

Hyatt Regency Grand Cypress

AIRPORT *to* ZINFANDEL GUIDE

Welcome to the exciting world of meetings, conventions, and special events at the Hyatt Regency Grand Cypress. It is a pleasure to assist you with coordinating the many details that are necessary to make the perfect convention and event a reality.

To assist you in the planning process, we have compiled the enclosed hotel information for you. Please note that all prices are subject to change. Thank you for selecting the Hyatt Regency Grand Cypress. We look forward to making it your most successful and memorable event to date!

Hyatt Regency Grand Cypress
One Grand Cypress Boulevard
Orlando, FL 32836
Phone: 407/239-1234
Hotel Fax: 407/239-3800
Catering/CS Fax: 407/239-3958

Get Started



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Airline Arrangements:

Our Guest Services staff maintains a current listing of all airline flight schedules. For assistance with your travel arrangements, contact Guest Services at 407-239-1234, extension 51.

Airport:

Orlando International Airport is located approximately 18 miles from the Hyatt Regency Grand Cypress.

Directions to the Orlando International Airport from the Hyatt Regency Grand Cypress:

Turn right at Security Gate onto Route 535. At the traffic light, turn right and continue on Route 535 to the intersection of Interstate I-4. Take I-4 East toward Orlando to Exit #72--the Bee Line Expressway (Route 528). Go through the next two tollbooths and the Orlando International Airport Exit will be on the right.

Directions to the Hyatt Regency Grand Cypress from the Orlando International Airport:

Take Route 528 (Bee Line Expressway) heading west. Follow to I-4 heading west toward Tampa, Exit at #68, Lake Buena Vista. At the light, turn right onto Route 535 North. Continue to the second light and turn left continuing on Route 535 North. At the next light turn left into the Hyatt Regency Grand Cypress.

For guests driving to the hotel, directions from all major expressways may be obtained from our Guest Services Department located on the lobby level at 407-239-1234, ext. 51.

Airport Transportation:

Mears Transportation is the designated ground carrier at Orlando International Airport. The Mears Ticket Counter is located at the Baggage Claim Area of the airport. Ask for the Hyatt Grand Cypress Express shuttle. One-way is \$17.00 for adults and \$13.00 for children (ages 4-11). Round-trip tickets are available for \$29.00 for adults and \$21.00 for children.

Return shuttles to the airport may be picked up hourly from the front entrance of the hotel on a 24-hour basis, as long as a reservation is made. Reservations are required for return shuttles to the airport and may be made through our transportation desk or by dialing ext. 4149. We recommend a pick up 120 minutes prior to departure time. Arrangements should be made with the Mears Ticket and Transportation desk or by calling extension 4149.

Please note that Hyatt Regency Grand Cypress is a preferred hotel with Mears Transportation and our guests are dropped off first on the routes from the airport and picked up last on the routes to the airport.

Town car service is also available. Transportation from Orlando International Airport, which includes Meet and Greet Service, is currently \$60.00. Transportation from the Hyatt Regency Grand Cypress to Orlando International Airport is \$50.00.

Mears Transportation will also arrange exclusive transportation service for groups. Please contact them at 407-839-1570 ext. 410 for further information.

Americans With Disabilities Act (ADA):

The Hyatt Regency Grand Cypress supplies our guestrooms and/or guests with various equipment to suit their needs. We have the following equipment available:

- * Shower chair
- * Raised toilet seats
- * Tub rails
- * Vibrators for alarm clocks
- * Door knock alerts and telephone alerts
- * TDD phones and amplified handsets
- * Smoke detectors with strobe light and horn
- * Rails by toilet
- * Lowered peep holes
- * Wider door frames to bathroom
- * Access underneath sink
- * Braille menus

Amenities & Room Delivery Charges:

The Hyatt Regency Grand Cypress world-class culinary staff would be delighted to prepare exclusive and delicious amenities for your VIPs and/or your entire group. Contact your Catering/Convention Services Manager or Room Service Manager for suggested amenities. Also, a Power Point presentation of the Amenity program can be e-mailed directly to you per request. Delivery and service charges for food and beverage amenities are added.

Special request or large orders require advance notice. Please consult your Catering/Convention Services Manager or Room Service Manager regarding questions or specific amenities. Once produced, these orders cannot be canceled and full charges will be assessed less delivery cost. Our Chef will select the freshest available products for your order. Special note: Amenities with alcohol can only be served to guests 21 years old or older. Our Bell Services staff coordinates non-Food and Beverage room amenity deliveries. Please refer to the Bell Services section.

Artwork:

Hyatt Regency Grand Cypress features a collection of over 1,000 pieces of art and craft work with an estimated value of \$1,000,000. A self-guided Walking Art Tour is available through our Concierge staff. Printed information and map are provided. The 35-minute tour takes you around the hotel and highlights some of the beautiful pieces of art.

Attendance Guarantee:

Your final attendance guarantee(s) for banquet food and beverage events is due by 11:00 am seventy-two (72) weekday hours in advance. This number will be considered a guarantee, not subject to reduction. Charges will be based on this guarantee for which you will be charged if fewer guests actually attend. The Hotel cannot be responsible for identical services for more than five percent (5%) over the guarantee for parties up to 500, for parties over 500, three percent (3%). Guarantees for Saturday & Sunday are due by 11:00am the preceding Wednesday. Guarantees for Monday are due by 11:00am the preceding Thursday. Guarantees for Tuesday are due by 11:00am the preceding Friday.

Should your guaranteed final attendance be significantly less than your tentative count, the Hotel reserves the right to relocate your event to a more suitable room to better serve your guests.

Audio Visual & Productions:

The Hyatt Regency Grand Cypress has approved Swank Audio Visuals to provide a comprehensive range of production services. Swank Audio Visuals is a full service production company, including full time management and staff on property.

Swank Audio Visuals feature:

- * Audio-visual equipment and technical staff
- * Sound and intelligent lighting systems
- * Videotaping and digital photography
- * Complete line of data projection and computer peripherals
- * Exhibit displays including Flat screen & Plasma monitors
- * All rigging must be scheduled with National Production Services
- * Event Internet Services
- * High Speed Access Lines
- * Assisted Listening Devices available upon advanced request

We recommend that you discuss your needs directly with Swank Audio Visuals. Please contact them at 407-239-8285 or e-mail at 328HG@swank.com. Please contact National Production Services at 407-857-6446 or www.nationalproductionservices.com

Baby-Sitting Services:

Our Child Care Center is located on the lobby level at the top of the escalators. Children between the ages of 3-12 years are accepted. Children must be potty trained. The Child Care Center is open from 8:00 am - 10:00 pm daily, Friday and Saturday until 11:00 pm. It is a drop-off facility.

Our Child Care Center can provide breakfast, lunch, and/or dinner, which is included in the all-day Camp rate.

Children staying in the Child Care Center are supervised at all times by trained staff. A jungle gym is available outside the Day Care Center in the adjoining playground area. Reservations are required.

Our Child Care Center has a listing of in-room babysitters that will provide one-on-one personalized attention to each child's needs. All babysitters are CPR trained. All in-room sitters have a four (4) hour minimum and reservations are required.

Fees: Our Child Care currently charges \$10.00 an hour for one child, and \$5.00 an hour for each additional child.

Our in-room sitters currently charge \$8.00 an hour for one child, and \$2.00 an hour for each additional child (4 hour minimum). A \$5.00 travel fee for the in-room sitters will be assessed.

Prices are subject to change without notice. Prices vary during holidays.

Banners/Signs:

The Hotel's Janus display reader boards are located outside of each meeting room. Printed signs are permitted outside function rooms on the ballroom level only and should be free standing or on an easel.

The Hotel reserves the right to approve all signage in banquet and meeting areas. All signs must be professionally printed. No signs are allowed on the guest room levels,

elevators and main lobby areas of the hotel or building exterior. On the boardroom level, the Hotel will supply reader board signs.

Please note that the Hotel's assistance is required when hanging any banners or signs. Engineering will hang up to ten (10) banners; the size of each banner is not to exceed 4 x 4. If the banner size is larger than 4 x 4, or the quantity more than ten (10), a production company will need to be hired. Banners over 16 square feet will be charged at \$1.25 per square foot, plus time and materials necessary to reinforce and hang large banners up to 10 banners. A Production Company is required for 11 or more banners. A fee is charged for hanging banners and signs.

Banquet Beverages:

The Hyatt Regency Grand Cypress offers two (2) tiers of beverages on banquet bars. Additional brands are available upon request. Please inquire about our complete wine list when planning your special event.

Call Brands

- *Smirnoff
- *Beefeater
- *Dewars/JB
- *Jack Daniels
- *Seagram*s VO
- *Bacardi Silver
- *Jose Cuervo Gold

Premium Brands

- *Absolut
- *Bombay Sapphire
- *Chivas Regal
- *Makers Mark Bourbon
- *Crown Royal
- *Bacardi 8
- *Jose Cuervo 1800

Deluxe Brands

- *Belvedere
- *Bombay Sapphire
- *Glenlivet
- *Knob Creek
- *Crown Royal Reserve
- *Captain Morgan Private Stock
- *Jose Cuervo 1800

All banquet bars include cocktail service, wines by the glass, beer, soft drinks, non-alcoholic beer, non-alcoholic wines, juice and mineral waters, unless otherwise requested. Cordials and champagne by the glass are optional.

To complement your Theme Parties, we also offer specialty drink stations such as Frozen Drinks, Martini & Manhattan Stations, and International Beer & Wine Selections for your enjoyment. Please contact your Catering/Convention Services Manager for more details.

Banquet Menu Selection:

We request that banquet menus, room arrangements and other details pertinent to each function be submitted to the Catering/Convention Services Department fourteen (14) days prior to your event or convention. Your Catering/Convention Services Manager will be happy to custom design menu proposals especially for your group 30 days prior and assist in selecting the proper menu items and program arrangements to ensure a successful event.

Banquet Policy and Procedures:

Please refer to Banquet Menu Policies and Procedures.

Bell Services:

The Bell Services Department is responsible for the movement of your luggage and the delivery of all non-food and beverage room amenities. Items delivered under the door are \$2.00 per room and in-room delivery is \$3.00 per room, up to 4 items. Over 4 items, \$1.00 per each additional item.

Our Bell Services Department coordinates Luggage Pulls from outside rooms and is not responsible for the movement of Personal Items such as cameras, laptop computers, jewelry, etc.

Any groups arriving or departing from the lower Portico area will be billed a portage charge to the master account. Porterage charges are currently \$10.00 per person, round trip. Please note that Porterage does not include valet parking or front drive services.

Billing/Credit:

The hotel requires proper credit information be established prior to the event or conference. A non-refundable deposit is required for all catering events and is outlined in your signed contract. We ask that 75% of the final bill be received prior to the group's arrival to the Hotel. This payment is to be made via cash, company check or credit card. The 25% balance due may be direct billed pending acceptance of a direct billing application and approval from our Hotel Credit Manager.

Box Lunches:

We are happy to coordinate box lunches, snacks to go and special meals for you to take with you on special events. Contact your Catering/Convention Services Manager for menus and prices. Box Lunches for Golf Groups will be provided by the Golf Department.

Business Center:

The Business Center is conveniently located adjacent to the meeting rooms on the lobby level and provides the following services:

- *Copy Services/Colored Paper/Large Volume
- *Color Copying
- *Office Computer Rentals
- *On-Site Computer and Software for use
- *Wireless Cards
- *Facsimile Services
- *Office Equipment Rentals
- *Shipping Services/Supplies
- *Office Supplies
- *Color Printing
- *Furniture Rental

Pricing for selected Business Center Services are at prevailing rates listed below. Please keep in mind that prices are subject to change without notice.

Photocopy Rates:

- *1-99 \$ 0.25
- *100-499 \$ 0.15
- *500+ \$ 0.10
- *Black and White Transparencies @ \$1.00
- *Color Transparencies @ \$2.00

Color copies:

- *1-10 Copies - \$ 2.00 each
- *11- 99 Copies \$ 1.50 each
- *100 + Copies \$ 1.00 each

Word Processing:

- *\$ 5.00 per page.
- *Temporary Employees

Facsimile:

- *Domestic - 1st Page @ \$3.00, each additional page @ \$1.00
- *International -1st Page @ \$8.00, each additional page @ \$3.00

Pre-Conference Printing:

- *Hardcopy or Digital Format
- *Full Binding Capabilities
- *High Volume Color
- *CD Creation & Duplication
- *Posters & Signs

High Speed Internet Access Computer Services:

- *\$1.00 Usage Fee
- *\$0.60 per each additional minute

Printer:

- *Black and White Printer \$0.75 per page
- *Color Printer \$1.50 per page

The Business Center offers a wide variety of business services. Equipment may be rented on an hourly, daily, or weekly basis depending on individual need.

The Business Center will charge for the handling of all packages and boxes shipped through their office to Fed-Ex, UPS and Airborne Express, including those shipped under your personal accounts. The fees are as follows:

- *0 lbs. to 10 lbs. \$3.00 per box
- *11 lbs. to 50 lbs. \$5.00 per box
- *51 lbs and over \$7.00 per box

Charges may be posted to a room folio, master account, or be paid by cash, Visa, MasterCard or American Express. For additional information, please call the Business Center at 407-239-3865.

Business Center hours:

- *Monday through Friday: 7:00 am - 7:00 pm
- *Saturday: 8:00 am - 4:00 pm
- *Sunday: Closed
- *Saturday, Sunday & Holiday hours may be modified depending on business.

The 11th Hour Business Center offers a 24-hour self-service area for your convenience. This includes a copier, computers and fax machine. All 24-hour stations are activated with a credit card.

Camp Hyatt:

Camp Hyatt is an active program exclusively for our guests 5-10 years old. Our activities focus on the Flora, Fauna & culture of this unique area of the "Sunshine State"

Camp Hyatt is available:

*Labor Day thru Memorial Day - Saturday and Sunday only

*Memorial Day thru Labor Day - 9:00 am - 4:00 pm daily, or 1/2 day sessions.

Rates:

*\$30.00 per half session

*\$60.00 entire day (Includes Lunch)

Please give us 24hr. notice for Camp Services.

Supervised Activities Include:

- * Fish Feeding Frenzy
- * Aquatic Adventures
- * Sandcastle Creations
- * Birds on Tour
- * Pedal Boat Power
- * Visit to Horse Hotel
- * Treasure Hunts
- * Fossil Fun
- * Nature Bingo

Car Rental:

Car Rental arrangements may be made at the Hertz desk in the lobby.

Cash Deposits:

The Hyatt Regency Grand Cypress has specific procedures for our cash paying guests. We require full payment in advance for room and tax, and a refundable deposit for incidentals (such as phone, in-room movies, and mini-bar privileges). The deposit is \$100.00 each day, per guest stay.

Certificate of Liability Insurance:

Hyatt Corporation and Grand Cypress Florida, Incorporated are named as additional insured as respects liability coverage while insured performing work under contract. CERTIFICATE HOLDER: Hyatt Regency Grand Cypress Resort at Orlando, One Grand Cypress Blvd., Orlando FL 32836.

Changing & Day Usage Rooms:

Changing rooms are available on a daily basis, based on availability. This allows guests to have a room to change in and shower if their own room is not available due to early check-in or late check-out.

Day use rooms are available for the guest who wishes to just use the facilities for the day. A room or parlor is assigned from 10:00am- 6:00pm at a set rate. The guest is registered as usual for billing purposes. Please contact your Catering/Convention Services Manager to secure a changing or day use room on arrival, departure or event day. Rooms are subject to availability.

Check Cashing:

Check cashing privileges are available at our Front Desk for hotel guests only. Guests may cash one check, for up to \$200.00 per stay, \$250.00 per stay for Gold Passport members with a maximum of 3 checks per stay, and \$500.00 per stay for Diamond Gold Passport members with a maximum of 3 checks per stay. A valid driver's license is required when cashing a check.

Check-In:

The hotel's check-in time is 4:00 pm. Room assignments prior to that time are on an availability basis.

Check-Out:

Check-out time is 12:00 pm. There are several options available when checking out. You may use the video check-out on your television, and pick up your receipt at the Front Desk as you depart. We also offer express check-out.

Children's Menus:

Menus for children 12 years of age and under are available. Please check with your Catering/Convention Services Manager.

China:

All banquet china is solid white or white with a pink rosebud design.

If you are planning an outdoor function in our Wilderness Area, we can provide tinware to complement an outdoor menu. Beverages are served in mason jars.

Church Services:

Baptist:

*First Baptist Church of Lake Buena Vista

*11551 North State Road 535

*407-239-6030

*(Sunday: 9:45 am, 11:30 am, 6:00 pm & Wednesday: 7:00 pm)

Catholic:

*Mary, Queen of the Universe Shrine

*8300 Vineland Avenue

*407-239-6600

*(Saturday: 6:00 pm)

*(Sunday: 7:30 am, 9:30 am, 11:30 am, & 6:00 pm)

*(Monday - Saturday: 8:00 am)

*Holy Family

*5125 South Apopka Vineland Road

*407-876-2211

*(Sunday: 7:00 am, 8:45 am, 10:30 am, 12:15 pm, & 6:00 pm)

*(Monday - Saturday: 6:45 am & 8:30 am)

*(Sat.: 8:30am, 5:00pm)

Episcopal:

*Church of the Ascension-Episcopal

*4950 South Apopka Vineland Road

*407-876-3480

*(Sunday: 8:30 am & 10:30 am & Wednesday: 6:30 pm)

Jewish:

*South West Orlando Jewish Congregation

*11200 South Apopka Vineland Road

*407-239-5444

*(Friday: 7:30 pm & Saturday: 9:30 am)

Lutheran:

*Christ the King Lutheran Church

*4962 Apopka Vineland Road

*407-876-2771

*(Sunday: 8:00 am & 10:30 am)

Methodist:

*St. Luke's United Methodist Church

*4851 South Apopka Vineland Road

*407-876-4991

*(Sunday: 8:15 am, 9:30 am & 11:00 am)

Presbyterian:

*John Calvin Presbyterian Church

*800 West Oak Ridge Road

*407-855-9371

*(Sunday: 9:30 am & 11:00 am)

Credit Cards:

The following credit cards are accepted for your convenience:

- *American Express
- *Carte Blanche/Diners Club
- *Discover
- *JCB
- *MasterCard
- *Visa

Crew Meals:

Special menus have been designed for 'roll-in' buffet service. Please contact your Catering/Convention Services Manager for menus and prices. Our employee cafeteria is available for our employees only.

Currency Exchange:

Foreign currency may be exchanged at the Hotel's Front Desk. A service charge of \$2.00 will apply to a transaction of \$200.00 or less and a 1% service charge applies on transactions of more than \$200.00. Exchange rates vary daily.

Dance Floor:

The hotel has parquet wood dance floors available for your social events. Should you be planning exhibitions or contests that may require additional dance floors, please contact your Catering/Convention Services Manager to arrange for rental equipment. The Hotel's dance floors are only available for in-door functions.

Decorations:

Theme Party decorations are available through our Preferred Vendors. Please contact your Catering/Convention Services Manager for our Preferred Vendor list.

All decorations or displays brought into the hotel must be approved prior to arrival and meet the approval of the local authorities and fire regulations. Items may not be attached to any permanent hotel structure or furnishing with nails, staples, tape, or any other substance in order to minimize damage to the public areas and help preserve its appearance.

Deliveries:

Deliveries to the hotel must be received at the loading dock located in our Receiving Department. Please ensure that all shipments and products are well marked. Please refer to the Shipping and Receiving and Package Handling Section.

Emergency:

For any emergency, please dial 55 from any house phone. An emergency response team will respond immediately. For medical facilities, refer to the Medical Section for more information.

Engineering Services:

To ensure your engineering needs at the Hyatt Regency Grand Cypress are handled properly, we request you contact your Catering/Convention Services Manager 14 days prior to your event.

*Electrical @ prevailing rates (Your Catering/Convention Services Manager will provide you with the information you need to contact Edlen Electrical Exhibition Services.)

*Security Locks @ \$20.00 each

*Banners @ \$20.00 each up to 4 x 4 (Please see restrictions for banners and signs on page 5) Large quantities of banners will need to be arranged through our approved Production Company.

*For liability reasons, we do not loan or provide ladders, lifts or power tools.

Last minute requests may result in double and triple time charges or your crew having to wait for service on set up day.

Entertainment:

The Hyatt Regency Grand Cypress' Preferred Vendor contacts in the entertainment industry make it possible to assure satisfaction and secure the best in local and national talent. For referrals, please contact your Catering/Convention Services Manager.

Equestrian Center:

The Grand Cypress Equestrian Center is a state-of-the-art boarding and training facility approved by the prestigious British Horse Society for training and livery. The center offers a wide variety of equestrian activities for riders of all ages from beginner to advanced level. Located at the north end of the Resort property, the main facility consists of a 44-stall barn, 3 lighted riding arenas, one of which is covered, turnout paddocks and a clubhouse with locker rooms, a lounge and the Tack and Gift Shop. Guests are welcome 365 days per year for lessons, trail rides, clinics, horse shows, camp programs and much more. The Center's trainers teach a range of disciplines including dressage, hunt seat, jumping, cross-country and basic western. Group trail rides for novice riders can be found at the Western Trail Barn located near the Hyatt Regency at the south end of the Resort property. A relaxing walk/trot ride meanders through the natural Florida landscape of pine and palmetto scrub. Pony rides and 15-minute Young Junior lessons are offered for the younger riders, ages 3-7. Visit the Tack and Gift Shop to browse the unique selection of riding apparel for adults and children, tack and equipment for the horse and a wide variety of gift items.

The Equestrian Center also offers an array of special group events. Dinner events include cocktails and Hors d'Oeuvres served in an immaculate barn where guests can mingle, see and touch the horses and watch a farrier at work while strolling musicians play their music. Guests proceed to the covered area for an elegant dinner followed by dessert and a lively and entertaining show demonstrating a sampling of the world of horses. Special events can also be tailored to the needs of the group.

Equestrian Center Price List:

Lessons:

Riders may use the Equestrian Center's quality school horses or provide their own horses.

	Grand Cypress Horse	Own Horse
*Private: Ages 7 & Up Per half-hour	\$55.00	\$50.00
*Per hour	\$100.00	\$90.00
*Young Junior Lesson: (ages 3-7)	\$25.00	N/A
*Semi-private Lesson***	\$90.00	\$80.00

***For two riders of equal ability, no beginners.

***Rates are per person, per hour.

	Grand Cypress Horse	Own Horse
*Group Lesson	\$50.00	\$45.00

Group lessons are for up to six riders. Must take a private lesson to be evaluated and placed in a suitable group. No beginners - must be able to walk-trot and canter.

Trail Riding: The Western Trail Barn is located on the southside of the resort with a 45 minute guided trail ride in western tack at walk or walk/trot only. Minimum age is 10 years old.

	Grand Cypress Horse	Own Horse
*Western Trail Ride	\$45.00	N/A
*Private Western Trail Ride	\$85.00	N/A

Reservations are required for riding activities; please call for times at 407-239-1938 or our Concierge/Guest Services Department at 407-239-1234, Ext. 51.

Short Term Boarding: (Vacation with your horse) \$45.00/day

The Equestrian Center is a full service boarding and training facility. Guests may bring their own horses or ride one of our school horses. The stables feature wide aisles, large stalls, turnout paddocks and daily care. Reservations are required for boarding as well.

Exposition Services/Procedures and Policies:

Regency Hall is our 16,600 square foot exhibit hall located on the convention level of the hotel. Maximum capacities for exhibit booths: Seventy-eight (78) 8' x 10' booths and seventy-two (72) 10' x 10' booths. All exhibits must have Fire Marshall approval. Regency Hall can also be divided into nine (9) break-out rooms. Please refer to diagram.

Please refer to the Procedures and Policies for Exhibits and Production Companies.

For drayage and exhibit service company references, please contact your Catering/Convention Services Manager.

Fire Codes:

Local fire codes must be adhered to and applied when planning and coordinating space, decorations and exhibits in the ballroom, Regency Hall, Tents and other meeting space. Please refer to Orange County Fire and Rescue Conventions, Trade Shows and Exhibits Standard #6005 provided in this binder. Details must be submitted 21 days in advance to Orange County Fire and Rescue. (Please Note: There will be NO EXCEPTIONS to Orange County Fire and Life Safety Codes and Requirements.)

The Hyatt Regency Grand Cypress is equipped with a state of the art fire safety system. When an alarm is pulled, the tie-in is triggered which notifies the Fire Department directly.

Flags:

For your convenience, the hotel has United States and Florida State flags available for meetings.

Florist:

For assistance with all of your floral needs, please contact your Catering/Convention Services Manager. Billing may go directly to your master bill.

Food/Beverage Service & Fees:

The Hyatt Regency Grand Cypress is responsible for the quality and freshness of the food served to our guests. Therefore, no food brought in from outside sources may be served. A 21% service charge and 6.5% sales tax will be added to all food and beverage charges. Hospitality suite charges are also assessed a 21% service charge and 6.5% sales tax.

An \$80.00 labor charge is added to all food and beverage charges for groups of twenty (20) or less. Butler/Server, Attendant and Chef charges are a minimum of \$80.00 each for up to three (3) hours and \$25.00 for each additional hour.

Please note that all alcoholic beverage sales and service are regulated by the State of Florida Department of Business and Professional Regulation Division of Alcoholic Beverages and Tobacco. The Hotel, as licensee, is responsible for the administration of these regulations. It is a hotel policy that no alcoholic beverages may be brought into the hotel from outside sources. Dispensing of all beverages must be done by Hyatt Regency Grand Cypress employees and not by guests of the Hotel.

A \$125.00 bartender charge may apply if you do not meet the minimum beverage revenue of \$750.00 per bar, per seventy-five (75) guests.

Front Desk:

The Front Desk will handout personalized welcome packages to guests as they check in for \$2.00 per item.

Gift Certificates:

Gift Certificates may be purchased from our Accounting Department. Contact our Accounting Office at 407-239-3967. Guests may also purchase them at the Front Desk.

Gift Shop & News Stand:

Our gift shops are located on the lobby level of the hotel. Shop hours of operation: 7:00 am - 11:00 pm daily.

Items available include:

- *Gift items
- *Swim suits
- *Men's & Women's clothing
- *Over the counter drug items
- *Candy
- *Newspapers

Golf:

Grand Cypress Golf Club, featuring 45 holes of Jack Nicklaus designed golf in an environment of privacy and calm, is ranked as one of the country's top golf resorts. Surrounded by unspoiled natural beauty, the North, South and East Courses of Grand Cypress assure an enjoyable golfing experience... and pleasant challenge. For a bit of sporting history, try our 18-hole New Course as a tribute to the Old Course at St.

Andrews, Scotland. Fine-tune your game at our practice facilities, which include two driving ranges, three practice holes, putting and pitching greens and practice bunkers. A variety of individual or group lesson packages are offered. Special Convention, VIP Pro-Ams and tournaments can be arranged. A full-service golf pro shop featuring golf equipment and accessories is also available. For tee times and transportation arrangements, please contact the Golf Office at 407-239-1909, or 407-239-4653, or your Catering/Convention Services Manager.

Prices are at prevailing rates and are subject to change without notice. Special orders of merchandise and gift certificates are available in the Golf Shop.

For golf instruction/clinics, please refer to our Academy of Golf section.

For golf instructions/clinics, please refer to our Academy of Golf section or our golf desk in the lobby.

Grand Cypress Academy of Golf:

Supervised by one of Golf Magazine's top 100 teachers in America, Academy of Golf Director Fred Griffin. The Academy features schools and instruction by PGA Instructor Phil Rodgers, and LPGA Hall of Famer Kathy Whitworth. Students at the Academy of Golf draw upon an immense wealth of golfing talent.

The Academy's 21-acre practice facility features par 3, 4, and 5 holes designed specifically by Jack Nicklaus to offer a 'hands on' challenge of the game. On the course uneven lies, fairway bunkers, and rough shots pose realistic tests to refine your skills. And since more than 50 percent of your game is played within 100 yards of the flag, our PGA and LPGA professionals will lead you through comprehensive instruction on putting, chipping, pitching and bunker shots.

ModelGolf brings an innovative dimension of golf instruction to Grand Cypress. Combining the science of biomechanics and computer technology, ModelGolf enables golfers to develop the ideal stroke and stance for each shot. Using ModelGolf technology, the Academy of Golf instructors will determine the ideal length, lie, swing, weight, and shaft flex necessary for your clubs to enable you to achieve a model swing based on your body size. Your entire ModelGolf experience will provide you with a year-long membership to ModelGolf's internet based personal improvement program.

Combining the revolutionary capabilities of CompuSport technology with an unparalleled level of teaching expertise, Grand Cypress Academy of Golf delivers a

unique comprehensive learning experience based solely on scientific findings and proven techniques.

The Academy has a variety of options to choose from. All programs and lessons are supported by the Academy's very talented PGA Certified instruction staff. We offer private lessons and 1, 2 and 3 day programs that can easily fit into any schedule. The Academy also specializes in Corporate Events creating instructional programs for virtually any size group. Program lengths are tailored to fit any meeting agenda.

The Academy also takes pride in conducting corporate schools and clinics that are not only productive for players of all levels but entertaining as well. Consider the benefits of hosting a program for your associates and the valuable time you can spend with them during a corporate golf school. These programs are the perfect way to enhance client relationships or reward your most productive employees.

Demonstration clinics just prior to your group's round are also an excellent way to reinforce good swings on the course. Program lengths will be tailored to fit any meeting agenda.

Please contact the Academy direct at 407-239-1975 or your Catering/Convention Services Manager.

Group Posting:

A listing of the Hotel's daily event schedule can be reviewed on Channel 3 of each guestroom TV monitor or on the convention level Janus reader board.

Please contact your Catering/Convention Services Manager for special posting requirements.

Guests Deliveries/Handouts:

The Front Desk will handout personalized welcome packages to guests as they check in for \$2.00 per item.

The Bell Services Department is responsible for the movement of your luggage and the delivery of all non-food and beverage room amenities. Items delivered under the door are \$2.00 per room and in-room delivery is \$3.00 per room, up to 4 items. Over 4 items, \$1.00 per each additional item.

Guest Rooms:

The Hyatt Regency Grand Cypress offers 750 guest rooms, including 62 suites. Each room offers a balcony with a view of the surrounding area, a smoke detector and sprinkler system, entry door security chain, peephole, deadbolt lock and VingCard electronic locking system.

Room amenities include: shampoo, conditioner, face and hand soap & shower cap. Hair dryers, irons and ironing boards are included in every room.

In-room movies can be accessed and charged to your room folio. In-room safes are available inside each guest room and the cost is included in the Resort Services Program.

Guest Services:

Our Guest Services staff located on the lobby level of the hotel serves as a liaison between guests and the hotel. They provide internal public relations and overall guest services. They can assist you and your guests with the following:

- *Dinner reservations
- *Airline reservations
- *Baby-sitting services
- *Shuttle, towncar and limo reservations
- *Attraction tickets
- *Golf tee-times
- *Floral arrangements (local and long distance)
- *Directions

For information, please call 407-239-1234, extension 51. Hours of operation are 7:30 am - 8:30 pm daily.

The Guest Service Department can provide a concierge dedicated to meeting the needs of a group's participants over the period of their stay. Two weeks advance notice is required; the fee is \$ 35.00 per hour.

Hair Salon:

The Grand Cypress Beauty Salon is located on the mezzanine level. Access is by elevator located next to the Business Center on the lobby level. To schedule an appointment, please call 407-239-1234, ext. 3894. Hours of operation: 9:00am - 5:30pm daily.

Salon Services:

* Lady's Haircut & Finish	\$60.00 & Up
* Men's Haircut & Finish	\$30.00 & Up
* Mustache & Beard Trim	\$15.00
* Shampoo & Style	\$45.00 & Up
* Full Highlighting & Lowlighting	\$150.00 & Up
* Partial Highlighting & Lowlighting	\$85.00 & Up
* Full Color	\$70.00 & Up
* Color Touch Up	\$65.00 & Up
* Up Do	\$50.00 & Up
* Braid	\$30.00 & Up
* Eyelash Tinting	\$30.00
* Eyebrow Tinting	\$20.00
* Make-up Application	\$45.00

Waxing:

* Eyebrow	\$20.00
* Lip or Chin	\$20.00
* Full Leg	\$75.00
* Half Leg	\$45.00
* Underarm	\$25.00
* Half Arm	\$30.00 & Up
* Bikini	\$30.00 & Up
* Back	\$50.00 & Up

Hands & Feet:

* Signature Manicure	\$30.00
* French Manicure	\$35.00
* Spa Manicure	\$45.00
* Signature Pedicure	\$55.00
* French Pedicure	\$60.00
* Spa Pedicure	\$65.00
* Paraffin Hand Treatment	\$10.00
* Paraffin Foot Treatment	\$15.00

Skin Care:

* Oxygen Facial (70 minutes)	\$120.00
* Thermal Ice Mask (60 minutes)	\$100.00
* Ginseng & Pearl Hydrating Mask (75 minutes)	\$95.00

A 100% surcharge will apply to any cancellation or no show with less than an hour notice. Additional salon services are available upon request. Prices are subject to change without notice.

Health Club:

The Hyatt Regency Grand Cypress Health Club offers the latest in computerized exercise equipment. Choose from our treadmills, elliptical cross trainers, Lifecycles & Life Fitness Strength stations & dumbbell free weights.

Health Club Amenities:

*Steam/Sauna	Complimentary
*Massage Therapy (By appointment)	
* Relaxation	1 Hour \$95.00
* Therapeutic	1 Hour \$105.00
* Aromatherapy	1 Hour \$105.00

On-site chair massages are available through the Health Club for functions and/or meetings. (Rates to be determined.) Chair massages are available on the Pool Deck at \$2.00 per minute, minimum of 15 minutes.

Health Club amenity hours of operation: 8:00 am - 8:15 pm by appointment only.
Health Club hours of operation: 6:00 am - 10:00 pm daily

Heli Pad:

The heli pad is located just off Grand Cypress Boulevard directly in front of the hotel. All requests for use must be cleared through Resort Operations at 407-239-4601.

Hospitality Services:

The Hyatt Regency Grand Cypress is pleased to offer a number of hospitality suites for entertaining. We offer a large variety of menus; three (3) full bar packages to choose from and a variety of per bottle pricing. Consumption bars are restricted to banquet functions only. Bar attendants are also available at a charge of \$75.00 for three hours and \$30.00 each additional hour.

For more information and menus, please contact your Catering/Convention Services Manager.

Hotel Brochures:

To obtain hotel brochures, please contact your Catering/Convention Services Manager.

Hotel Facts/History:

Please contact our Catering/Department at 407-239-3946 for press releases, slides, logos or information about the hotel.

Housekeeping:

Housekeeping offers day and evening services. Our guest request line is available twenty-four hours (24) a day, for convenience items.

*Rollaway Beds

*Cribs

*Toothpaste

*Hair Spray

*Mouth Wash

*Deodorant

*Combs

*Razor

*Shaving Cream

*Refrigerator - \$25.00 per stay

*Curling Iron

*Humidifier

*Women*s Necessities

*Heating Pad

*Choice of Foam or Feather Pillows

*Forget-Me-Not Kits (Tooth Paste, Tooth Brush, Razor, Shaving Creme, Comb, Woolite)

Turndown service is available upon request. The suggested housekeeping gratuity is \$2.00 per room, per night. Should you require specific room refresh times for key convention attendees, please contact your Catering/Convention Services Manager to arrange.

Internet Services:

Swank Audio Visuals can provide everything you need, including computers, data/video projectors, audio-visual accessories, along with everything necessary for quick access to the Internet. Internet connections are available outside of the Magnolia Rooms. Internet access is also available at the 11th Hour Business Center and in all of our guest rooms for a charge of \$9.99 per day. The rental computers come with Microsoft Internet Explorer or Netscape web browsers, and Microsoft Office. You may also use your personal desktop or laptop. An Internet Cafe/E-Mail Station can be added outside of your

meeting space for your attendees to access and print up-to-the-minute news and/or information to the Internet. Please call our office at 407-239-8285 for a quote based on your meeting requirements or e-mail us at www.328HG@swank.com.

Interpreter:

Should you require audio, video, or personal interpretation services for international attendees, please contact your Catering/Convention Services Manager for a vendor list.

Laundry/Valet:

The Hyatt Regency Grand Cypress offers Laundry and Dry Cleaning Services. Any laundry turned in by 9:00 am will be returned the same day by 7:00 pm. Laundry bags and price lists are included in each guest room closet.

Life Safety:

All meeting requirements, including registration, tent usage, and special set-ups, must meet the guidelines of existing fire codes and ordinances of Orange County. To facilitate this, we require an approved copy of all diagrams and floor plans be submitted at least fourteen (14) days prior to your meeting.

Limousine:

Limousine service to and from the airport or throughout the city is available from Mears Transportation. For assistance, please contact our Ticket and Transportation Desk at 407-239-1234, extension 4149.

Linen:

The following is a list of our current linen selections(Availability of colors is subject to change.):

*Napkins: Egg Shell, Black and White

*Tablecloths: Gray, Seafoam Green, Banana Yellow, Eggshell White and Black

*Skirts: Black, White, Black Floral, Hunter Green & Tropical.

Specialty linen may be coordinated through your Catering/Convention Services Manager. A list of additional tablecloths are:

*Red and white or blue and white checkered cloths

*Floor length white and black cloths

Locks:

The Hyatt Regency Grand Cypress utilizes the VingCard electronic locking system on all guest room doors. This locking system requires the use of a credit card type key. The lock is re-coded each time a guest checks out.

Meeting rooms on the Ballroom level utilize both VingCard electronic locking system and hard key cylinder locks are used. For meeting rooms on the Lobby level, the VingCard electronic locking system is used. Please contact your Catering/Convention Services Manager with any questions.

Logo:

Please contact our Marketing Department through our Sales Department at 407-239-3921 for promotional material, logo, or photographs.

Lost And Found:

When an article is found, it is turned into the Security Department. If the item is of value, security holds the item up to 90 days. All other items are held for 60 days. If the item is unclaimed after 60 to 90 days, it is returned to the finder.

The Security Department is available for inquiries twenty-four (24) hours daily. Guests are responsible for all shipping charges to return any claimed articles.

Managing Committee Members:

- *Paul Tang, General Manager
- *Stacey Nichols, Senior Exec. Assistant Manager, Rooms
- *Eduard Propst, Exec. Assistant Manager and Food and Beverage Director
- *Kirk Howard, CMP, Senior Director of Catering/Convention Services
- *Bob Dees, Director Sales & Marketing
- *Kenneth Juran, Senior Executive Chef
- *Larry McCloskey, Senior Controller
- *Dennis Ward, Director of Engineering
- *Mark Havard, Director of Human Resources

Medical Facilities:

We do not have a doctor on premises. Guests are referred to the following:

*Centra Care

*6001 Vineland Road

*407-239-7777

*(One block away) A shuttle will pick up guests at the hotel.

*The complimentary shuttle service is available by calling 407-239-6463.

*East Coast Medical Network, Inc.

*407-648-5252

*(Provides on-site medical services)

*Sand Lake Hospital (Approximately 5 miles)

*9400 Turkey Lake

*407-351-8500

*If necessary, a doctor can be called to make a *House Call* at the Hotel. This can be arranged through our Hotel Assistant Manager at the client*s request.

Prescriptions:

*Turners Drug Store (One block away and they deliver)

*12500 Apopka-Vineland Road

*407-828-8125

*CVS Pharmacy

*12145 S. Apopka-Vineland Road

*407-238-9333

*Walgreens Drug Store

*12100 S. Apopka-Vineland Road

*407-238-0400

*Walgreens Drug Store (24 Hour Pharmacy)

*7650 W. Sand Lake Road

*407-370-6742

Dental:

*East Coast Medical Network, Inc.

*407-648-5252

Meeting Room Capacities:

Contact your Catering/Convention Services Manager for floor diagrams.

Meeting Room Keys:

Keys for any meeting, office, or hospitality room will be provided upon request. Key issuance ensures room is locked, but not secured. (Refer to Locks Section)

If you request hard key locks to be changed, there will be a \$20.00 per lock fee; your signature will be required on a waiver form. There will be a charge of \$75.00 per key cylinder if all keys that are issued are not returned within two days after vacating the room. There is no charge for VingCard keys.

Although the rooms are locked, the Hyatt Regency Grand Cypress cannot be responsible for items left in these rooms.(Refer to the Security Section)

Meeting Room Set-Up:

Small pads and pens are supplied by the Hotel for appropriate meeting room set-ups at no charge once daily. If you wish these items refreshed more than once a day, the charge is as follows:

*Small Pads:	\$0.50 each
*Legal Pads:	\$1.25 each
*Hyatt Bic Blue and White Pens:	\$0.50 each

Nature Area:

45 Acres of natural Florida terrain are preserved in cooperation with the Florida Audubon Society. A Nature Area Guidebook and signage guides guests along a mile of raised boardwalks over three (3) different trails. Estimated time to complete all trails is 45 minutes.

Newspapers/Publication Delivery:

All guests receive Orlando Sentinel 7 days a week. Newspapers may also be purchased in our retail shop located on the lobby level of the hotel.

If your group has a publication that you would like delivered to each guest room, a delivery charge of \$1.50 per room, plus the cost of the publication will apply. Please contact your Catering/Convention Services Manager for further assistance.

Offices:

Refer to Registration Desk/Offices/Storage Section.

Office Equipment & Supplies:

Refer to the Business Center Services Section.

Outdoor Functions:

Refer to the Weather Clause Section.

Packages:

Packages to be held for group arrival should be marked with the conference name, dates, and meeting planner's name. A limit of ten (10) boxes weighing no more than 50 pounds each can be shipped to the hotel seven (7) days prior to the convention at no charge. Anything over this amount will be charged a handling fee of \$6.00 per box or \$100.00 per pallet. (Refer to Shipping)

Paid Outs:

Cash paid outs must be pre-arranged through the Accounting Department during regular Business Hours. (Monday - Friday 9:00 AM - 4:00 PM)

Parking:

The hotel has valet parking located beneath the hotel. The current rate is \$17.00 plus 6.5% sales tax, per night (24 hrs.) with in and out privileges. All temporary valet parking, (meaning non over-night) is \$10.00 plus tax payable to Valet Cashier upon departure. Gratuities are not included. Complimentary self-parking is available to guests in the banquet parking lot. If you are dining in one of the hotel restaurants, your restaurant server may validate tickets. All forms of payment are accepted.

Pianos:

Pianos can be rented from DC Moore & Son, Inc. For more information, e-mail: dcmooreson4@aol.com or 407-425-1765. The Hotel staff is not permitted to lift pianos on to stages.

Pitch-N-Putt:

Our nine (9) hole par three (3) course with holes ranging from 40 to 90 yards is fun for golfers and non-golfers alike. Clubs and balls are provided. Hours are 8:00 am - 6:00 pm.

For a unique group activity, consider our Nite-Lite golf competition. This cost is \$45.00 per player, plus applicable tax. (Prices vary depending upon the number of players.) Included in the price are: Golf fees, Group tournament fees, Golf clubs and Nite-Lite Balls, pairing and scoring. A minimum of 25 players is required with the maximum being 54 players at one time. Starting time is Dusk.

Competitions can be conducted for groups. Hours of operation are seasonal and prices are subject to change without notice. Contact your Catering/Convention Services Manager for further information.

Pre-Convention Meeting:

In order to introduce our key clients to the key contacts of the hotel, we would like to arrange for a pre-convention meeting a day or two prior to your main group arrival. Please coordinate a convenient time for this brief meeting with your Catering/Convention Services Manager.

Post-Convention Meeting:

To obtain feedback and better serve our clientele, we encourage a brief post-convention meeting. This meeting allows your Catering/Convention Services Manager, as well as the Sales Manager, to receive comments directly from the key contact in your organization.

In an effort to provide increased customer service, you may receive a phone call from a market research survey company shortly after the conclusion of your event. If contacted, we would greatly appreciate it if you would take time to answer their questions. Your honest and candid feedback is what will allow us to provide the best service possible. Should you not wish to participate, please advise us prior to your departure.

Private Butler Service:

Our guest rooms contain a mini-bar for your convenience. We proudly serve Pepsi-Cola products. The bars contain mini bottles of liquor, beer, soda, wine and snacks. Keys are provided at check-in to gain access to these bars. The mini-bars are restocked on a daily basis and charged to your account upon consumption.

To avoid after departure charges, please list the items consumed on the last day of your stay on the attached price list and submit to the front desk cashier.

When using express check out, you may call the cashier with your last consumption.

If specific products need to be completely removed from the bars, there is a \$15.00 removal charge.

Please call 407-239-1234, ext. 4280 between 9:00 am - 3:00 pm daily if you have any questions or special requests. A member of our private butler staff will be pleased to assist you.

Special note: The private butler mini bar contains alcoholic beverages. Do not allow minors access to the bar, and lock your bar when leaving your room.

Productions Guidelines:

For groups planning extensive productions, please ask your Catering/Convention Services Manager. This includes information necessary for any rigging needed during your conference. National Production Services oversees all of the Hyatt Regency Grand Cypress' rigging and can be reached at 407-857-6446. We will be happy to provide extra copies for your production and technical contacts, in addition to room diagrams. Information can also be accessed on the internet at: www.nationalproductionservices.com.

Production Services:

See Audio Visual Equipment and Services section.

Promotional Materials:

No posters or banners shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, podiums or other parts of the building or furniture. Distribution of promotional gummed stickers or labels is strictly prohibited. Anything in connection herewith, which is necessary or proper for the protection of the building, equipment or furniture, will be at the expense of the Group/Event.

For your convenience, the Hyatt Regency Grand Cypress has daily event postings in each guest room on Channel Three (3) and on the convention level Janus board.

The hotel requires that all signage be professionally printed. Refer to the Banner and Signs section of this manual.

Public Transportation:

Mears Transportation offers transportation services of motor shuttle, motor coaches, luxury limousine, A-1 bus line, towncars, Yellow Cab, City Cab and Checker Cab, as well as destination management services.

Please contact our Ticket and Transportation Desk for assistance at 407-239-1234, extension 4149.

Racquet Club:

The Racquet Club offers 12 private courts; eight (8) clay and four (4) hard surfaces with five (5) lighted courts for night play. Clinics, lessons and Corporate/Group programs are available with USPTA professionals. Equipment rentals are available.

Racquet Club Price Guide:

Tennis Lessons:

*Private	\$45.00/Half Hour	\$80.00 Hour
*Semi-Private(2 Players)		\$90.00 Hour
*Clinic (11am Daily)		\$30.00/Person
*5 Hour learn and play lesson series	\$199/Person (Semi)	\$369/Person (Private)

Court Fees (8 Clay, 4 Hard):

*Hard (Deco-Turf II)	\$20.00/Court/1 Hour	\$40.00/Court/Daily
*Clay (Har-Tru)	\$25.00/Court/1 Hour	\$50.00/Court/Daily
*Racquetball (Open-air)	\$10.00/Court/1 Hour	\$20.00/Court/Daily

Please note: Courts are complimentary for guests on the Resort Services Program.

Rentals:

*Racquet Rental	\$8.00/Day	
*Ball Machine	\$15.00/Half hour	\$30.00/Hour

Group Program:

- *Round Robin Tennis Tournament (2-4 Hours, 6 person minimum)
- *Davis Cup Team Tennis Event (2-4 Hours, 8 person minimum)
- *Tennis Baseball (1-2 Hours, 6 person minimum)

Group VIP Clinic:

*2 Hour, 3 person minimum

*If you are unable to keep your lesson, kindly give us two hours notice to avoid a 50% surcharge.

For reservations and more information, please contact our Director of Tennis at 407-239-1944. Rates are subject to change without notice.

Radios/Pagers/Nextels:

Radios and Nextels may be rented from SWANK Audio Visual Services, our in-house audio-visual company. (1) Nextel phone will be provided for the Meeting Planner.

Recreation:

Our beautiful recreation area is highlighted by our 800,000 gallon, half-acre, free form swimming pool that contains 12 waterfalls and three whirlpool spas. Lake Windsong provides sailing, paddle boating, kayaks and canoeing from our 1,000-foot beach. Our beach cruiser bicycles provide an opportunity to take a leisurely ride around the 1,500 acre Grand Cypress Resort. Our Game Room will offer you challenges and excitement from 6:00 am - 11:00 pm.

If jogging or walking is your sport, we offer three (3) trails which range from 1.3 to 4.7 miles. After your workout or before a massage, enjoy our steam, sauna and separate locker rooms for men and women. If you desire a massage, our staff of professional massage therapists offer massages by appointment. Chair massages are also available for the group upon request.

Recreation Price Guide:

Pool Hut, open from 8:00 am to 8:00 pm

*Swedish Massage	\$95.00 Hr. / \$145.00 1.5 Hr.
*Specialty Massage	\$105.00 Hr./ \$155.00 1.5 Hr.
*Scuba Program (3 Hour Session)	\$200.00 (2 ppl. minimum - 13 years and older)
*Goggles	\$10.00- \$16.00
*Hawaiian Tropic	\$11.00 & Up
*Beach Bicycle (per Bike per hour)	\$5.00
Quadracycles	\$16.00 ½ Hr. / \$26.00 Hr.
*Paddle Boats (Two (2) man)	\$7.00 ½ Hr. / \$10.00 Hr.
*Paddle Boats (Four (4) man)	\$10.00 ½ Hr. / \$14.00 Hr.
*Kayaks or Hydro Bikes (1 Person)	\$7.00 ½ Hr. / \$10.00 Hr.
*Kayaks or Hydro Bikes (2 People)	\$10.00 ½ Hr. / \$14.00 Hr.

*Canoe	\$7.00 ½ Hr. / \$10.00 Hr.
*Aqua Cycles	\$7.00 ½ Hr. / \$10.00 Hr.
*Sunfish Sailboats	\$15.00 Hr.

Boats, Bikes and Pitch & Putt are included for guests on the Resort Services Program.

Children's daytime and evening activities:

Prices are based upon 25 participants with a four (4) hour minimum activity period:

*25-49 Children	\$40.00 per child
*50-99 Children	\$36.00 per child
*100+ Children	\$32.00 per child

Special Package cost:

*Alligators Will Travel	\$400.00
*Caricature Artist (2 Hour minimum)	\$175.00 Hr.
*Clown	\$350.00
*Disc Jockey (3 Hours minimum)	\$150.00 Hr.
*Florida Robotics	\$400.00 Hr.
*Story Teller	\$350.00 Hr.

Extended hours of service are available on a per hour/per child basis as follows:

*25-49 Children	\$6.50 per Child
*50-99 Children	\$5.50 per Child
*100+ Children	\$4.00 per Child

A 21% service charge will be added to the total amount of each program. Charges will be posted to the Group's Master account. Please note: The prices listed for activities and packages do not include food and beverage charges.

A facility charge will apply if bringing in an outside company to do special recreation events (team building, children's party etc.).

All prices are subject to change without notice.

Recycling:

Thirty (30%) percent of the trash generated by the Hyatt Regency Grand Cypress is recycled. The recycling program began in 1991, spurred by Hyatt's growing concern for diminishing space in landfills.

We recycle more than one million pounds of refuse per year, including cardboard, newspaper, aluminum, office paper, computer paper, styrofoam, magazines, plastic and grease. To complete the recycling cycle, we also purchase items made from recyclable material whenever possible.

Regency Club:

The Regency Club floors are privately accessed floors consisting of guest rooms, suites and a lounge. A multi-lingual and experienced staff is dedicated to assisting guests staying on the Club level by providing information and suggestions on dining, theme park information, transportation, and future hotel accommodations.

Facsimile service is available on a complimentary basis from the lounge. Regency Club guests are invited to visit the lounge on Club level to enjoy complimentary continental breakfast, fruit, cookies, hot and cold hors d'oeuvres and beverages.

Registration Assistance:

Should you require registration assistance or on-site convention staffing, please contact the Orlando/Orange County Convention & Visitor's Bureau at 407-363-5800.

Registration Desk/Office/Storage:

The Hyatt Regency Grand Cypress has a permanent registration area on the convention level. There are a variety of other locations that are also suitable for registration desks. Contact your Catering/Convention Services Manager for locations and availability. All registrations must be on the convention level.

Meeting rooms suitable for offices or storage should also be discussed with your Catering/Convention Services Manager.

Handwritten signs and flip charts are not allowed in the hotel lobby, elevator areas or the sleeping room floors.

Reservations:

Should you care to make a room reservation at Hyatt Regency Grand Cypress or any Hyatt Worldwide, please call 1-800-233-1234.

If you will require a block of rooms reserved for a convention or specific event, please call our Group Sales Department directly at 407-239-3921. Please be prepared to advise us of any specific needs at that time; i.e. suite requirements and arrival and departure pattern.

Reservation Cards:

All reservations made by a reservation card must be accompanied by a one (1) night*s room and tax deposit. Reservations made by phone directly to our Reservations Department must be guaranteed with a one night’s room and tax deposit within 14 days of verbal confirmation. The deposit will not be refunded if the reservation is canceled less than 72 hours prior to arrival. First night*s room and tax will be posted to individual credit card upon booking a sleeping room.

Upon check-in, guests will be asked to confirm their departure date. At that time, scheduled departure dates can be altered. If for any reason a guest checks out of the hotel earlier than anticipated, there will be an early departure fee charged to the guest*s account, or master bill if applicable, equal to 50% of the daily rate. For assistance, please contact your Catering/Convention Services Manager.

Resort Services Program:

We strive to provide the highest level of guest service in balance with a better value to our guests. Our Resort Services Program allows us to provide an abundance of special touches and amenities to our guests, as well as simplicity during their visit. The charge is \$13.00 per room per day, added to the guest room account, and High Speed Internet is included.

The Resort Services Program includes the following services, activities and amenities:

- *Unlimited access for local, 800 or 888 calls and in-state credit card calls
- *Daily transportation to the Orlando Area Major Theme Parks
- *Unlimited access to the Health Club
- *Unlimited use of the following Resort activities:
 - *9-hole Pitch & Putt course
 - *Resort golf driving range access
 - *Water sports including sail boats, paddle-boats, canoes and hydro-bikes
 - *Bicycle rentals, including quadracycles
 - *Court time at our Racquet Club

Restaurants & Lounges:

Cascade: Cascade elevates the main dining room to a new form with such exciting design elements as a brass spiral staircase and a 35-foot high, bronze mermaid sculpture as the focal point of a fountain occupying center stage. This full service restaurant offers 180 seats.

- *Hours of operation: Seasonal. Please ask the Catering Manager for a current listing.
- *Menu: Continental Cuisine.
- *Alcoholic Beverage: Full service bar from 11:30 am - 2:00 pm
- *Dress code: Casual attire, no cut-off shorts or swim suits.
- *Seating capacity: 180 guests. Maximum number of guests at one table is fourteen (14).
- *For reservations, please call 407-239-1234, extension 3853.

Palm Cafe & General Store: Palm Cafe, an open marketplace located next to the Cascade Restaurant on the hotel's lower level, is a perfect alternative for an active lifestyle. The General Store located adjacent to Palm Cafe offers one-stop shopping, featuring your favorite snack foods, packaged goods as well as cold beer, munchies and ice cream. We even have health-conscious treats such as fresh fruit juices, frozen yogurts and power bars.

- *Hours of operation: Seasonal. Please ask the Catering Manager for a current listing.
- *Menu: Sandwiches, Burgers, Hot Dogs, French Fries, Salads, Fresh Fruits, Soup of the Day, Pizza, beer and all your favorite munchies are available.
- *Seating capacity: 85 guests indoors and 30 patio seats.
- *For additional questions, please call 407-239-1234, ext. 4248.

Trellises/Perks: Begin your morning in Perks where we proudly serve Starbucks coffee along with an assortment of fresh pastries. A focal point in our lobby, Trellises/Perks Lobby Bar offers the ultimate vantage point for our patrons in our beautiful glass topped atrium as well as nightly entertainment. Seating inside is nestled around cascading waterfalls and surrounded by exotic palms and flora. Outside, on the Trellises terrace, you will find a panoramic view framed by a spectacular Florida sunset or a canopy of twinkling stars.

- *Hours of operation:
Perks: Sunday - Saturday 6:00 am - 11:00 am.
Trellises: Sunday - Saturday 11:00 am - 12:00 am
- *Entertainment: Varies Nightly
- *Dress Code: Casual attire. Shirts and shoes required.
- *Location: Trellises/Perks Lobby Bar is located in the main lobby.

Hemingways: Dining at Hemingways is truly a culinary adventure! This 150-seat seafood specialty restaurant is just bursting with Old Key West flavor. Perched atop a huge rock precipice overlooking the palm fringed, lagoon-like pool, the open-air design of Hemingways features whirling ceiling fans, wicker furniture and tropical palms. Wait staff in tropical style uniforms tend to patrons in this restaurant, which is imaginatively themed in a tribute to *Papa Hemingway*.

*For parties of 13 or more, please call the Catering Department at 407-239-3946

*Hours of operation: Sunday - Saturday 6:00 pm-10:00 pm

*Menu: Steak and Seafood in a Key West style atmosphere.

*Dress code: Casual to dressy attire. Hemingways is a non-smoking restaurant.

*Please call 407-239-1234, extension 3853 for reservations.

Hurricane Lounge: Just a stone's throw inside Hemingways Restaurant is the Hurricane Bar, where, you can sip on our famous tropical libation 'The Papa Doble' and feel the adventurous spirit that made the restaurant's namesake a legend. Enjoy your favorite appetizers as you revel in the dramatic view of our resort's water playground and tropical ambiance.

*Alcoholic beverages: Full service bar available.

*Hours of operation: Sunday - Saturday 5:00 pm - 10:00 pm

Chefs Table At La Coquina Kitchen: Experience a one-of-a-kind opportunity to dine in the kitchen of the award-winning LaCoquina restaurant. Witness the creation of a five-course dinner masterpiece by our highly trained team of culinary masters as you dine in the kitchen. The Chef will also pair menu items with a superb selection of wines to complement the flavor of the food. This intimate, yet exciting atmosphere provides an escape from ordinary dining and promises an unforgettable experience for all who partake of it.

Hours of operation: Wednesday - Saturday 6:00 pm - 9:30 pm

La Coquina Brunch: Enjoy the most unique champagne Sunday Brunch imaginable. Our Chef transforms his working kitchen into a French marketplace themed setting, offering a spectacular brunch of culinary delicacies that are a treat for the palate and the eyes.

Hours of operation: Sunday 10:30 am - 2:00 pm

White Horse: For the steak lover, we offer Whitehorse Steak and Chop House. Enjoy the upscale sports surroundings while dining on the best Filet Mignon or All Natural Chicken the city has to offer. Try some of our Gator Tails at the bar and enjoy your favorite Sport on our TV*s featuring satellite feed from around the world.

*Hours of operation: Dinner: 5:00 pm - 11:00 pm

*Dress code: Casual attire.

*Seating capacity is 90.

*For parties of 13 or more, please contact the Catering Department at 407-239-3946

*For reservations, please call 407-239-3853.

Room Service: A restaurant at your fingertips. Open twenty-four hours a day serving breakfast, lunch, dinner and late night dishes. For children under 12, smaller portions are available at half price.

Room Service is also available for hospitality suite service and food and beverage amenity deliveries.

A \$2.50 room service delivery fee as well as a 20% service charge and a 6.5% sales tax apply. For more information, please contact the Room Service Manager at 407-239-1234, extension 54.

Ropes/Stanchions:

A nominal amount of rope and stanchion is available for any of your convention needs. Please note that these must be utilized in accordance with fire codes. Contact your Catering/Convention Services Manager for more information.

Safety:

Refer to the Emergency section.

Safety Deposit Boxes:

A limited number of safety deposit boxes are available 24 hours a day at the Front Desk at no charge. A fee is applicable if a key is misplaced. In-room safes are also available in each guest room and the cost is included in the Resort Services Program.

Security:

The Hyatt Regency Grand Cypress cannot be responsible for the safekeeping of equipment, supplies, written materials, or any other valuable items left in function rooms by the group. Accordingly, the group acknowledges that it will provide security for any such above mentioned items and hereby assumes responsibility of loss thereof.

The Hotel Security Department can provide security for your group or recommend a security company. Contact your Catering/Convention Services Manager for more information.

The security rate is \$28.00 per hour. Holiday rate is \$33.00 per hour. Less than 10 days notice is \$38.00 per hour.

*The Hyatt Regency Grand Cypress does not permit armed security.

*Any outside security must be a licensed and bonded security company and pre-approved by Hyatt.

*It is the responsibility of the client to hire security for an exhibition area for the entire period that the exhibit area is occupied.

Shipping/Receiving:

The Hotel's shipping address is:

Hyatt Regency Grand Cypress
One Grand Cypress Boulevard
Orlando, FL 32836
Phone: 407-239-1234
Fax: 407-239-3800

For conventions, a limit of 10 boxes weighing no more than fifty (50) pounds each can be shipped to the hotel seven (7) days prior to the convention at no charge.

Anything over this amount will be charged a handling fee of \$10.00 per box or \$100.00 per pallet. No deliveries can be made through the public areas of the hotel. Please deliver all materials through the service hallways only.

All packages must contain a label with the following information:

1. Guest Name
2. Conference Name
3. Date meeting is to be held (and location if known)
4. Guest Phone Number

The hotel shall not be liable for safe or timely arrival of packages sent to the hotel by or for the group. It is the group's responsibility to check that the contents are intact. The hotel accepts no liability for lost, stolen, or damaged goods.

The hotel will not accept cash delivery shipments. Due to limited storage areas, the hotel cannot accept any exhibit drayage packages for an exhibit company. Should an exhibitor send packages, they will not be accepted. Please make arrangements for pre and post shipping, drayage, handling and storage with the Exhibit/Production or Decorating Company handling your event.

The Business Center handles the shipping out of all boxes. We will ensure that Federal Express and UPS picks up all packages. The Business Center will track all packages. For these services, there is a handling fee as follows:

*0 to 10 lbs.	\$3.00 per box
*11 to 50 lbs.	\$5.00 per box
*51 lbs. & up	\$7.00 per box

Clients can arrange pick-up with an outside shipping service but will be responsible for labeling and pick-up arrangements. We will be happy to move the boxes for the client to a storage area until the shipping company picks them up, but we assume no responsibility for these packages. We recommend the client have one of their staff stay with the packages until pick-up. If you have any questions or concerns, please call your Catering/Convention Services Manager.

Signage:

See Banners Section.

Smoking:

Smoking is not permitted in any indoor public area of the hotel as stated in Florida Legislative Bill #63-A. The only venues where smoking is allowed are designated smoking guest rooms and any area outside the hotel.

Special Events:

Should you require additional production or coordination assistance planning your special events, please contact your Catering/Convention Services Manager for a list of our preferred vendors. All our vendors are event professionals and have experience working with the hotel.

Sports:

For sports enthusiasts, Orlando is home to the NBA's Orlando Magic Basketball team, Arena League Orlando Predators and the Atlantic Coast Hockey League's Orlando Seals. Events are held at the TD Waterhouse Center located in downtown Orlando.

Spouse/Guest Programs:

Please advise your Catering/Convention Services Manager if you would like to plan specific spouse, guest, or children*s activities. Our Recreation Department will customize on-site events and activities to fit your programs.

Staging/Platforms:

The hotel has portable staging available in the following sizes:

*6' x 8' x 8'

*6' x 8' x 16'

*6' x 8' x 24'

*Hotel staging is for in-door use only.

An ADA ramp will be provided unless otherwise requested by the client. Should you require extensive staging, consult with your Catering/Convention Services Manager for price quote and availability.

Starbucks Coffee:

We proudly brew Starbucks Coffee in all restaurants, lounges and banquet events.

Banquets offers the Starbucks Caffe Verona selection with a bright, full body and a hint of roasted sweetness. Cascades, Room Service, Perks and Palm Cafe offer the Starbucks Breakfast Blend selection, which is a light-bodied blend of Latin American beans with a nicely balanced, mild flavor. All outlets offer the Starbucks House Blend for the decaffeinated selection with a bright lively flavor and a light-bodied blend of Central American beans. For a cooler refreshment, try the Starbucks Frappuccino available in Coffee, Mocha, Vanilla and Caramel blends.

Storage:

Customers or contractors cannot use hotel public areas and service hallways for storage of supplies or equipment. Refer to Registration Desk/Office/Storage Section.

Suites:

The hotel has seven (5) Atrium conference rooms ideal for events 30 people or less.

Suites and parlors are available at hotel published rates; and confirmed upon availability.

Swimming Pool:

Our hotel includes a half-acre free form swimming pool, one of the largest in the world with waterfalls, waterslide and a grotto food bar. The 800,000-gallon pool features three (3) levels, 12 dramatic cascading waterfalls and a 125-foot waterslide. A tropical, lagoon-like setting has been created with lush vegetation and spas among the rocks at water's edge. The 86,400-gallon smaller pool is heated year around. ADA approved lifts for access to the pool and spa are available upon request.

Taxes:

Following are the current non-negotiable tax rates that will be applied to your billing:

- *12.5% Room tax (6.5% state & city tax and 5% occupancy tax)
- *21% Service charge for all food and beverage functions
- *6.5% Sales Tax
- *6.5% Meeting Room Rental Tax

Occupancy tax is non-exempt. Tax rates are subject to change without notice.

Town Cars:

The cost of a town car with meet and greet service from the airport to Grand Cypress is \$60.00; the cost from the Hyatt to the airport is \$50.00. Our Concierge Department will assist you in making transportation arrangements. Town cars can also be found on our front drive.

Teleconferencing:

Teleconferencing may be arranged in our ballroom. For assistance, please contact your Catering/Convention Services Manager.

Telephones:

Telefaxing: Receiving guest faxes 1-4 pages no charge. Five pages or more: \$1.00 per page.

D.I.D (Direct Inward Dial): \$225.00 per phone installation for the duration of your convention plus cost of calls. Allows in-house, local, long distance and 1-800 calls. Calls bypass the hotel switchboard unrestricted, unless specified. For outgoing call access dial 9.

Custom programming: Rollover, Hunt, Call pick-up, etc. \$50.00 programming fee per phone.

Note: All phone lines are DID unrestricted unless otherwise requested.

Direct Distant Dial: This is a direct line that does not go through the hotel's switchboard, and has its own ten (10) digit number. Client should order directly from Sprint United Telephone. Client will be billed by Sprint for the installation cost, a minimum of one month's service cost and the cost of calls made from Sprint. Advance notice is necessary. A \$225.00 charge per line will be incurred for the hotel for final meeting room installation.

Data Line and T-1: Client orders direct from Swank Audio Visual at 407-239-8285 or 328HG@swank.com, a minimum of 90 days in advance. Please notify both the Hyatt Communications Manager and Swank Audio Visual. Costs may vary based on your requirements. The Hotel will charge \$225.00 per line (plus the cost of additional materials if needed) for final meeting room location installation.

ISDN: Client orders directly through Sprint. Contact Rodney T. Rackley at 1-800-529-4259 ext. 3755. The Communications Manager must be notified of date and time of installation. The Hotel will charge \$225.00 per line (plus the cost of additional materials if needed) for final meeting room location installation.

Speaker Phone: Desk style phone with speaker. Additional \$50.00 per day in addition to the line cost.

PolyCom & Voicepoint : \$175.00 per day added to the cost of line. PolyCom has high quality multi-directional capability with expansion microphone arms. Voicepoint is a full duplex conference style speaker phone.

Multi-Line (D-Term) Phones: \$300.00. This phone will feature two lines; a direct in-dial number plus one rollover line, call forwarding, transfer conference and hold button. Additional lines on phone \$50.00.

Voice Mail: Added for an additional \$50.00 per phone.

Call Access Restriction Levels:

*Unrestricted long distance, local, 800 #s.

*Local / 800 calls only.

Code Word Access:

Restricted to local or in-house, outside access through hotel operator via password.

Messages:

*1 - 9 Messages	Free
*10 + Messages	\$2.00 Per Message.

Prices are subject to change.

A \$300.00 deposit must be made to apply toward phone installations and the cost of calls per line. Any credit due back will be refunded.

There is a \$50.00 service charge per line for all requests not made 5 days in advance.

Two-way radios, digital pagers and cellular phones may be arranged through Swank Audio Visuals at 407-239-8285.

Please keep in mind that our phone equipment is upgraded on a regular basis and prices are subject to change without notice. For any telephone requirements, please contact your Catering/Convention Services Manager or Communications Manager.

Tours/Sightseeing:

Orlando's best known features, our world class attractions, offer visitors something really magical...the chance to visit a new world every day and they're always growing and changing! Where else but Orlando can you stand inches from a killer whale, see films in the making, witness the launch of a space shuttle and shake hands with the world's most famous mouse...all in a single week? Go behind the big screen scenes at Universal Studios Florida or Disney-MGM Studios Theme Park. Make friends with whales and dolphins and tremble at the 'Terrors of the Deep' at Sea World of Florida. Then ride the waves and waterspouts at our spectacular water parks. There's still plenty of fun left -- like golf on our Jack Nicklaus signature courses, tennis,

racquet sports, jogging, game room, library, natural trails, pitch-n-putt, paddle boats, massages and more.

If you need assistance on any of the above, please contact our Concierge/Guest Services Department at 407-239-1234, ext. 51.

Disney Tickets: Exclusive Meeting and Convention Park Hopper tickets are available to all Hyatt Regency Grand Cypress groups. Your guests could enjoy all four theme parks and Pleasure Island * all in one day if they like! These tickets must be ordered in advance and are not available at the gates of the Disney theme parks. (PRICES SUBJECT TO CHANGE)

These tickets are available at the Mears Desk.

Current options for advance purchase park-hopper tickets:

3-Day Meeting Convention Ticket	\$197.00 Adult
(includes one admission to Pleasure Island)	\$162.00 Child

2-Day Meeting/Convention Ticket	\$134.00 Adult
(includes one admission to Pleasure Island)	\$114.00 Child

All convention tickets are good for ten (10) days from the first day of use. For information on purchasing tickets, please contact Walt Disney World Attractions at 407-828-5243

Universal Tickets: Convention Passes are available to all group attendees for Universal Studios, Islands of Adventure and City Walk. The Convention Ticket is after 2:00 pm, \$42.00 per person, one-park only. These tickets must be ordered in advance and are not available at the Universal Gates. (PRICES SUBJECT TO CHANGE)

1-Day/1-Park Pass	\$73.35 Adult
(Universal Studios OR Islands of Adventure)	\$61.60 Child

2-Day/1-Park	\$84.00 Adult
(Universal Studios OR Islands of Adventure)	\$73.00 Child

2-Day Universal Orlando Pass (3 rd Day Free)	\$124.00 Adult
(Unlimited Park -to-Park Pass)	\$113.50 Child

CityWalk Party Pass	\$10.00 Adult
(Unlimited admission to the Paid Entertainment Venues)	

All Universal tickets are available at the Mears Desk. Or, for information on purchasing tickets, please contact Pat Tracey, Universal Event Sales at 407-224-8051.

SeaWorld: Meeting attendees are invited to experience a day of adventure at SeaWorld Orlando. Present photo ID and proof of meeting/convention registration at the Guest Relations Window to receive this special value. Offer valid for attendee and up to 5 guests in the same party.

1-Day Admission to SeaWorld	\$67.95 Adult
	\$55.20 Child
After 12:00 pm Admission to SeaWorld	\$46.00 Adult/Child
SeaWorld's Aloha Polynesian Luau	\$43.00 Adult
	\$28.00 Child

These tickets are available at the Mears Desk. Or, for information on purchasing tickets, please contact Mark Tarborelli in SeaWorld Group Sales at 407-363-2559.

Voice Mail:

Each guest room is equipped with a voice mail service. If the light on your phone is blinking, you simply dial extension 4747 to access your calls. Or, if you are away from your room, call the hotel operator from any house phone to retrieve your messages.

Group voice messaging may be done for limited numbers with advance notice for a nominal fee. All members of your group must be checked in to have their voice mail activated. Please contact your Catering/Convention Services Manager for specifics.

Weather Clause:

For evening functions, the Hotel will decide by 2:00pm on the day of your function whether it will be held outside or inside. For daytime functions, the Hotel will decide by 5:00pm on the day prior. Should there be a report of 30% or more chance of precipitation in the area, the scheduled function will take place in the designated back-up location. Temperatures below 60 degrees and/or wind gusts in excess of 20 mph shall also be cause to hold the function indoors. If lightening storms or severe weather conditions are expected in the vicinity that may endanger the safety of guests or employees, the Hotel reserves the right to make the FINAL decision.

Start time for Pool Deck functions is 7:00pm Daylight Savings time and 6:00pm during Eastern Standard time. Curfew for outdoor functions on the Pool Deck and Grand View Terrace is 10:00pm. The Wilderness and Lakeside Conference Center curfew is 12:00midnight. The facility charge for in-house groups under 100 people on the Pool Deck, The Cypress Point Pavilion and the Wilderness Area is \$300.00. All Lakeside Conference Center, Pool Deck, Cypress Point and Wilderness outdoor food functions are buffets and subject to maximum and minimum numbers of people.

Wilderness Area:

Experience the Florida Swamps or our Country Western town in our Wilderness Area. The Wilderness Area features new ADA compliant rest rooms as well as individual building facades, a fire pit and dance floor. Perfect for picnic lunches, receptions or themed dinners. Please contact your Catering/Convention Services Manager for availability and further information.

Zinfandel:

Zinfandel is often called the 'mystery' grape because its European origins are oddly uncertain. What is known is only that bottled wines bearing the varietal label "Zinfandel" appeared as early as 1883 in California. Hence, Zin is known as 'California's grape.'