



*Fairmont*  
AUSTIN

**Group Planning  
Resource Guide**

# GROUP PLANNING RESOURCE GUIDE

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**GENERAL HOTEL INFORMATION**

**101 Red River Street  
Austin, TX 78701**

Hotel Main Phone: (512) 600 2000  
Hotel Main Fax: (512) 580 0198

**RESERVATIONS:** (888) 240 7773

General Information		Hotel Amenity Information																																			
<p><b>Date Opened</b> March 5, 2018</p> <p><b>Check-in Time</b> 3:00pm <b>Check-out Time</b> 11:00am</p> <p><b>PARKING RATES</b></p> <table border="1"> <thead> <tr> <th></th> <th>Valet Parking</th> <th>Self-Parking</th> </tr> </thead> <tbody> <tr> <td><b>0-3 Hours</b></td> <td>\$26.00</td> <td>\$17.00</td> </tr> <tr> <td><b>3-6 Hours</b></td> <td>\$34.00</td> <td>\$27.00</td> </tr> <tr> <td><b>Daily - Overnight</b></td> <td>\$52.00</td> <td>\$44.00</td> </tr> </tbody> </table> <p><b>REVUE</b> Breakfast: Daily 7- 11:30AM Dinner: Sun-Thurs 5- 10PM, F&amp;S 5-11PM</p> <p><b>Garrison</b> Dinner: Tues-Sat 5-10PM</p> <p><b>Fulton</b> Lunch/Late Bites: Daily 11:30AM-1AM</p> <p><b>Rules &amp; Regs Bar</b> Brunch: Sat &amp; Sun 10AM-3PM Bar/Bites: Wed-Fri 5PM-1AM, Sun Closes @11pm</p> <p><b>Room Service</b> Daily: 24 hours a day</p> <p><b>Good Things</b> Coffee/To-Go Breakfast/Lunch 6:00AM - 7:00PM</p>			Valet Parking	Self-Parking	<b>0-3 Hours</b>	\$26.00	\$17.00	<b>3-6 Hours</b>	\$34.00	\$27.00	<b>Daily - Overnight</b>	\$52.00	\$44.00	<p><b>Fitness Center</b> Health Club: 24 hours Pool: 6:00am-10:00pm</p> <p><b>Business Center</b> 24 Hours on 2<sup>nd</sup> Level with Guestroom key card</p> <p><b>FedEx Office</b> Mon – Sat: 8AM-4PM Sunday: Closed</p> <p><b>In-Room Internet</b> Business Tier 1 - \$13.95</p> <p><b>Dry Cleaning Services</b></p> <table border="1"> <thead> <tr> <th colspan="2">Monday - Friday</th> </tr> </thead> <tbody> <tr> <td>Before 8:30AM</td> <td>Same Day by 6PM</td> </tr> <tr> <td>8:30AM - 4PM</td> <td>Next Day by 11AM</td> </tr> <tr> <td>After 4PM</td> <td>Next Day by 6PM</td> </tr> <tr> <td>Express Service Offered +\$50</td> <td>Within 4 Hours</td> </tr> <tr> <th colspan="2">Saturday</th> </tr> <tr> <td>Before 8:30AM</td> <td>Same Day by 6PM</td> </tr> <tr> <td>8:30AM - 4PM</td> <td><b>Monday</b> by 11AM</td> </tr> <tr> <td>After 4PM</td> <td><b>Monday</b> by 6PM</td> </tr> <tr> <td>Express Service Offered +\$50</td> <td>Within 4 Hours</td> </tr> <tr> <td colspan="2">Sunday <b>Only</b> Express Service Offered +\$50 → Within 4 Hours (No normal daily pick-ups or drop offs)</td> </tr> </tbody> </table>		Monday - Friday		Before 8:30AM	Same Day by 6PM	8:30AM - 4PM	Next Day by 11AM	After 4PM	Next Day by 6PM	Express Service Offered +\$50	Within 4 Hours	Saturday		Before 8:30AM	Same Day by 6PM	8:30AM - 4PM	<b>Monday</b> by 11AM	After 4PM	<b>Monday</b> by 6PM	Express Service Offered +\$50	Within 4 Hours	Sunday <b>Only</b> Express Service Offered +\$50 → Within 4 Hours (No normal daily pick-ups or drop offs)	
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## AUDIO VISUAL & TECHNOLOGY



Encore is the in-house supplier of all audio-visual equipment and service at the Fairmont Austin. They are the exclusive provider for meeting room internet, power, and rigging.

**Phone:** 512-787-0535    **Email:** [Felix.Mares@Encoreglobal.com](mailto:Felix.Mares@Encoreglobal.com)

### THIRD PARTY AUDIO VISUAL SUPPLIERS:

Throughout the move in and move out process for all third party audio visual suppliers, an onsite Encore representative must be present at all times. \$75.00 per hour, minimum 5 hours for any set up day and tear down day for events taking place in the Manchester or Congressional Ballrooms or any sections of the ballrooms used separately for events. An Encore representative must be present until all production is completely set. Please contact Encore directly with any questions.

### BRANDING & SIGNAGE

Please note that we do not permit anything to be nailed, posted or otherwise attached to the Hotel walls. Only pre-authorized signage, promotional material, etc., will be allowed in any meeting/foyer area and we would ask that you please verify with your Event Services Manager for approval prior to making any necessary arrangements. All registration tables, banners and signage are restricted to the meeting room areas of the hotel and may not be placed in the main lobby areas. Anything in connection necessary for the proper protection of the building, equipment, or furniture or fixtures will be at the expense of the organization or exhibitor.

- All materials must be surface tested and pre-approved by the Hotel
- Elevator doors and escalator glass are not permitted
- Hanging banners/signage from existing light fixtures is not permitted
- Window graphics are permitted as inward facing only, with opaque backing
- Window and floor clings are permitted in contracted meeting space only

Organization signage that is used in the approved areas of the hotel sort must be professionally printed and approved by the Event Services Manager. All signage not authorized by the Hotel, will be removed and discarded. FedEx Office is the in-house, preferred vendor for branding and signage at the Fairmont Austin.

Please contact **TJ Castle, Event Consultant**, directly with any questions.

**Phone:** 512-783-7244    **Email:** [tj.castle@fedex.com](mailto:tj.castle@fedex.com)



## FUNCTION WEATHER CALL FOR OUTDOOR VENUE

To maintain the safety and comfort of your guests, the hotel will require a final decision on the location of an outdoor venue six (6) hours or earlier prior to the agreed upon start time and determine if the function needs to be moved to an indoor venue. Your Event Services Manager or Banquet Manager will provide the necessary weather information and reports to make the appropriate decision for the comfort of your guests and proper execution of the event.

Any changes made after the final decision and/or within the six (6) hour window will be subject to a set-up fee of \$10.00 per person (guaranteed number of guests or number of seats for the event – whichever is greater) plus applicable tax.

The Hotel, in conjunction with the client shall have final approval on rain calls to preserve the high quality of its services, props and guest experience. The Hotel reserves the right in the event of inclement weather, such as winds, rain and lightning, to refrain from setting any prop believed by the Hotel to be a safety hazard to guests or subject to damage as a result of such weather.

## BUSINESS CENTER



FedEx Office operates the full service in-house Business Center for the Fairmont Austin. The Business Center is conveniently located on the 2nd Level of the Hotel. FedEx will be handling all shipping and receiving as well as offering premium printing, copying, and binding solutions onsite. The following convenience services are available:

- Copy and print/large volume/color copies
- Poster and Banner printing (24 hour turnaround)
- Scanning and Fax services
- Computer rentals and PC workstations with Internet access
- Shipping services/supplies
- Parcel Management
- Office Supplies
- Name Badges and Business Cards

24 Hours accessible with Guest Room Key for printing and internet use

Please contact **FedEx Store Management**, directly with any questions.

**Phone:** 512-474-2181 **Email:** [usa5737@fedex.com](mailto:usa5737@fedex.com)

## CAPACITY CHART & FLOOR PLANS

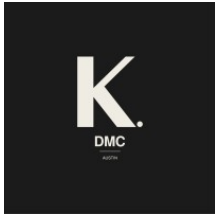
Meeting Room floor plans and capacities are available to you at any time of the day on the hotel website. [PLEASE CLICK HERE](#)

## HOTEL PHOTOS

Fairmont Austin Digital Image Library contains ready-to-use images for various forms of print media and electronic distribution. [PLEASE CLICK HERE](#) to find images for Fairmont Austin.

## DECORATIONS

Decorations or displays brought into the Hotel must be approved prior to arrival. All decorations and displays must be in compliance with the local building codes and meet the approval of the Austin Fire Department. To keep our public areas in the best possible condition for you and all of our guests, items may not be attached to any stationary wall, floor, window or ceiling with nails, tape, staples or any other means. According to City of Austin regulations all candles or any devices that emit flame or smoke must be enclosed in glass or non-flammable containers. No use of glitter or confetti is to be used for any event. Please refer to the Fairmont Austin Vendor Policy and Guidelines document under separate cover.



K.DMC, our in-house event partner, is an excellent resource for you, handling anything from original décor concepts and creative tablescapes to event florals, stage and entry designs, and more. Please contact K.DMC for a custom quote.

**Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

## ENTERTAINMENT & TALENT BOOKING

Top-tier entertainment can set the tone for each moment, from acoustic musicians welcoming attendees into a morning session or a roving case of costumed characters setting the scene for a celebration. Our in-house event partner, K.DMC, can recommend, source and manage the hiring of whatever kind of talent your event needs. Please contact K.DMC to get a custom quote. **Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

## GROUP EXPERIENCES

With an extensive knowledge base and a deep love of this eclectic city, our expert in-house tour operator, K.DMC, curates authentic Austin experiences known to impress even the most well-travelled guests. Please contact K.DMC to get a custom quote. **Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

## FURNITURE RENTALS

The K.DMC team knows the Fairmont Austin inside and out. They can design a custom lounge area that fits perfectly into your event's footprint, keeping your guests comfortable and your event rental budget met. Please contact K.DMC to get a custom quote. **Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

## STAFFING

All event staffing needs, whether you're in need of greeters, a hospitality desk, human arrows or an entire production crew, can be assembled by our in-house event partner, K.DMC. Please contact Kennedy to get a custom quote.

**Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

## TRANSPORTATION & AIRPORT MEET/GREET

To ensure guests' transportation needs are met while in Austin, our in-house partner, K.DMC, can pre-arrange pickups and drop-offs with sedans, motor coaches and specialty transit options using the best and most thoroughly vetted transportation partners in the city. Please contact K.DMC to get a custom quote.

**Phone:** 512-899-8991 **Email:** [fairmontsales@kdmcaustin.com](mailto:fairmontsales@kdmcaustin.com)

**DOOR LOCKS & RE-KEYS**

Appropriate keys cards for the restricted locks are available based on request. Please advise your Event Services Manager at least seven (7) business days in advance if you wish to have a door restricted for staff use. Any meeting spaces that are not requested restricted give the hotel the right to access 24 hours a day. Hotel is not responsible for items lost or damaged in meeting space. Both the Manchester and Congressional Ballrooms cannot be secured with keys or locks and it is suggested that security staff be separately arranged with your Event Services Manager at prevailing costs.

**LOAD IN & LOAD OUT**

All Load In and Load out times must be approved by your Event Services Manager prior to arrival. Any person or company utilizing the hotel dock to Load In and Load Out will be held accountable to the following rules and regulations:

1. No loading in or out of the Hotel Lobby areas (Main nor West Doors) unless specifically approved upon individual request through your Event Services Manager.
2. Trucks and containers may be parked temporarily at the hotel dock and must be removed as soon as they are emptied.
3. Under no circumstances can they be left on property overnight.
4. If trucks have large trailers unhooked for unloading they must reconnect after the truck is unloaded and park elsewhere.
5. Once the equipment is unloaded off of the truck and before any equipment set-up is performed on the convention floor the truck must be moved.
6. Any exhibit company that deliberately violates this rule will be asked to leave the property and may not be allowed back on property.
7. Your Event Manager can provide you with suggestions for nearby parking facilities.
8. **Schedule:** Load-in/out times must be coordinated with Encore and Event Services Manager no later than two weeks prior to the intended load-in. Once a Load In and Load Out schedule has been established and approved, the schedule must be adhered to. This will avoid any inconvenience for the attendees and other guests.

Load In and Load Out times are 6:00AM – 1:00 AM. Nothing outside of these hours is permissible unless scheduled and approved with the Event Services Manager. All Enter and Exit Walks will be performed during the operating hours of 6:00AM – 5:00PM. Any company that Load out after the 5:00PM time must schedule the Exit Walk the next day. If the exhibit company has permission to Load Out after 1:00 AM they too must schedule the Exit Walk the next day.

<p><b>SERVICE ELEVATORS (3)</b>  <u>From Loading Dock:</u>          Door Opening: 4'-0" Wide X 7'-0" Tall          Width: 5'-9 1/2" (side to side)          Depth: 7'-5 5/8" (front to back)          Capacity: 4,000lbs          Serves: Level 1 - Level 7</p>	<p><b>FREIGHT ELEVATOR (1)</b>  <b><u>MUST BE BOOKED IN ADVANCE FOR LOAD IN AND LOAD OUT</u></b>  <u>From Loading Dock:</u>          Door Opening: 8'-0" Wide X 10'-0" Tall <b><i>however height access elevator on first floor is 7'</i></b>          Width: 8'-0" (side to side)          Depth: 18'-7 1/2" (front to back)          Capacity: 10,000lbs          Serves: Level 1 - Level 7</p>
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## STORAGE

The Fairmont Austin has NO storage facilities for materials for outside vendors or suppliers. All vendor or customer miscellaneous items, (centerpieces, props, linen, equipment, etc.) can only be delivered to the hotel on the day of the event and coordinated with an Event Services Manager.

Vendors and Exhibit companies are expected to store the majority of their items in a container or on a truck off property. In the event there is function space available for the use of storing equipment or materials, it will be at the hotel's discretion to provide the space and establish the rental fee of said space. Any requested security would be an additional charge billed at the company(s) expense. Any containers, materials, or items that are left behind after the Exit Walk by the exhibit company Loading In and Loading Out will be disposed of at their expense.

## MENUS

To view our most current banquet menu selection; created by our Executive Chef Graeme Little. [PLEASE CLICK HERE](#)

## BUFFET LABELS

In an effort to provide the highest levels of service and beautiful aesthetics for our culinary presentation, Fairmont Austin will refrain from utilizing labels on buffets and food stations for Banquet events. This will allow the opportunity for our servers to engage and interact with our guests by verbally describing and explaining menu items. Food items that may not be obvious will be labeled accordingly.

Guests with dietary concerns may speak with the Banquet Captain or Chef with any questions or for more information as they go through the buffet. The Culinary Team is also happy to provide special plates to meet guests' dietary needs. Advance notice of these requests are appreciated.

## SAFETY & SECURITY

The Fairmont Austin will not assume responsibility for the damage or loss of any merchandise or articles brought to the hotel. Arrangements may be made through the Event Services Manager for security of exhibits, merchandise, and/or audiovisual equipment. All security services providers are held responsible and accountable to the Hotel's Risk Management department. The following rate is applied and may be included to your master account or managed as a separate account. Prices are subject to applicable taxes

Security Services: \$65 per hour, per guard, per room- (4-hour minimum)

Police Services: \$90 per hour, per officer - (2 officer minimum, 5-hour minimum)

## STAGING & PLATFORMS

Assistance with your meeting and entertainment needs the hotel can provide staging and platforms. The use of these risers will need to be coordinated in advance with the Event Services Manager - a rental fee may apply. Please advise quickly if you require handrails or a wheelchair ramp. Various sizes are available and the hotel does not allow anyone to nail or screw any item to the risers.

Staging Specifications:

- a. Sections: 6 'x 8' pieces
- b. Heights: 16" or 24"
- c. Black vinyl carpet
- d. Black skirting
- e. We do not allow stacking of risers
- f. ADA ramp upon request from your Event Services Manager (*note:1" height per every 1' of length*)

## PHOTOGRAPHY & VIDEOGRAPHY

Photography and Videography are permitted inside of Hotel Function Rooms. Any public space photography/videography needs to be approved. Please see your Event Services Manager for approval forms.

## SHIPPING & RECEIVING



### PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at 512-474-2181. Package deliveries should only be scheduled after the recipient has completed the check-in process.

### Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number) c/o FedEx Office at <b>Fairmont Austin</b> <b>101 Red River Street</b> <b>Austin, TX 78701</b> (Convention / Conference / Group / Event Name)  Box ____ of ____
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#### **FedEx Office Business Center**

Fairmont Austin  
101 Red River Street  
Austin, TX 78701

Phone: 512.474.2181

Fax: 512.480.0830

Email: [usa5737@fedex.com](mailto:usa5737@fedex.com)

#### **Operating Hours**

**Mon.-Fri.:** 8:00 a.m. - 4:00 p.m.

**Saturday:** 8:00 a.m. - 4:00 p.m.

**Sunday:** Closed

Meeting organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to Fairmont Austin with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to the FedEx Office in advance of your event.

### SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

### ON-SITE PACKAGE DELIVERY

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/ event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such

as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

### PACKAGE DELIVERY TO GUEST SUITES/MEETING ROOMS

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.

### PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Fairmont Austin, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

### UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at 512-474-2181; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

### UPON YOUR DEPARTURE

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

### TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. Obtain fire, casualty and all other insurance on package contents prior to shipping. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel of FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.

## Package Handling And Storage Fees

Package weight	Package pickup or dropoff by guest	Package pickup or delivery by FedEx Office
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0–1.0 lb.	\$2.00	\$5.00
1.1–10.0 lbs.	\$10.00	\$15.00
10.1–20.0 lbs.	\$15.00	\$20.00
20.1–30.0 lbs.	\$20.00	\$30.00
30.1–40.0 lbs.	\$25.00	\$40.00
40.1–50.0 lbs.	\$25.00	\$50.00
50.1–60.0 lbs.	\$35.00	\$50.00
60.1–150.0 lbs.	\$35.00	\$70.00
Pallets & crates*	–	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

\*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

Package weight	Storage fee after 5 days
Envelopes up to 1.0 lb.	No charge
0.0–10.0 lbs.	\$5.00
10.1–30.0 lbs.	\$10.00
30.1–60.0 lbs.	\$15.00
60.1–150.0 lbs.	\$25.00
Pallets & crates	\$50.00
Over 6.5' in size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversized and will be assessed an additional oversized fee if stored for more than five (5) calendar days.

### Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

Please contact **Truitt “TJ” Castle, Senior Store Manager**, directly with any questions.

Phone: 512-474-2181 Email: [tj.castle@fedex.com](mailto:tj.castle@fedex.com)

## ELECTRICAL & ENGINEERING SUPPORT

Encore is the exclusive provider of the following services at the Fairmont Austin. All power requirements must be communicated to your Encore representative (2) weeks in advance of your set-up. Electricians and technical support will be provided through the hotel, with advance notice.

## FIRE CODE

Austin has some of the most comprehensive Fire Safety Regulations in the nation. Any permanent sets like registration booths, tabletop exhibits, car displays, receptions with theme props in foyer space and staging requirements in the ballrooms must be received in advance by the Fire Marshall. Violation of the Fire Safety Regulations will result in a fine. Diagrams must be submitted to the Austin Fire Department (AFD) for review at least 70 days prior to the event date. Please specify all items to include but not limited to, risers, camera platforms, monitors, speakers, props, vehicles, bars, buffets, carving stations, all seating, etc. on these diagrams.

The following are general regulations that fall under the local fire authorities' specifications. These regulations should be considered when planning and coordinating space and decorations in the ballrooms, exposition hall or meeting spaces.

- Every required exit, exit access or exit discharge shall continuously remain free of all obstructions or impediments in the case of fire or other emergency. Meeting rooms may not exceed maximum occupancy numbers posted in each room.
- No furnishings, decorations or other objects shall be placed as to obstruct exits, obstruct access or limit visibility.
- Any furnishings, decorations and/or stage settings shall be fire retardant and must display a certificate of proof.
- Your Event Services Manager shall facilitate approval for all extensive plans.

- A certified fireguard is required for any area where exhibits are located. One fireguard is necessary per 25,000 square feet of exhibit space. Please contact your Event Services Manager for further information.

Fairmont Austin is equipped with the most current technology available in fire code systems. When an alarm is pulled, a city link notifies the Fire Department immediately. The hotel is also equipped with an intercom system throughout all corridors for any emergencies.

**The Hotel must receive a Fire Marshal stamped “received” diagram for the following:**

- Any outside equipment and/or Hotel equipment is required to be set no closer than 6 feet from any entrance/exit door inside any meeting room.
- All set-up requirements for equipment to be placed in all foyer areas – including description of materials that will be placed on table tops, as there may be height restrictions due to visual obstructions determined by the AFD.
- Any set-up of motorized vehicles/pyrotechnics or any activity which require Fire System to be shutdown.

Note: Hotel will inspect room setup and compare to Fire Marshall approved diagrams and will not permit any deviations unless a revised diagram is approved by the Fire Department. Any revision of the floor plans must be resubmitted to both the Fairmont Austin and the Austin Fire Department Marshall thirty (30) days prior to the show date. The decorator or production company will not be permitted to set up without this Fire Marshall-approved diagram. Please submit your diagrams in electronic form to your Event Services Manager whom will forward on your behalf to the AFD for review. All policies are subject to change. Please contact Hotel directly for more information. The Austin Fire Department and City Municipal Code can be reviewed here: [ATX MUNICIPAL CODE](#)

### GREEN INIATIVES

Fairmont Austin takes pride in providing environmentally sustainable accommodations in Downtown Austin. We have emphasized recycling, energy efficiency, waste management and green performance. Fairmont Austin is active in its local community and committed to sustainable development and solidarity through PLANET 21, a comprehensive program that brings together employees, guests and partners to drive sustainable growth.

\*In 2020, Fairmont Austin will be doing away with plastic water bottles and ruling out 100% recyclable cardboard water cartons. This in turn results in less pollution to the environment.

\*99% of the lightbulbs in Fairmont Austin are LED, resulting in reduced energy consumptions.

\*Fairmont Austin takes part in recycling and composting food and waste products. On average, 4500 gallons of food is composted daily.

\*All guestroom mattresses, pillows and sheets are eco-friendly.

### ROOM DIAGRAMS

For meeting room diagrams [PLEASE CLICK HERE](#). To request Social Tables diagrams please contact your Event Services Managers.

### EXHIBITS & TABLE TOP DISPLAYS

Exhibits are not allowed in any foyer/pre-function or public space per Austin city statute. Table Top Exhibits are allowed however there are very specific restrictions. It is necessary to inform your Event Services Manager of your intention and needs. All displays must be in compliance with the local building codes and meet the approval of The Austin Fire Department. Your Event Services Manager will inform you of additional guidelines.

## GUARANTEES

It is necessary to inform your Event Services Manager of the exact number of guests attending a function no later than 12:00PM CST, 72 business hours prior to the scheduled event. If no guarantee is received, the original guarantee of guests will be the basis for billing purposes; and your organization will be charged the guaranteed count, or the number of guests actually served, whichever is greater. Dietary substitutions are also available upon request. All items priced on a per person basis will be prepared for the entire guarantee and not for a reduced portion of the guarantee.

## LINEN SELECTION

Fairmont Austin has a corporate sustainability program and we are proud to offer modern table options for our meetings that do not require linen in certain setup styles. For all meal events we offer a choice of either black and white linens with matching cloth napkins. Additional colors and textures are available for a fee; please contact your Event Services Manager for more information.

## PARKING

Fairmont Austin offers valet parking at our Red River Hotel entrance - self-parking is accessible from Sabine Street, located on the east side of the building.

*Current pricing as follows, subject to change*

	<b>Valet Parking</b>	<b>Self-Parking</b>
<b>0-3 Hours</b>	\$26.00	\$17.00
<b>3-6 Hours</b>	\$34.00	\$27.00
<b>Daily - Overnight</b>	\$52.00	\$44.00

## ROOM DROPS & BELL SERVICES

*Current pricing as follows, subject to change*

Porterage Fee	\$16 per person round trip (up to 2 items) (Payable by group or charged to individual)
Room Delivery	Generic Items: \$4.50 (1 <sup>st</sup> item), \$1.50 (per item thereafter) Personalized Items: \$6.00 (1 <sup>st</sup> item), \$1.75 (per item thereafter)
Satellite Luggage Storage	Facility Setup \$200 Bell Staff \$60/hour- Minimum 4 hours ( <i>\$2 per item stored min 25 pieces</i> )

## RESTAURANTS

Fairmont Austin unveils its exclusive luxury hotel offering and aligns itself with the top dining destinations Austin has to offer. The hotel boasts five restaurants and bars, located throughout the hotel. From four offerings on the hotel's ground level to the indoor and outdoor bar space on the 7th floor, Fairmont Austin brings something for everyone to Austin's vibrant downtown dining scene.

For Restaurant Event Inquires please contact the Event Services Team:

Phone: 512-524-4572 Email: [AUS.Dining@Fairmont.com](mailto:AUS.Dining@Fairmont.com)



### **Garrison**

Dedicated to open flame, wafting smoke and the highest quality meats, seafood and local produce available, this Modern American Grill House is an ideal place for culinary exploration. Served by the truly passionate and prepared by the most skilled, flavors start with superior ingredients and are defined by unique preparations. Expectations are exceeded, provisions are complex, and experiences are extraordinary. Meant to pair with wines from an impressive selection, dishes redefine dining in the heart of Austin.



### **REVUE**

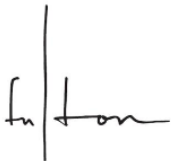
Journey through four distinct culinary worlds that come together for a vibrant and colorful dining experience. Revue's unique approach to cuisine is defined by its diversity and includes the timeless cuisine of Italy, the epicurean and cultural complexities of Asia, and the delicacies of the Sea, topped off with delicious treats from the artisanal Pastry shop. Revue emphasizes on sourcing and preparing locally grown and made products in all aspects of this communal and shareable restaurant that truly has something for everyone.

### **good things**



Needed to get your day started an hour ago? There are plenty of Good Things here to help you with that. Coffee and tea – hot or cold brew, we've got you. Delicious snacks, food to go, and beverages to suit everyone, look no further for the best quality dining on the go.

### **Fulton**



Focusing on beverages and located in the main lobby, this common ground pays homage to the musically buzzed streets of Austin with live music, and the deep roots of the grand, old oak tree of Fulton, Texas. This is the new, iconic meeting place of Austin and the beating pulse of Fairmont. Fulton is a place to sip and swirl local wine, beer and spirits while enjoying relaxed dining with plates to share. Just tell your friends you'll meet them 'under the Big Oak' at Fairmont Austin... They'll know where to be.

### **Rules & Regs Bar**



Break the rules and bend the regulations at Rules & Regs, the best place in Austin to create your own escapade and enjoy libations day or night. Located on the 7th floor and overlooking Austin's cityscape, R&R is driven by the timeless craft of the tapster and exists so that you can forget the plans, kick the schedule to the curb and commit to your rule breaking with style.

### **Room Service**

Available 24 hours per day, Fairmont Austin room service allows you to enjoy the comfort of your spacious guestroom and the view of Lady Bird Lake while you dine. Our in-house chef has crafted a menu to satisfy any palate at any time of day.

## SMOKING POLICY

Fairmont Austin is a non-smoking facility and designated areas are located outside most of the hotel entrances.

## SPECIAL MEAL REQUESTS

Fairmont Austin can attempt to accommodate any special meal or dietary need with advance notice. Please make arrangements with your Event Services Manager at least 72 business hours prior to the scheduled event.

## SOCIAL MEDIA

 <http://www.facebook.com/FairmontATX>

 [www.instagram.com/fairmontatx](http://www.instagram.com/fairmontatx)

 [www.pinterest.com/fairmontaustin](http://www.pinterest.com/fairmontaustin)

 [www.fairmontmoments.com/destinations/united-states/fairmont-austin](http://www.fairmontmoments.com/destinations/united-states/fairmont-austin)