

GUIDELINES for Conference Planners



MANAGING YOUR RESERVATION

The following is designed to help you, as the Conference Planner, understand and have your group follow Marconi Conference Center's policies and procedures. Please call us at (415) 663-9020 if you have questions about these Guidelines.

CONFERENCE CONTRACT

Please read your Conference Contract and materials, making sure you understand these terms:

- ◆ **American Plan; Complete Meeting Plan**
- ◆ **Deposit amounts and due dates**
- ◆ **Contract, Planning Documents A, B, C and due dates**
- ◆ **Reductions and due dates; Guaranteed numbers**
- ◆ **Cancellation policy**
- ◆ **Check-in and Check-out times**
- ◆ **Meeting Room hours**

The number of overnight conferees and lodging rooms must be the same throughout the entire conference.

Guaranteed accommodations and services will be billed whether used or unused.

Once your Contract is signed, to process a change we must receive it in writing. Changes must be within the terms of the Contract: adding people, rooms or services is easy if available, but subtracting can only be done within specified time frames. Call us as soon as a change is likely, to make sure we can accommodate your request.

DUE DATES

- ◆ Use the **Conference Planner's Checklist** we provide.
- ◆ Marconi does not send reminders. Please mark on your calendar when deposits, reductions and Planning Documents are due.

- ◆ Marconi will gladly accept any deposit or document before its due date.
- ◆ Deposits and reductions must be received on time. Failure to make correct, timely deposits could result in the cancellation of your conference; late requests for reductions will not be honored.

DEPOSITS & FINAL BILLING

Marconi accepts all major credit cards. Purchase Orders are accepted from government groups only.

Final payment is due on departure date unless Marconi has agreed to other arrangements in writing.

Marconi provides a single Master Conference Invoice. Any charges incurred during your conference will be added to your invoice; therefore, the final invoice is available on the group's departure date only.

RATES/COSTS

Please refer to the following documents:

- ◆ **Rate Card** for American Plan rates, Complete Meeting Plan rates, Day-Use participant charges, and fees for additional meeting hours or rooms
- ◆ **Snack & Beverage Menu** and **Beer & Wine Menu**
- ◆ **Audio Visual Equipment** list

Contact us for current tax rates, individual meal charges, child policy, and charges for any additional services.

We will send confirmation of all services ordered with an estimate of costs (including taxes), 30 days before your conference. Please review it and contact us immediately if you have questions.

PLEASE TELL PARTICIPANTS IN ADVANCE

TELEPHONES

- ❖ To receive a call in your guestroom, give callers the private number posted by your guestroom phone. Guestroom phones are not equipped with voicemail.
- ❖ Messages left at the **Front Desk, (415) 663-9020**, will be posted in the reception area or, in the case of an emergency, delivered. The Front Desk cannot transfer calls to guestrooms.

PROPERTY TIPS

- ❖ All Marconi buildings are non-smoking. Ashtrays are located at entrances, on decks and on patios of buildings.
- ❖ Guestrooms have bed linens; private bathrooms with towels, soap, drinking glasses, and coffee makers/supplies; clock-radios; flashlights; telephones (see above); and **free wifi** access.
- ❖ The Front Desk sells wine, beer and non-alcoholic beverages, as well as snacks, meeting supplies, souvenirs, note cards, postage stamps and a few toiletries. A luggage cart, irons, ironing boards and hairdryers are available. The Front Desk Staff has First Aid equipment, an AED, and directions to medical services.
- ❖ Our self-service Business Center, located in the check-in building, offers our guests a computer with internet access, deskjet printer, photocopier and scanner.

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- ❖ Comfortable walking shoes, a waterproof jacket or coat, and a sweater or sweatshirt are recommended. Marconi has free wifi but no TV, so reading materials are recommended.
- ❖ Campers and motor homes are prohibited from parking at Marconi. Fires, candles, incense and pets (with the exception of service animals) are also not permitted.
- ❖ Go to our website www.marconiconference.org for complete and detailed information.

USEFUL RESOURCES

For **door-to-door transportation** to Marconi, contact these Charter bus, van, and/or limousine companies:

- All West Coachlines, Inc. (916) 423-4000
- Bauer's Intelligent Transportation 1-800-546-6688
- Black Tie Transportation 1-800-445-0444
- Marin Airporter Charter & Tours (415) 256-8830
- Marin Door-to-Door (415) 457-2717

Airport shuttle companies provide regular service **to/from San Rafael, Novato and Petaluma** only. For schedules and fares contact Marin Airporter (415) 461-4222 (www.marinairporter.com), or Airport Express (707) 837-8700, 1-800-327-2024 (www.airportexpressinc.com).

Please ask us for copies of our *Getting to Marconi* map or *Local Area Guide* to distribute to members of your group. Or, get these and other forms at www.marconiconference.org/conference/. We would also be glad to discuss ideas about local field trip destinations.

If you are interested in a talk or tour by a Marconi staff-member about the history and future of Marconi Conference Center, please contact us in advance of your arrival.

WHILE YOU ARE HERE

While your group is on site, **please assign one person to be the logistics contact** between the Marconi staff and your group.

GUEST ROOMS, CHECK-IN & CHECK-OUT

- ◆ Members of your group can check in and pick up a guestroom key at the front desk from 3:00 p.m. to 11:00 p.m. Advance notice is required for later check-ins.
- ◆ Check-out time is 10:00 a.m. All guests must vacate lodging rooms and return keys to the desk by that time.
- ◆ A surcharge of \$10 will be assessed for any lodging room key not returned at check-out.
- ◆ All persons using Marconi facilities (including children and babies) must be registered for safety reasons. Day-use participants are subject to a facility fee (see *Rate Card*).
- ◆ A guestroom accessible to the handicapped (ADA) is available with advance notice.

FOOD AND BEVERAGE SERVICE

- ◆ Marconi offers a vegetarian choice at every meal. Other dietary requirements are subject to a \$10 per person, per meal surcharge (see *Planning Document B*).
- ◆ Plan on 90 minutes for dinner. Seating is at 6:00 p.m.
- ◆ Redwood Dining Hall is open for meal service only. It is not available for meetings, talks or receptions.
- ◆ Complete snack and beverage service may be ordered for delivery to meeting buildings--see *Snack and Beverage Menu* and *Beer and Wine Menu*. Beer and wine may also be purchased at the Dining Hall during dinner service.
- ◆ All food and non-alcoholic beverages must be purchased from Marconi. Corkage Fees will be assessed for beer and wine brought in.

MEETING FACILITIES

- ◆ Your assigned meeting building is available as follows, unless otherwise stated in writing by Marconi:
 - 3:00 p.m. - 11:00 p.m. on your day of arrival;
 - 8:00 a.m. - 12 noon on your day of departure;
 - 8:00 a.m. - 11:00 p.m. on days in between.
- ◆ Meeting buildings meet ADA requirements for accessibility.
- ◆ Marconi staff will unlock and lock meeting buildings. Meeting room keys can be signed out by the Conference Planner only.
- ◆ Each Marconi meeting building comes with a projection screen, a whiteboard/easel with flip-chart, bulletin boards, push pins, a water cooler, water pitchers and cups, a public telephone and an in-house telephone. Note that permanent markers damage whiteboards and tape may damage walls--a damage fee will ensue.
- ◆ There is complimentary AT&T WiFi access in each Marconi meeting building.
- ◆ Audio/Visual Equipment is available for rent--see the *Audio/Visual Equipment List*.
- ◆ Please obtain permission from Marconi management before posting any signs on Marconi property.
- ◆ Coffee making, cooking, incense, candles, open flames and handicrafts (except with written permission) are not allowed.