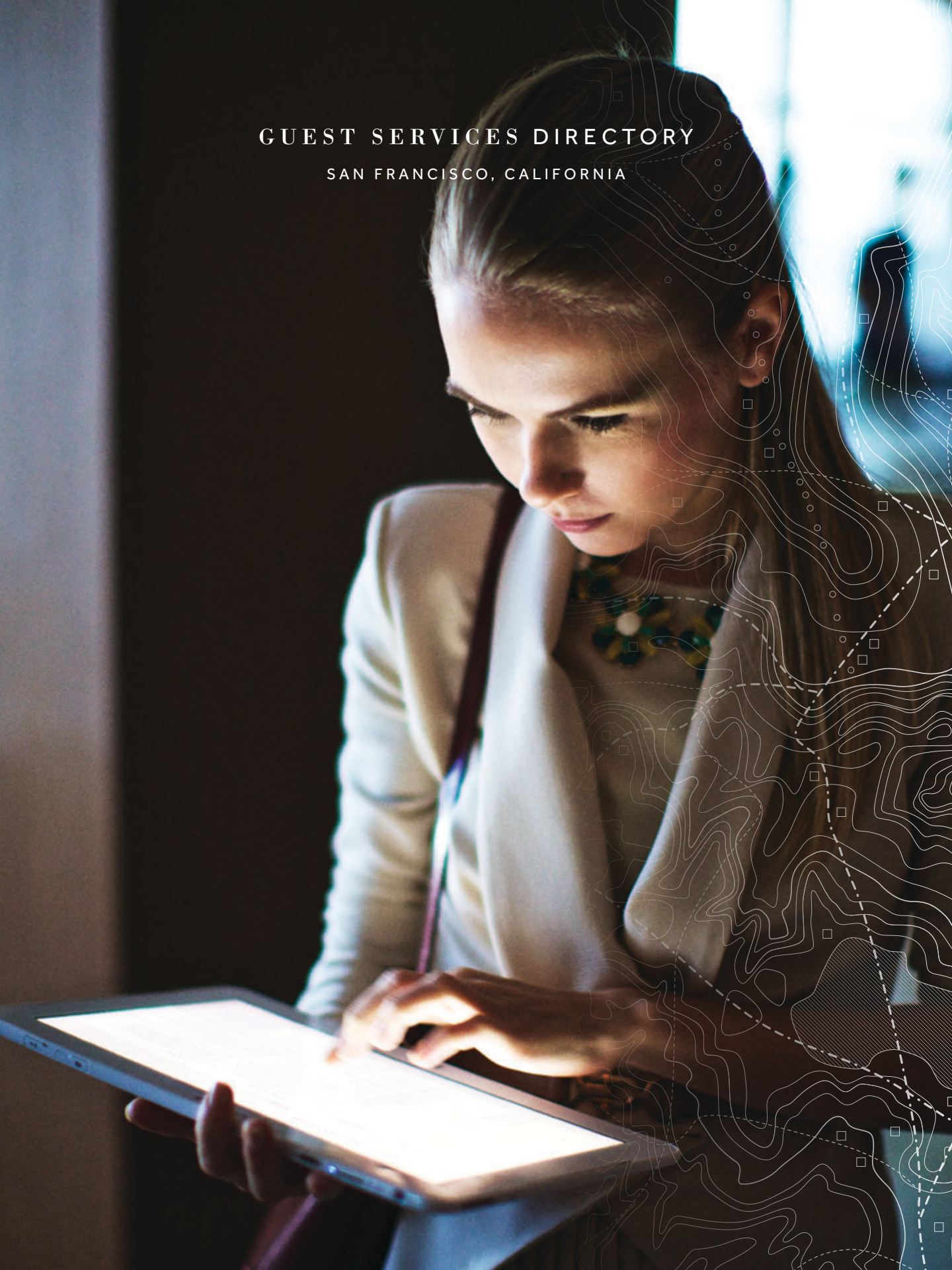


GUEST SERVICES DIRECTORY

SAN FRANCISCO, CALIFORNIA



WELCOME

Marriott Hotels® celebrates the travelers of the world. Our mission is to host you brilliantly to make your every stay with us unforgettable and effortless. We'll help you get your bearings, both on property and on the town, and provide you with what you need when you need it, whether an extra set of towels or an extra-special restaurant recommendation. Everything you need to know about our hotel is in the pages that follow, but if anything else comes up, call **At Your Service®** directly from your in-room phone, and we'll be happy to help.

Best regards,



Chuck Pacioni, General Manager
SAN FRANCISCO MARRIOTT MARQUIS



AT YOUR SERVICE

AIRPORT TRANSPORTATION

BABYSITTING

BAGGAGE SERVICE/STORAGE

BELL STAND

CHECK-OUT TIME

CHURCH/RELIGIOUS SERVICES

CRIBS/ROLLAWAYS

DOCTOR/DENTIST

GOLF

HAIR SALON

HOUSEKEEPING SERVICES

LIMOUSINE SERVICE

LOST & FOUND

MAPS

NOTARY PUBLIC

PHARMACY

SECURITY

SIGHTSEEING

TAXI SERVICE

VALET (PARKING)

WAKE-UP CALLS

WEATHER





AIRLINE BOARDING PASS KIOSK

- Lobby Level, adjacent to Front Desk
- 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 INFORMATION

San Francisco International
650.821.8211
www.flysfo.com

AUDIOVISUAL SERVICES 415.442.6143

Audiovisual equipment is available. Please call the Sales Staff for information.

AUTOMATED TELLER MACHINE (ATM)

Located on the Lobby Level, next to the Front Desk and on the B2 Level, next to the Business Center.

AUTO RENTAL/HERTZ LOBBY EXT. 6033

- | | |
|--------------|--------------|
| • Enterprise | 800.736.8222 |
| • Hertz | 800.654.3131 |
| • National | 800.227.7368 |

BANQUETS EXT. 6029

Please call the Sales Staff for assistance with your banquet arrangements.

BUSINESS CENTER

Located on the B2 Level, at the bottom of the escalators, the Business Center is open daily, 24 hours. Your room key will provide access. Services include photocopies, facsimile, printing, computer and laptop workstation with access to high-speed Internet.

CATERING EXT. 6029

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

CONCIERGE EXT. 6742

The Concierge, located on the Lobby Level, across from the Front Desk, is available Daily, 7AM – 11PM, to help with anything you need during your stay, including restaurant reservations, tickets, transportation, sporting events and information about local attractions.

CONCIERGE LOUNGE

The lounge is located on the 2nd Floor, across from the Mid-Rise Elevator. The lounge is open with key access Daily, 6.30AM – 10PM. Hours are:

- Breakfast: Monday – Friday, 6.30AM – 9AM
Saturday – Sunday, 7AM – 10 am
- Hors D'Oeuvres: Daily, 5.30PM – 7.30PM
- Desserts: Daily, 7.30PM – 10PM
- Wine and Beer: Daily, 5.30PM – 10PM

CREDIT CARDS

We honor Visa, American Express, Optima, MasterCard, Discover, Carte Blanche, Diners Club and JCB.





SAN FRANCISCO MARRIOTT MARQUIS

DESIGNATED SMOKING AREAS

A designated smoking area is outside, 25 feet from the front entrance. Smoking in the hotel or in guest rooms is not allowed. A \$250 recovery fee per incident will be charged for smoking in your guest room and applied to your guest folio.

EMERGENCY/SECURITY

Emergency evacuation instructions are located on the back of your guest room door.

EXPRESS CHECKOUT

On the day of checkout, your folio will be delivered to your room by 4AM. You may also check out by pressing "Menu" on the TV remote and following the instructions. For assistance, call **At Your Service**.

FITNESS CENTER

- Located on the 4th Floor, accessible from any guest elevator
- Daily, 24 hours with room key access
- State-of-the-art equipment including cardiovascular, weight-resistance and free weights
- Complimentary towel service also available
- Locker rental fees apply

ICE MACHINES

Located on the 4th – 38th Floors, near elevators.

LAUNDRY SERVICES

Full-service laundry, including dry cleaning, is available. Articles of clothing given to the Bell Staff by 10AM will be returned to your room by 7PM the same day, Sunday – Friday. Schedule may vary on holidays. You may also call

At Your Service for pickup.

MAIL AND POSTAGE STAMPS

- Mail or packages sent to the hotel will be held at the shipping/receiving department. A notification message will be left in your guest room voice-mail box. Mail and packages will be delivered upon request.
- Mail and overnight packages can be sent from the shipping/receiving department.
- Charges will apply.
- Stamps are available in the Retail Store.

MARRIOTT REWARDS®

Marriott Rewards is the ultimate travel program. Membership is free! Visit MarriottRewards.com or call 800.249.0800 to join.

MEETINGS/BANQUETS EXT. 6029

We can assist you with all of your event needs from meeting rooms and menu selections to audiovisual equipment. Please call the Sales Staff for assistance.

MESSAGES/VOICE MAIL

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

MOVIES, IN-ROOM

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

PARKING EXT. 6506

- Valet parking is available.
- Charges will be applied to guest folio.

POOL/WHIRLPOOL

- Guest Elevator to 5th Floor
- Fitness Center access on 4th Floor
- Daily, 6AM – 11PM, with room key access
- Complimentary towel service also available.

PUBLIC TRANSPORTATION

MUNI 9-511

www.sfmuni.com

See Concierge for Bus Routes

Bay Area Rapid Transit 510.464.7134

www.bart.gov

The nearest station is located at Powell and Market Street.

RESERVATIONS: MARRIOTT HOTELS

800.228.9290 or Marriott.com

RESTAURANT/LOUNGE

Bin 55 EXT. 6573

- Lobby Level, across from Concierge Desk
 - Daily, 11AM – 11PM
- (Hours may vary)

View Lounge EXT. 6374

- 39th Floor (high rise elevators)
 - Daily, 4PM – 1AM
- (Hours may vary)

Mission Grille EXT. 6584

- 2nd Floor, near the escalators
 - Daily, 7AM – 10AM
- (Hours may vary)

Starbucks® EXT. 6069

- Lobby Level, adjacent to escalators
- Daily, 5.30AM – 2PM

RETAIL STORE

- Lobby Level, next to Starbucks®
- Daily, 7AM – 10PM
- Sundries, snacks and beverages, stamps, film, specialty clothing and regional gifts.

ROOM SERVICE

Please refer to the "Dining" guide in your room for a complete menu.

SAFES/SAFE-DEPOSIT BOXES

In-room safes available. Complimentary safe-deposit boxes are available at the Front Desk, or call **At Your Service** for assistance.

SECURITY

Your safety is our first concern. The Security Staff is available 24 hours a day should you need assistance.

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.

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 charged for smoking in your guest room and applied to your guest folio. A designated smoking area is outside, 25 feet from the front entrance.

SPA SERVICES EXT. 6641

A place of healing – allow some time to be spoiled during a session or two to keep your mind and body at peak performance. Relax with a soothing massage. Be and feel your best. Open 7 days a week by appointment. Please call for a treatment or to schedule an appointment.

TELEPHONE SERVICES

Please refer to the Stay Connected section of this directory for detailed information.

TRAIN SERVICE

- Amtrak
800.USA.RAIL (800.872.7245)
- CalTrain
800.660.4287
www.caltrain.com



FACSIMILE SERVICE

- Incoming fax number 415.486.8101 (Front Desk)
- If you have received a fax, the message light on your phone will be lit. Pickup is available at the Front Desk. Delivery to your room is available upon request.

QUICK GUIDE

- Hotel Telephone Number 415.896.1600
- Country Code 01
(to receive international calls)
- Room-to-Room 7 + room number

Directory Assistance

- Local 9 + 411 (\$1 per call)
- Long Distance 9 + 1 + area code + 555.1212
(long distance rates apply)
- International Operator-Assisted* 9 + 00

Direct Dial Calls

- Local 9 + 1 + number
(\$1 connection fee plus 10¢ for each additional minute after 30 minutes)
- Domestic Long Distance* 9 + 1 + area code + number
(long distance rates apply)
- International 9 + 011 + country code + city code + number
- 8XX Number Calls 9 + 1 + 8XX + number
(no hotel charge)
- Calling Cards 9 + 8XX + carrier access number
(no hotel charge)

***Please note:** 900 and 976 calls are not available through your guest room telephone.

DO NOT DISTURB

If you do not wish to be disturbed, we will be happy to hold all of your calls or send them directly into your voice-mail box. Simply press **At Your Service** to request.

TDD/TTY PHONES (NO CHARGE)

Complimentary TDD/TTY phones for the hearing-impaired are available and installed upon request. Please press **At Your Service** to make arrangements.

VOICE MAIL**Press "Message" on your phone.**

For your convenience, the phone in your room provides you with a private voice-mail box. The red light on your phone will be lit if you have messages waiting. All of your messages will be time-stamped and remain in your mailbox until you check out or delete them. If you'd like, you may record a personalized greeting on the system by following the voice-recorded instructions. When you delete a message, it is removed completely from the system.

To retrieve your messages

Lift the handset, press "Message" on your phone and follow the instructions.

PHONE INFORMATION

* Rates for International and Domestic Long Distance calls charged to your room are billed at the AT&T Daytime Operator Assisted Rate, plus a 55% hotel surcharge. International calls are subject to a connect charge of \$3.25. Subject to applicable taxes.

- To determine the cost of an AT&T Operator Assisted Call, touch 9 + 1 + 800 + CALLATT. When the AT&T Operator answers, ask for the Daytime Operator Assisted Rate.
- Marriott® subscribes to AT&T Long Distance and Sprint Operator services.

You have the right to reach other long distance carriers from your in-room phone. You may do so by dialing the access code provided by your carrier.

Sprint Customer Information

Call: 9 + 1 + 800 + 786.5050, or write:

Sprint Hospitality

P.O. Box 8490, Kansas City, MO 64114

Direct comments and concerns to: FCC, Enforcement Bureau, Mailstop 1600A2

Washington, D.C. 20554

This hotel offers a telephone package that includes local and domestic long distance calls at a set rate of \$14.95 per day. If your telephone total is less than \$14.95 per day, your folio will reflect the individual telephone charges. If your call total exceeds \$14.95 on a given day, you will only be charged the package rate regardless of how many local or domestic long distance calls you make that day.

HIGH-SPEED INTERNET CONNECTION

Stay connected to what's going on at home and the office with high-speed Internet access.

SSID NAME: MARRIOTT_GUEST

WIRELESS INTERNET ACCESS INSTRUCTIONS:

Step 1: Ensure that your device is Wi-Fi ready

Step 2: Select your wireless adapter and connect to the "Marriott_Guest" network

Step 3: Open your Internet browser and select "Connect to the Internet" on the Marriott welcome page

Step 4: Enter room number and name or Internet Access Code (Name must match reservation)

Step 5: Choose Internet package you prefer

Step 6: Accept Terms and Conditions

WIRED INTERNET ACCESS INSTRUCTIONS:

Step 1: Plug LAN cable into hotel access point and your PC

Step 2: Open your Internet browser and select "Connect to the Internet" on the Marriott welcome page

Step 3: Enter room number and name or Internet Access Code (Name must match reservation)

Step 4: Choose Internet package you prefer

Step 5: Accept Terms and Conditions

To reach Internet Guest Support call 1.877.772.0479

With our High Speed Internet connection, you'll be able to check your email and browse the Web. For streaming videos, downloading large files and an overall faster connection, upgrade to our Enhanced High Speed at InternetUpgrade.marriott.com.



QUICK GUIDE

Emergency Numbers

- Hotel Security: Ext. 6666
- Medical Emergencies: Ext. 6666
- Other Emergencies: 9 + 911

SAFETY FEATURES

- State-of-the-art fire emergency system
- Smoke detectors for the hearing-impaired available upon request.
- Safe-deposit boxes available at the Front Desk, free of charge.
- In-room safes, free of charge

At the San Francisco Marriott Marquis, guest safety is our first concern. We ask that you please take a moment to review the important information provided below. Our Security Staff is available to help you 24 hours a day. If you have any questions, please dial extension 6666.

EMERGENCY PROCEDURES

The most important part of our safety program is making sure that you know what to do in the event of an emergency. When you arrive, please take a moment to look for the emergency exits on your floor. Exits are shown on the floor plans on the back of your guest room door. Stairs are located at both ends of every hallway on every floor. Pull Station alarms are also located on each floor. In the event of an emergency, please pull the alarm nearest the problem.

We recommend that you take a few precautionary steps when you check into any hotel:

- Locate emergency exits.
- Carefully review the map on the back of your guest room door.
- Locate the nearest fire extinguishers and fire alarms.

FIRE SAFETY PROCEDURES

Our hotel is equipped with a state-of-the-art, efficient fire emergency system that includes a sprinkler system and smoke detectors in guest rooms and hallways. We want to make sure you are prepared to exit the hotel safely if any of our detection systems sound a warning; so we ask that you please familiarize yourself with the following procedures:

Exiting the Hotel

- Take your key.
- Test your door for heat or smoke before opening it.
- If the hallway is clear, exit by the nearest stairwell.
- Do not use elevators.

If Your Door Feels Warm or Is Impassable

- Place wet towels at the base of the door.
- Press **At Your Service**, giving your name and room number.
- Turn off your air conditioner or heater to keep smoke from entering the room.
- Get down on the floor to avoid inhaling smoke.

SAFETY

TRAVELER SAFETY TIPS

We want to do all we can to help you enjoy a memorable and safe stay at our hotel. Here are a few tips for your safety and security while you are traveling.

Inside the Guest Room

- Lock your door securely using all locking devices when you are in your room and always use the viewport to identify visitors.
- Before opening your guest room door, ask for identification. If you're uncertain about anyone who comes to your door, press **At Your Service** on your phone.
- You may place your valuables in the safe available in your room. Safe-deposit boxes are also available at the Front Desk.
- Check to make sure connecting room doors are locked.

Outside the Hotel

- Be observant and look around carefully before entering parking lots.
- If you are traveling in a vehicle, don't leave any valuables within view.
- If you see or hear suspicious activity around the hotel, please notify a hotel staff member immediately.



TRAVEL BRILLIANTLY.

