or in guestrooms are taken directly to Security. The items are tagged, placed in a clear plastic bag and logged in the “Lost and Found Book”. Then the items are locked in the lost and found safe in security.

All items are kept for a minimum of 30 days, maximum of 90 days. This is due to space availability. Cash, credit cards and jewelry are kept in a separate lost and found safe in the Security office. The hotel does not pay to ship lost and found items. Found articles will be shipped to guests C.O.D. or shipping may be charged to a credit card.

Security also has a lost and found inquiry log. This is for guests who have lost something that has not been logged into lost and found. If the item is turned in later the guest will be contacted.

MEETING ROOMS (Specifications)

Room	Dimensions	Ceiling	Square Ft.	Banquet	Theatre*	Schoolroom*
Lobby Level						
Pershing Hall		10'6"	15,360	650		
Mezzanine Level						
Van Horn Room	72'x20'	10'	1,440	110	140	90
Section A	25'x20'	10'	500	40	40	27
Section B or C	23'x20'	10'	460	30	35	24
Benton Room	43'x25'	10'	1,075	80	90	63
Section A	23'x25'	10'	575	40	40	30
Section B	20'x25'	10'	500	40	35	30
Fremont	23'x25	10'	575	40	50	33
Northrup	23'x12'	10'	276	20	25	15
Empire Room	43'x87'	9'6"	3,741	240	350	240
Section A	43'x28'	9'6"	1,204	80	110	72
Section B	43'x30'	9'6"	1,290	80	110	72
Section C	43'x29'	9'6"	1,247	80	110	72
Chouteau Room	40'x50'	10'	2,000	140	200	135
Section A	40'x22'	10'	880	60	80	54
Section B	40'x28'	10'	1,120	80	110	72
Ballroom Level (Third Floor, South)						
Regency Ballroom	201'x87'	18'	17,487	1,440	2,100	1,200
Chicago	56'x87'	18'	4,872	350	500	330
Sections A, B, C	56'x29	18'	1,680	100	130	96
San Francisco	32'x87'	18'	2,784	200	250	168
New York	58'x87'	18'	5,046	650	500	330
Section A	58'x29'	18'	1,740	100	130	96
Section B	58'x57'	18'	3,306	250	300	216
Atlanta	55'x87'	18'	4,785	350	500	330
Section A	55'x29'	18'	1,650	100	130	96
Section B	55'x57'	18'	3,135	250	300	216
Executive Level (Third Floor, North)						
Boardroom	22'6"x27'	9'6"	607	Conference Seating for 20		
Crown Center Exhibit Hall						
Hall A	150'x170'	20'	30,500			
Hall B	83'x181'	20'	15,000	1300	1900	
Kansas City Deluxe Parlor						
Room 4014		9'	810	Conference Seating for 14		

*Theater and Schoolroom capacities figured with head table allowance and minimal A/V equipment.

NEWSPAPERS

All overnight guests receive a Kansas City Star Newspaper, Monday through Friday. Newspapers may also be purchased in our gift shop located on the lobby level behind the bellstand.

OFF-PREMISE CATERING

Hyatt Regency Crown Center is able to provide you with customized catering menus and personalized service at some of the most exciting and attractive venues Kansas City has to offer. Please ask your Catering/Convention Services Manager for menus and location recommendations.

PARKING

Hyatt Regency Crown Center is connected to the North Parking Garage of Crown Center. It is operated by Central Parking Services (CPS). The facilities include 650 self-parking spaces and 150 valet spaces. They are security monitored by the Crown Center Security department by vehicle patrols, video cameras and call boxes. Hyatt Regency Crown Center is not responsible for any theft from or damage to vehicles. All incidents should be reported to Central Parking Systems at (816) 274-4040. The Parking Garage cannot accommodate vehicles that are taller than 6'9".

The current published rates for self-parking are:

Overnight Guest \$13.50

Short term self-parking is charged on an hourly rate.

0 – ½ Hour	\$3.50
½ - 1 Hour	\$5.00
1-2 Hours	\$6.00
2-3 Hours	\$7.00
3-4 Hours	\$8.00
4-5 Hours	\$9.00
5-6 Hours	\$10.00
6-24 Hours	\$13.50

Parking Passes may be purchased for the group's attendees from Hyatt for \$7.75 per day per pass, not valid for overnight parking. See your Catering or Convention Services Manager for details.

The current published rates for valet parking are:

Short Term*	\$9.00
Overnight	\$17.00

*Any length of time other than overnight is considered short term.

PIANOS

The hotel has one baby grand and one upright piano available for your production and entertaining needs. There is a fee of \$150.00 for the grand piano and a \$75.00 fee for the upright piano. If requested, tuning is available at \$100.00 and must be arranged as far in advance as possible or additional charges may be incurred.

POOL

Shaped in the form of a grand piano, our outdoor all-weather pool is heated to 82 degrees year round. It is located adjacent the Health Club accessible by the elevator located in front of Spectator's Sports Bar on the Mezzanine level. The pool will close if the outside temperatures reaches 20 degrees or below.

POSTAL SERVICE

Mail pick-up from Hyatt Regency Crown Center is Monday through Friday at 12:00 p.m. The letter drop is located at the Front Desk. The nearest post office is located approximately five blocks from the Hotel in Union Station. There are also limited services available inside the Crown Center Complex next to the customer service desk. Package mailing may be arranged through the Bellstand.

PRE-CONVENTION/POST-CONVENTION MEETINGS

In order to introduce our clients to the key personnel of the Hotel, we would like to arrange for a pre-convention meeting a day or two prior to your main group arrival. Please advise your Convention Services Manager to a convenient time for this meeting.

As a means to gain feedback to better serve our clientele, we also ask for a brief post-convention meeting. This meeting allows your Catering/Convention Services Manager to receive comments directly from the key contacts of your organization.

In an effort to provide improved customer service, you may receive an e-mail from Maritz shortly after the conclusion of your event. If contacted, we would greatly appreciate it if you would take time to complete the survey. Your honest and candid feedback is what will allow us to provide better service.

It is our continuous goal to exceed your expectations in all areas of our service. We encourage you to inform us at anytime when we are not achieving that goal.

PUBLIC RELATIONS

Our Sales Department, at extension 4910, would be pleased to assist your organization with the following:

- Media coverage
- Camera ready black and white photos of the Hotel
- Press conferences
- Color slides of the hotel
- Press releases regarding history of the hotel
- Logos

PUBLIC TRANSPORTATION

The Kansas City Max System runs throughout Kansas City. Call (816) 221-0660 for route, schedule and fare information or you can contact our concierge at extension 51 for further details.

RADIOS

Radios may be rented from Visual Aid Electronics, our in-house audiovisual company. Please contact your Catering/Convention Services Manager for details or call VAE directly at (816) 472-1396.

REGENCY CLUB

This “hotel within a hotel” offers VIP accommodations for those who desire a higher level of service and an extra level of privacy. There is a concierge for these floors and a hospitality suite serving continental breakfast, snacks, hot and cold hors d’oeuvres, complimentary fax service and newspapers. Beer, wine and cocktails are available for a nominal charge. Additionally, Regency Club guests receive complimentary local, 800 and operator assisted calls.

These guestrooms on the Regency Club floor are available for an additional \$40.00 per night.

The hours of Regency Club Hospitality Suite are:

Continental Breakfast

- Monday - Friday 6:30am-9:30am
- Saturday – Sunday 7:00am-10:00 am

REGENCY CLUB (CONTINUED)

Mid Day Service (No Concierge)

Bottled Water, Soda and Whole Fruit

- Monday – Friday 9:30am-5:00pm
- Saturday – Sunday 10:00am-5:00pm

Hors d'oeuvres

- Sunday - Saturday 5:00pm-8:00pm

RESERVATIONS

Should you need to make a room reservation at Hyatt Regency Crown Center or any Hyatt Hotel worldwide, please call 1-800-233-1234. Reservations can also be made by submitting rooming lists to your Convention Services Manager. Specific reservation methods should be discussed well in advance of your group's arrival with your Convention Services Manager.

Your Convention Services Manager can also arrange an on-line reservations link to be placed on your website. Please allow one week lead time for this to be completed.

If you will require a block of rooms reserved for a convention or specific event, please call our group sales department at (816) 421-1234. Please be prepared to advise us of any specific needs at that time, including number of sleeping rooms, dates and meeting space requirements.

RESTAURANTS/LOUNGES

PEPPERCORN DUCK CLUB: (Touch 4199/ 9:00 a.m.-9:00 p.m. daily). The Peppercorn Duck Club is our 4 Diamond restaurant. They specialize in Rotisserie Duckling and American Cuisine. The Ultra Chocolatta Dessert Bar also comes with each dinner entree featuring a delicious array of many chocolate desserts. Hours are:

Dinner:	5:30 p.m. to 9:00 p.m.	(Tuesday - Thursday)
	5:30 p.m. to 10:00 p.m.	(Friday - Saturday)

Dress is business casual. Average check price is \$40.00-\$50.00 (without tax, gratuity or beverages). Seating capacity: 150 people with a table of 12 being the largest.

RESTAURANTS/LOUNGES (CONTINUED)

SKIES RESTAURANT: (Touch 4845 for reservations/9:00 a.m.-9:00 p.m. daily). Our hotel boasts a revolving rooftop restaurant with a spectacular view of the city. Please note this is a non-smoking restaurant.

Hours are: Lounge:

5:00 p.m. to 12:00 a.m. (Monday - Thursday)
5:00 p.m. to 1:00 a.m. (Friday and Saturday)
5:00 p.m. to 10:00 p.m. (Sunday)

Dinner:

5:30 p.m. to 9:30 p.m. (Sunday - Thursday)
5:30 p.m. to 10:30 p.m. (Friday and Saturday)

Open for cocktails and dinner. Skies specializes in steak and seafood. The average check per person is \$55 for a three-course meal. Seating Capacity: 132 people with a table of 8 being the largest.

SPECTATORS: Located on the Mezzanine Level, Spectators celebrates Kansas City's history of championship sports. The lounge features eight televisions (including a big screen TV) and a billiard table. Open for lunch and dinner every day.

Hours are: 2:30pm-1:00am (Monday-Saturday)
 2:30pm-12:00am (Sunday)

Seating Capacity: 100 people with a table of 12 being the largest.

THE TERRACE RESTAURANT: (Touch 7202). The Terrace Restaurant is the hotel's casual breakfast and lunch restaurant. It has sandwiches and a salad bar as well as specialized entrees. Sunday through Saturday evenings the restaurant can be booked for private group events. Average price for breakfast is \$17.00, and \$12.00-\$15.00 for lunch.

Hours are: Breakfast:

6:30am-11:00am (Wednesday-Saturday)
6:00am-11:30am (Sunday)
6:00am-11:00am (Monday)
6:30am-12:00pm (Tuesday)

Lunch:

11:00am-2:30pm (Monday-Saturday)
12:00pm-3:00pm (Sunday)

Seating Capacity: 202 People with a table of 12 being the largest.

COFFEE EXPRESS: (Touch 7202) Located next to the Terrace Restaurant featuring an assortment of breakfast breads, fruit, Starbucks coffees, cappuccino, sandwiches, smoothies, and espresso.

Hours are: 6:00am-5:00pm (Sunday-Monday)

RESTAURANTS/LOUNGES (CONTINUED)

ROOM SERVICE: (Touch 54) For your privacy and convenience we offer in-room dining. You will find a complete menu for breakfast, lunch and dinner located in your guest room.

Hours are:	6:00am-12:00pm	(Sunday - Thursday)
	6:00am-1:00am	(Friday - Saturday)

MILANO: Enjoy authentic Italian selections under the stars in the signature glass pavilion dining area located on the First Level in Crown Center Mall.

Hours are:	11:00am-10:00pm	(Monday-Thursday)
	11:00am-11:00pm	(Friday- Saturday)
	10:00am-5:00pm	(Sunday)

CRAYOLA CAFÉ: This restaurant, located on the Second Level in Crown Center Mall, has something that the family can enjoy.

Hours are:	11:00am-6:00pm	(Monday-Wednesday)
	11:00am-9:00pm	(Thursday-Friday)
	11:00am-8:00pm	(Saturday)
	11:00am-5:00pm	(Sunday)

GOLDEN HARVEST BAKERY: Located on the First Level of the Crown Center Mall, GHB offers a variety of hearth-baked bread, sweet treats and coffee.

Hours are:	7:00am-6:00pm	(Monday-Wednesday)
	7:00am-8:00pm	(Thursday-Friday)
	7:00am-6:00pm	(Saturday)
	7:00am-5:00pm	(Sunday)

ROOM DELIVERIES

Refer to the Bell Services section of this guide.

SAFETY DEPOSIT BOXES

There is no charge for use of one of our safety deposit boxes. With 24-hour access, they are recommended for the storage of valuables. Arranging for a safety deposit box is done through the front desk.

SHOE SHINE

See Ace in the lobby for the best shoeshine in town. Ace is available Monday through Friday from 6:00 a.m. to 12:00 p.m.

SMOKING

Hyatt Regency Crown Center is a non-smoking building in all public areas. There are designated areas for smoking. Smoking is not allowed in meeting rooms. We provide smoking sleeping rooms (on an availability basis) to our guests.

SOUND SYSTEM

The ballroom and meeting rooms are equipped with a public announcement system. In December of 2007, a brand new sound system was installed in the Regency Ballroom. Fees will be assessed for groups utilizing outside audiovisual companies that will require the use of the in-house sound system.

SPOUSE PROGRAMS

Refer to attractions/events, museums, shopping, and special event companies. Your Convention Services Manager can also assist with these programs.

STAGING/PLATFORMS

The hotel has staging available in 6'x 8' sections with varying heights to include: 8", 16", 24", 32", and 36".

Should you require extensive staging, consult with your Catering/Convention Services Manager for price quotes and availability.

The hotel does not provide the use of its ladders or electrical lift for guest or vendor use.

SUITES

Hyatt Regency Crown Center offers a total of 42 suites:

- (3) Kansas City Deluxe Suites
- (8) Skyline Suites
- (26) Executive Suites
- (5) Crown Suites

SWIMMING POOL

Refer to the Health Club or Pool section of the guide.

TAXI CABS

Hyatt Regency Crown Center has entered into an exclusive agreement with Metropolitan Transportation Services, Inc. for taxi service from the hotel. The Hyatt doorman will summon a cab for you from the front entrance. Participating cab companies are Yellow Cab, Terminal Cab and K.C. Carriage. Metropolitan Transportation Services, Inc. provides a special price of \$40.00 for taxi service to KCI Airport. For more information call Metropolitan Transportation Services, Inc. at (816) 471-5000.

TELEPHONE/FAX MACHINES

For your convenience, telephones and fax machines may be rented from the hotel for use in the meeting rooms. All arrangements can be made with your Catering/Convention Services Manager. **All phone requests under 72 hours will be charged an additional 50% of listed prices.**

LOCAL ACCESS ONLY: You may gain access out of the hotel dialing “9”. Incoming calls for that extension will go through the hotel operator to be connected. Fees are \$50.00 installation per phone, \$25.00 rental per day per phone and \$1.00 for all outgoing calls. This line also allows for in-house access only if needed.

DIRECT INWARD DIAL LINE (DID): This line allows callers direct access to the extension from outside the hotel. This line is still part of the hotel PBX switchboard and can be used as an in-house extension. You may dial out of the hotel using “8” for long distance and “9” for local calls on these phones. Fees are \$150.00 installation charge per phone , \$50.00 rental per day per phone, \$1.00 for all out going calls and AT&T rates apply to long distance calls.

FAX MACHINES: A fax machine can be rented through Visual Aids Electronics, our in-house audiovisual company. Please contact your Catering/Convention Services Manager to make arrangements.

HIGH SPEED INTERNET: Hyatt Regency Crown Center has more bandwidth available to our guests than any other hotel in the Midwest. We can set up any type of Internet connection you desire with over 6000 kilobits at our disposal including T1 lines and dynamic IP addressing. Please contact your Catering/Convention Services Manager to make arrangements.

TENNIS

For tennis outside of the hotel, the following racquet club is near by:
Woodside Tennis and Health Club (913) 384-3834

VOICE MAIL

Each guestroom is equipped with a voicemail service. If the message light on your phone is blinking, depress the fourth button along the right hand side of the phone, or dial 4747 to access the voice mail system. If you are away from your room, call the hotel operator from any house phone to retrieve your messages. You may be asked to verify your address or other confidential information for security reasons.

Group voice messaging may be done for limited numbers with advance notice. This service is limited to (40) rooms and all members of your group must be checked-in in order to have their voicemail activated. Please contact your Catering/Convention Services Manager for specific details.