

Meeting Planner's Guide

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*******INSERT ISLAND MAP*******

Getting started...

Site/planning visits are always welcome! Let your Sales Contact know if you would like to visit the property before your meeting. If you have not yet seen our facility, we recommend this.

PROFILE

⊕ **As soon as you have a few moments, share some basic information about your event; what your event is all about, why you are here, and what you hope to accomplish during your stay. In other words...what information would you like pass along to the hotel team to help fulfill your vision?**

- ? What is your company or organization all about?
- ? What is the nature of this particular meeting?
- ? Who are your guests? Please tell a little about your attendee demographics.
- ? How many guests do you expect to be in attendance?
- ? Will they be bringing their spouses and/or children?
- ? Where are your guests coming from?
- ? What is your biggest and most important objective?
- ? How will you judge your event's success?

VIPs

⊕ **Please designate who your VIPs are when you send your initial rooming list.**

- ? Who are your VIPs?
- ? What is their role in your organization and conference?
- ? Do they have any special requests or needs?
- ? How will he/she be arriving? Do they need assistance with any special transportation arrangements.

TIP: You know your VIP the best. Remember to send him/her something upon their arrival that shows them how much you appreciate their attendance at your event.

ROOM RESERVATIONS

⊕ **Verify the cut off date of reservations. All rooming lists and reservation forms must be received by this date.**

- ? How will your guests be making their reservations?
- ? Are they advance planners or do they traditionally wait until it gets closer to the conference date before making their reservations?

Rooming List Groups

⊕ **Please forward your rooming list to your Conference Services Manager at your earliest convenience but no later than the cut off date. Please be sure to indicate the following information as well as any special needs or requirements for your attendees such as:**

- ? What are his/her arrival and departure dates?
- ? What room type would you like each guest in?
- ? Is a smoking or non-smoking room needed? ***please note that all accommodations in the main hotel are non-smoking***
- ? Will his/her charges be paid for by your organization's master bill or will they pay their own charges? If they are paying their own charges, please make sure their credit card information is included on the rooming list.
- ? Will he/she be bringing their spouse?
- ? Will there be any children in the room?
- ? Is a handicapped room required? Or do you know of any guest that may have difficulty with the stairs, should they be in lodge accommodations?
- ? Any changes to the rooming list should be sent to your Conference Service Manager of the hotel.

Reservation Form Group

- ⊕ **We recommend that you send the reservation forms to your guests no later than 3 months out when possible.**

If individuals are responsible for reserving accommodations directly with the hotel, We recommend sending this out to your guests with any registration materials you may be sending on your initial mailing. This avoids confusion as to how reservations are to be made.

TIP: Upon request, we can send you a rooming list of reservations as they appear in our reservations system. We recommend that you cross check this with your registration list, so as to get an accurate portrayal of the number of guests attending.

POINT OF CONTACT

-
- ? **Who is the main contact throughout the planning process as well as on-site?**
 - ? **What is your best form of communicating with the hotel? Do you prefer phone, fax, or email?**

TIP: Establish a chain of command. Too many people in charge can be confusing for all of us!

THE AGENDA

-
- ⊕ **Please provide an agenda no later than 1 month prior to the hotel whenever possible.**

TIP... Knowing the times your group takes breaks helps our housemen keep your meeting room refreshed, and knowing when the meetings start and end prepares our restaurants. If the meeting starts at 8:00am and your guests are on their own for breakfast, the restaurant needs to know that they will be serving them all in an hour.

TIP...allow some personal time for your guests!

MEETING SPECIFICATIONS

-
- ⊕ **Please forward the specs for your program no later than 3 weeks prior to your arrival.**

It is extremely important that we have as much information as possible.

- ? **Agenda**
 - Our staff use this to create the signage posted outside the meeting rooms.
- ? **What are the meeting times?**
 - It is understood that these change throughout the planning, please keep us posted.
 - Remember to include set up times if you would like to get into your meeting room prior to the start of your event to set up equipment, paperwork, etc.
- ? **How many guests in each event??**

- An estimated number of guests helps us assign the appropriate room to your event.
- ? **How do you want the room set up? Start at the front of the room and work your way back. (include diagrams and set up examples??)**
 - Schoolroom
 - U-Shaped
 - Theater Style
 - Boardroom
 - Chevron
 - Crescent seating
 - Rounds
 - Staging
 - Will you have rear screen projection?
- ? **Do you need keys for any of your meeting rooms?**
- ? **Will you need to have banners hung for your conference?**
- ? **Do you have any electrical needs?**
 - Telephone?
 - High Speed Internet Access?
 - Extra Electricity or Extension cords?
- ? **Do you have an audio visual needs?**
 - Audio visual needs will be forwarded to the Conference Service Manager at the time the setup specifications are provided.

EXHIBITS

⊕ **The following information should be finalized by 1 month prior.**

- ? How many exhibits?
- ? How are the booths assigned?
- ? Who are the exhibitors?
- ? What type of booths are they?
- ? Will you be using an outside exhibit company?
- ? Do you need security for the off-hours? If not, do you wish for the room to be locked at the end of the evening? Please indicate times the room should be locked at night and unlocked in the morning.
- ? Will the vendors need extra power, telephones lines or high-speed access, and/or audio visual equipment? If so, will they be responsible for the charges associated with it?
- ? What time do your vendors plan to set up?
- ? What time will they breakdown their booths?
- ? Will they be bringing their materials or shipping them to the hotel in advance (Please see shipping and receiving instructions on your contract)
- ? How many guests will be attending the exhibit show?
- ? When is the exhibit floor open to your guests?

TIP: Setting up coffee breaks in the exhibit hall is a great way to get visitors to the exhibit booths

TIP: Remember to include the vendors in your meal count!

REGISTRATION DESK and OFFICE

Please include this information with your set up requirements...

- ? Where do you want your registration desk?
- ? How many people handling registration?

- ? When will registration materials be sent to the hotel and how will they be labeled?
- ? What time will the registration desk be set up?
- ? Will the registration desk be up throughout the entire conference?
- ? Do you need a phone?
- ? Do you need a message board?
- ? If you are going to have a message board should we have calls for guests sent to the reg desk or to the guest's room? Telephone messages for guests may be delivered to your group's meeting room, or may be posted outside the meeting room upon request.
- ? Do you need an office?
- ? Do you need keys for the office?
- ? Who gets the keys?
- ? What is in the office?
- ? Will you need any kind of office equipment? Ie computer, printer, copier, fax machine, etc
- ? What time will you need to move into the office and what time will you be out?

Don't forget...snacks for your office personnel!

SHIPPING/RECEIVING

⊕ **Items that need to be shipped to the hotel should arrive no earlier than 3 days prior to the scheduled arrival date.**

? Do you need to ship anything to the hotel? Please follow the following guidelines:
Mailing labels to read:

Hotel's address

Conference Name

Hold for: Contact Name and Date of Arrival

Company Name

Number of expected parcels (example: 1 of 5, 2 of 5, etc.)

- Do not send more than three (3) days prior to Conference.

FOOD & BEVERAGE FUNCTIONS

⊕ **Menu selection should be made by 3 weeks prior whenever possible.**

⊕ **Final Guarantees due 3 business days prior to arrival.**

Menu selection is very important and fun! Your Conference Service Manager can assist you with any questions that you may have but here are some important points to remember.

TIP: We have a creative culinary team! Let your CSM know if you have an idea that is not on our menu that you would like to try!

Banquet Policy:

Outside event are great but sometimes the weather will not cooperate! Make the weather call approximately 4 hours prior to the start of your function. The decision to move an event to its backup location is a final one, and cannot be reversed.

- ? Will you be hosting all of the food and beverage events?
- ? If not, which meals will your guests be on their own for?
- ? Do you anticipate guests going off property for any of their meals?
- ? If spouses and/or children are going to attend the conference, will they be included in hosted banquet functions?

- **Breakfast**

- ? Do you want to offer a full breakfast or a continental?
- ? Do you want breakfast in a separate room, in your meeting room, or in the foyer?

TIP: Let your CSM know if your guests like to drink sodas at breakfast.

- **Coffee Breaks**

- ? Do you want the break in the meeting room or outside in the foyer?

TIP: Whether you offer breakfast or your guests are on their own, it is a good idea to always have coffee at the start of the meeting. Your guests will expect it.

TIP: Plan for an afternoon break as well. Your guests will be hungry and need a break by around 2-3pm.

- **Lunch**

- ? Buffet or plated?
- ? Will there be a speaker?
- ? If so, can lunch proceed through the presentation or should it be planned around it?
- ? Will there be a head table?
- ? Reserved tables?
- ? VIPs?
- ? Will spouses and children attend?

TIP: Be sure to give your guests enough time for lunch. We recommend at least an hour.

TIP: Consider a soda station with your lunch buffet

- **Reception**

- ? Would you like a hosted bar or a cash bar?
- ? Will you have a dinner following the reception?
- ? Will you have entertainment during the reception?
- ? Will you have a speaker during the reception?
- ?

TIP: If you decide against having a reception prior to dinner, consider opening the bar 30 minutes early for those that get to the dinner ahead of schedule.

TIP: If your bar is a cash bar and not hosted, consider hosting the soft drinks and juices. Your guests will consider this a nice gesture.

- **Dinner**

- ? Are you planning a plated or buffet dinner?
- ? Will there be a Presentation?
- ? Do you need a Stage?
- ? AV
- ? What is the schedule of events?
- ? Can banquets serve during the presentation?
- ? Is there a head table and if so who will be sitting there?

- ? Are there VIPs and if so where will they be seated?
- ? Tables Numbered?
- ? Assigned seating or place cards?
- ? What time will actually be served?
- ? If you are going to give your guests a choice of 2 entrees, how will our servers distinguish who gets what? We recommend the guests use color-coded cards. Please have samples ready to show your banquet captain at the start of set up.
- ? What time will dinner be over? How long is banquet service?
- ? Do you anticipate guests utilizing our bars and lounges after hours?
- ? Are there any vegetarians? Vegans? Or Kosher requirements?
- ? Any dietary concerns?
- ? Any kids? Kiddie meals?
- ? Will you need:
 - o Entertainment?
 - o Flowers and/or Centerpieces?
 - o Special Theme Decorations?
 - o Photographer?
 - o Videographer?
 - o Special Decorative Linens?

TIP...if the kids are not eating with the group, remind your attendees to get a babysitter!

TIP: Don't forget wine with dinner! We have our own certified sommeliers (yes? Sp?) on-hand that can pick the appropriate wine to go with your entrée choice.

TIP: No one wants to order more food than they need but it is not as easy as you would think to add meals past the cut off date. Your CSM can review with you the number of people who have made reservations, along with your estimation of day-guests and together you can arrive at an accurate count of guests.

TIP: Don't try to please them all! Your CSM can give you some suggestions when planning meals for a crowd that you do not know very well.

Some fun dinner options to think about...

How about a wine tasting dinner? Baltimore CrabFeast? Dinner Cruise? Celebration of Baltimore?

Dining Reservations

For evenings when your group is on their own for dinner they to be instructed to contact the Experience Specialist or Guest Service Representatives for recommendations.

AMENITY DELIVERIES

🕒 Details on amenity deliveries should be made by 3 days prior to arrival.

You may have special gifts that you would like to deliver to your guests upon their arrival. We have found that deliveries after 7pm, or for example while your group is at dinner on check in day, work out the best. We assign this to our bellmen, who charge \$3 per amenity. The assembly of gift bags is the responsibility of the group or an additional surcharge will be added.. Amenity bags should be labeled accordingly if they are person-specific. Complimentary distribution of Amenity bags may be provided at check-in.

- ? If they are going to be shipped, how will they be labeled?

- ? When will the shipment of amenities be delivered to the hotel?
- ? Will you need a room to assemble the gift bags?

TIP... don't forget snacks for the assemblers!

TIP: If you prefer to order a gift basket from us, we have many options available and can tailor them to your groups' personality ask your Conference Service Manager or an Experience Specialist for assistance.

TRANSPORTATION INFORMATION

⊕ **Your initial Transportation Manifest is due with the rooming list.**

How are your guests getting here? We can provide transportation to and from the airport but we need the travel itinerary. The cost varies depending on on exact specifications.

Transportation to local activities and attractions can also be arranged to meet your group's needs.

TIP...the itinerary is a helpful tool for the front desk to help them prepare for heavy check in times as well as the restaurants for groups that may be arriving on a day they have no planned meal function

Harbor Magic Shuttle

Harbor Magic Hotels offer a courtesy 12 passenger shuttle service running between hotels and Johns Hopkins every 45 minutes. Ask your Conference Service Manager for a copy of this shuttle schedule.

ACTIVITIES

Please reference the Retreat Programs and Meeting Enhancements of the Harbor Magic Hotels website. For additional assistance and recommendations, please contact your Conference Service Manager or an Experience Specialist.

COMPLIMENTARY DAILY ACTIVITIES WITHIN HARBOR MAGIC HOTELS:

Please reference the website or see a Guest Service Representative to obtain a listing and times for these EduTaining Activites.

PRE CONFERENCE Meeting

- ⊕ **Let your CSM know at the time the agenda is given if you would like a pre-con.**

The Pre-Con is a time for us to formally introduce you to our department heads and to go over your program with them. We recommend this for larger groups that have not been with us before. Please ask your CSM for details.

BILLING

- ⊕ **Review with your Sales Manager or Conference Service Manager what will be billed to your master account preferably at the time of contracting; Otherwise, not later than 1 week prior to your scheduled arrival.**
- ⊕ **Tax Exempt Form, if applicable due with the signed contract.**

- ? Do you want a billing review meeting?

TIP: A billing review meeting is recommended before you leave the property. This is a great time to answer any questions you may have about your bill and the process. .

Listed below are the billing options for your group.

1. **MASTER ACCOUNT FOR ALL CHARGES.**
The Master will include charges for Room Rate, Connectivity Fee, Taxes, Food & Beverage, all incidentals. Individuals are not responsible for any charges, and credit is not established for their accounts.
2. **MASTER ACCOUNT FOR ROOM RATE, CONNECTIVITY FEE , AND TAXES.**
Incidental charges not listed below are billed to individual accounts.
3. **INDIVIDUAL ACCOUNTS FOR ROOM RATE, CONNECTIVITY FEE, AND TAXES.**
Incidental charges not listed below are billed to individual accounts.
4. **MASTER ACCOUNT BILLING TO COVER THE FOLLOWING CHARGES.**

You've arrived!

Once you arrive at the hotel, the operations team take over the show! You will be introduced to those you will be working with directly and they will review with you prior to the beginning of your events, any questions or special last minute requests you may have.

If you have not yet seen the property, ask your Conference Service Manager for a tour.

Check-in

Hotel check-in time is 4:00pm at the Front Desk.

We understand that some of your guests may want to check in a little early. This is never promised but we will do our best, please let us know who, when.

Once you check in, you will be given a Harbor Magic pin that will designate you as the point of contact so all staff that see this pin are aware of who you are. We can provide you with your resume and BEOs at check in as well upon request.

Check-out

Hotel check-out time is 12:00pm. Check out is done at the Front Desk or your Express Checkout in your room. Bellmen are available to assist with luggage if needed.

BELL SERVICES:

Individual Arrivals & Departures

Our Bell Staff is stationed at the entrance of all Harbor Magic Hotel. Any guest can request assistance with their luggage as well as parking. Parking is an additional costs. These options will be explained upon check-in. For departures, guests should call Bell Services for luggage pickup as well as arrange for your vehicle to be brought around..

Group Arrivals & Departures

All luggage should be tagged with the guest's name and company (luggage tags may be provided upon request).

BABY-SITTING SERVICES

Babysitting services are available with 24 hour advance notice. Parents are encouraged to make their reservations with the hotels' experience specialist.

BANQUETS

Your CSM will introduce you to the Banquet Manager upon your arrival. Before each event you will also be introduced to the Banquet Captain that will coordinate your event. These are key people that will carry out the event that we planned and will be by your side throughout the entire conference.

TIMELINE

	Due Date	Check when complete
SITE VISIT		
GROUP PROFILE		
AGENDA		
BOXES SHIPPED TO THE HOTEL		
MEETING SPECS		
TRANSPORTATION MANIFEST		
FOOD AND BEVERAGE REQUIREMENTS (MENU)		
ROOMING LIST (CUT OFF)		
VIP LIST		
ACTIVITIES FINALIZED		
FINAL GUARANTEES		

This Meeting Planning Guide is based upon the recommendations of the services provided through Harbor Magic Hotels (Admiral Fell Inn, Brookshire Suites, and Pier 5 Hotel). You may find this Guide and Timeline may vary with between other hotels and hospitality establishments.