



DIRECTORY OF SERVICES

Air Conditioning

For your comfort, individual temperature controls are located in your room.

Airline Boarding Pass Kiosk

Lobby Level, adjacent to Front Desk. (Also available at Front Desk or Concierge Desk)

Hours: Daily, 24 hours.

Available for most major airlines.

Select the airline icon of your scheduled flight.

Follow the instructions on the screen to complete check-in and print your boarding pass. Please call "At Your Service" for details.

Airport Transportation

For airport shuttle service information contact the Concierge - Ext 3108

Audiovisual Services

Audiovisual equipment is available. Please call the Audiovisual Staff for information. - Ext 3160

Automated Teller Machine (ATM)

Palms Tower, Lobby Level, across from Lobby Shop

Auto Rental

Hertz Rental Counter, Oasis Tower, Lobby Level

Hours: Monday-Friday, 8 a.m.-1 p.m. and 2 p.m.-5 p.m. Saturday-Sunday, closed. – Ext 1208
After hours, please call 800-654-3131.

Babysitting

Available 24 hours, 7 days a week by reservation. Care provided by licensed and bonded professionals.

24 hours advance notice required.

Please call the Concierge for information. – Ext 3108

Baby Cribs/Rollaways

Available through Housekeeping Department.
Ext 0

Baggage Service/Storage

Please see the Bell staff in the Lobby, or call the Bell Desk. – Ext 5266

Banquets

Please call the Catering staff for assistance with your banquet arrangements. – Ext 5230

Bell Desk/Captain

The Bell Staff will be happy to assist you with your baggage request. – Ext 5266

Business Center

FedEx Office

Oasis Tower, Lobby Level.

Hours: Monday - Thursday, 6:30 a.m. - 11 p.m.,
Friday, 6:30 a.m. - 5 p.m., Saturday, closed,
Sunday, 5 p.m. - 11 p.m. (Hours may vary). – Ext 2250

After hours, please call "At Your Service" for assistance.

Cashier

Check cashing services available at the Front Desk, or call "At Your Service" for assistance.

Catering

We offer a variety of menus and packages every occasion. Please call the Catering staff for assistance.

Ext - 5230

Check-out Time

Check-out time is 12:00 Noon. If you need to arrange for a late check-out, please call "At Your Service." A late check-out fee may apply.

Church / Religious Services

Please call the Concierge for a list of nearby places of worship. – Ext 3108



DIRECTORY OF SERVICES

Computer/Internet

A high-speed Internet connection and wireless high-speed Internet access is available in your room. FedEx Office Business Center provides high-speed internet access and connection.

Concierge

Palms Tower, Lobby Level, across from Front Desk.

Hours: Daily, 7 a.m. - 8 p.m. – Ext 3108

Airline tickets	Interpreters
Area maps	Local Attractions
Automobile Rentals	Limousine Service
Babysitting	Photo Finishing
Baggage repair	Religious Services
Bus Information	Restaurants
Concert tickets	Shopping
Dentist	Sightseeing
Doctor	Sporting Events
Drug Store	Strollers
Equipment rental	Tennis
Fishing	Theatre tickets
Florist	Transportation
Golf	Tours
Health Club	

The Concierge is happy to help you with anything you need during your stay.

After hours, please call "At Your Service."

Concierge Lounge

Palms Tower, 18th Floor

Hours: Monday - Thursday, 6:30 a.m. - 10 p.m.,

Friday, 6:30 a.m. – noon, Saturday, closed,

Sunday, 5 p.m. - 10 p.m.

Available to guests staying on the Concierge floors (17th, 18th & 19th) in the Palms Tower.

Credit Cards

We honor Visa, American Express, Optima, Mastercard, Discover, Diners Club and J.C.B.

Golf

Please contact Concierge for assistance.
Ext 3108

Hair Salon

An "At Your Service" associate will be happy to refer you to a nearby hair salon.

Hot Line

For problems or inconveniences that require immediate attention. Please call "At Your Service".

Housekeeping Services

Please let us know if you need anything to make your room more comfortable, including extra soap, towels, blankets, pillows, bed boards, rollaways, cribs, etc. Your room will not be serviced if the "Do Not Disturb/Privacy" sign is left on your door. Please call "At Your Service" to arrange for a special service time. Nightly Refresh Service (Turndown) available upon request.

Ice/Beverage Machines

Located on every guest room floor, please follow the signs.

Laundry

Coin-operated washers and dryers are located in the Palms Tower, Garden Wing, near room 295. Also, washers and dryers are located in the Fitness Center, Oasis Tower, lower level.

Hours: Daily, 24 hours. Access with room key. For Dry Cleaning, call "At Your Service."

Limousine Service

The Concierge can arrange reservations. – Ext 3108

Lost and Found

Please call "At Your Service" for assistance.



DIRECTORY OF SERVICES

Mail and Postage Stamps

If you have mail or packages sent to the hotel, they will be held for you at the Bell Desk and a notification message will be left in your guest room voice mailbox.

You may send mail from the Front Desk.

You may send overnight packages from the FedEx Office Business Center and at the Bell Desk.

Stamps are available in the Lobby Shop.

Mail and packages will be delivered upon request.

Meetings/Banquets

We can assist you with all of your event needs from meeting rooms to menu selections. Please call the Catering staff for assistance. – Ext 5230

Messages/Voice Mail

If you have phone messages waiting in your guest room voice mailbox, or if you have received a fax, the message light on your phone will be lit.

Your fax will be delivered upon request.

Movies, In-Room

Pay-per-view movies are available. For this month's features, press "Menu" on the TV remote.

Notary Public

FedEx Office, Oasis Tower, Lobby Level.

Hours: Monday - Friday, 6:30 a.m. - 10 p.m.,

Saturday - Sunday, 9 a.m. – 5 p.m. – Ext 2250

After hours, please call "At Your Service" for assistance.

Parking

Self-parking is available in the garage adjacent to the hotel. Valet parking is also available.

Hours: Daily, 24 hours. – Ext 5608

Charges will be applied to guest folio.

Pharmacy

Please call "At Your Service" for the location of nearby pharmacies.

Photo Finishing

Nearby photo-finishers:

Target: (1 hour and overnight) 714-971-4826

Walgreens: (1 hour and overnight) 714-663-2850

Pool/Whirlpool

Palms Tower, Lobby Level, next to Café Del Sol

Hours: Daily, 6 a.m. – 11 p.m.

Public Transportation

Contact the Concierge for assistance. – Ext 3108

Reservations: Marriott Hotels and Resorts

1-800-228-9290 or Marriott.com

Restaurants/Lounge

Cafe Del Sol - Ext 2454

Breakfast/Lunch/Dinner

JW's Steakhouse - Ext 3187

Dinner

Pizza Hut - Ext 1203

Lunch/Dinner

Degrees Wine & Patio Bar - Ext 1209

Lunch/Dinner

Starbucks - Ext 1202

Breakfast/Lunch/Dinner

Retail Stores

Lobby Shop

Between Palms Tower, Lobby Level, and Starbucks.

Hours: Daily, 7 a.m. - 11 p.m. – Ext 5270

Sundries, snacks, beverages, beer, wine, film, stamps,

Disney® items, regional gifts, specialty clothing and jewelry, local guide books and gift wrapping.

Starbucks

Oasis Tower, Lobby Level, between Palms Tower and ballrooms.

Hours: Daily, 6 a.m. - 9 p.m. – Ext 1202

Mugs, ground coffee packages, chocolates and other gift items.



DIRECTORY OF SERVICES

Room Service Ext. 45

Safes/Safe Deposit Boxes

Complimentary in-room safes.
Complimentary safe deposit boxes are available at the Front Desk.
Please call "At Your Service" for assistance.

Security

Ext 5276

Services for People with Disabilities

Accessible rooms and wheelchairs are available
Smoke detectors for the hearing-impaired are available upon request.
TDD/TTY is available and installed upon request

Shoeshine Stand

Oasis Tower, Lobby Level, near Starbucks. Please call "At Your Service" for information

Sightseeing

Please contact the Concierge. – Ext 3108

Smoking Policy

We are happy to provide a smoke-free environment. Smoking in the hotel or in guest rooms is not allowed.
A \$250 recovery fee per incident will be applied to your guest folio for smoking in your guest room. Designated smoking areas are provided outside the East, Front and Oasis North entrances.
You may also smoke outside the Apex entrance, Platinum North and Platinum West entrances, as well as on the Starbucks patio.

Taxi Service

Available 24 hours in front of the hotel.
The Valet Staff will be happy to assist you with your request for a taxi. – Ext 5608

Telephone Services

"Wired-for-Business" package information and pricing, or call "At Your Service" for assistance.

Train Services

Amtrak nearby.
Please contact Concierge. – Ext 3108

Trolley Service

For a nominal fee, trolley service is available to Disneyland® and Disney's California Adventure®. Please call "At Your Service" for schedules and more information.

Valet (Parking) The Valet will be happy to assist you with your request. – Ext 5608

Wake-Up Calls

Please call "At Your Service" to arrange for your wake-up call.

Weather

Please call "At Your Service," or select The Weather Channel on the television.