

THE *Fairmont*
SOUTHAMPTON
BERMUDA

2010
MEETING PLANNER
GUIDE



Dear Meeting Planner,

Thank-you for choosing the Fairmont Southampton and Bermuda for your very important program!

Marine geologists say that 100 million years ago, this hook-shaped chain of little islands was part of the lip of a huge volcano, now long dormant. The submarine mount on which we are perched rises 15,000 feet from the bottom of the sea. The part of Bermuda that is above the surface of the sea is surrounded by a wide platform of underwater coral reefs that protect us from stormy weather. This shallow platform gives our inshore seas colors that you and your group won't soon forget - stunning blues and greens that lap at the pink sand of our beaches. We take our name from a Spaniard, Juan de Bermudez, who paid a call in 1503. But the island remained uninhabited, despite visits by Spanish and English ships, until more than a century later. Today, Bermuda is one of the world's leading financial centers and sought after tourist destinations.

Planning conferences is our specialty. The experienced staff at The Fairmont Southampton and Discover Bermuda, have a wealth of knowledge about Bermuda and can assist you in making your event outstanding so that you and your invited attendees will want to return year after year!

The information in this guide has been compiled to make your job as seamless as possible.

The easy reference *electronic* format (from A to Z) will assist you in the planning process.

To use this guide, hover your mouse over the table of contents and click on the subject you would like to read about, the document will take you right to that page for information.

I hope that you find this guide helpful to you during the planning process of your program. We look forward to welcoming your distinguished group to Bermuda and to The Fairmont Southampton!

Sincerely,

Rochelle Quinn
Executive Director, Conference Services and
Discover Bermuda DMC

Conference Services Team

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AWARDS LIST

Fairmont Southampton

RESORT

Four Diamond Award-Winning Resort, Automobile Association of America, 2001–2009

Orbitz.com – Orbitz Best in Stay for Couples, 2008

Expedia.com – Expedia Insider’s Select, 2007, 2009

Virtuoso – **Named a World’s Best Hotel & Resort Experience, 2006**

Apple Vacation – **Golden Apple Award for Outstanding Quality, 2006–2008**

Readers Favorite, Atlantic and Caribbean, from Departures Luxury Survey 2004, 2005

Connoisseurs Choice Award, **Resorts & Great Hotels, 2000, 2005**

Classic Custom Vacations

Partner of the Year Individual Hotel – 2003, 2005

Superior Customer Service, 2006

Gold Reserve List, *Condé Nast Traveller*, 2003

World’s Best Places to Stay, *Condé Nast Traveller*, 2002

World’s Best Awards, *Travel & Leisure*

World’s Best Service in the Caribbean, Bermuda & the Bahamas, 2002

Top Hotel for Value in the Caribbean, Bermuda & the Bahamas, 2002

Best Hotel in the Bermuda, Bahamas and Caribbean Region, 2001

Platinum List (Top 10 Hotels in Caribbean & Atlantic Islands), *Celebrated Living, American Way* (an American Airlines magazine), 2002

Evergreen Environmental Award, Fairmont Hotels & Resorts, 2007

Honourable Mention, *The Bermudian Business*

Green Initiatives, October 2008

DINING

Five Diamond Award-Winning Restaurant, Automobile Association of America 2005–2009
Newport Room

Four Diamond Award-Winning Restaurant, Automobile Association of America 2001–2009
The Waterlot Inn

Award of Excellence, *Wine Spectator*, The Waterlot Inn, 2002

World's Best Awards, *Travel & Leisure*

Best Hotel for Food in Bermuda, Bahamas and Caribbean Region, 2001

Best of Bermuda Awards, from *The Bermudian*

Best Meal for Meat Lovers, Waterlot Inn, 2009

Best Maitre'd, Barry Cohen, Waterlot Inn, 2009

Best Hotel Dining, 2008

Award of Excellence, Waterlot Inn, 2007

Best Hotel Dining, Waterlot Inn, 2007

Best Attentive Staff, Waterlot Inn, 2007

Best Place for a Discreet Rendezvous, Jasmine Lounge, 2007

Best Meal for Meat Lovers, Waterlot Inn, 2006

Best Pasta Dish, Bacci, 2006

Best Hotel Dining, Jasmine Lounge, 2003

MEETINGS & CONVENTIONS

Meetings & Conventions - Hall of Fame for continuing superior service to the meeting and incentives industry

Platinum Partner Award, from Incentive

Demonstrated excellence and quality in travel, 2003-2008

Demonstrated excellence and quality in travel, merchandise and gift certificates, 2007

Outstanding Incentive Service, 2006

Pinnacle Award, from *Successful Meetings*

A mark of excellence for outstanding meeting facilities, 2001-2007

Gold Key Award, *Meetings & Conventions*, 2001-2005, 2007

Award of Excellence, *Corporate & Incentive Travel*, 2003-2004

GOLF

Four Star Rating, Best Places to Play in the World, *Golf Digest*, 2001, 2007

Best Resort Golf Course - Reader's Choice Award, *Caribbean Travel & Life*, 2004

Gold Tee Award, *Meetings & Conventions*, 2001-2005

Best of Bermuda Awards, from *The Bermudian*

Best Round of Golf, The Fairmont Southampton, 2009

Green Award, *Golf Inc.*, 2008

SPA

Silver Sage Readers' Choice Awards, Spa Magazine

Favorite Resort + Hotel Spa, Caribbean Islands, 2007

Best of Bermuda Awards, from Bermudian Magazine

Best Day/Resort Spa, 2003-2008

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AIRLINE / AIRPORT INFORMATION

L.F.Wade International Airport is located approximately 30 minutes drive from the Fairmont Southampton. All commercial and private jets arrive at this airport.

Please note that passports are MANDATORY and guests may be refused entry without a valid passport. For information on visa, passport and customs, please refer to www.bermudaairport.com.

AIR CANADA

Reservations: 1-800-622-1015

DELTA

Reservations: 1-800-221-1212

CONTINENTAL

Reservations: 1-800-231-0856 or
441-293-3092

BRITISH AIRWAYS

Reservations: 1-800-247-9297

AMERICAN AIRLINES

Reservations: 1-800-433-7300

JETBLUE

Reservations: 1-800-JETBLUE (538-2583)

US AIRWAYS

Reservations: 1-800-361-5373



Please provide your convention services manager with your group’s arrival & departure manifests. This is helpful to the hotel; in planning staffing levels on arrival and departure day as well as assisting housekeeping in preparing guestrooms.

Located in the lobby of the hotel, computer workstations have been set up to assist guests if they would like to print off their airport boarding passes.

On departure day, please note the hotel recommends leaving the hotel two and a half (2 ½) hours prior to your flight time. If you or your delegates are flying to the United States, they will need to clear U.S. Customs in Bermuda.

DAILY FLIGHTS TO BERMUDA:

Please refer to Bermuda Airport Operations website for seasonal schedule listings, updates on flight arrival and departure times and “follow your flight” information. <http://www.bermudaairport.com>

If you are interested in booking pre-arranged transportation for your group, please contact *Discover Bermuda*, Destination Management Services at 441-239-6618.



If guests are looking to make their own way to the hotel from the airport, please encourage them to contact our concierge desk for assistance at shp.concierge@fairmont.com.

AMENITIES & ROOM DELIVERIES

BELLMEN DELIVERIES

Delivery charge for nonperishable items and items provided by organizations outside the hotel are subject to Bellmen gratuities. Please arrange group deliveries in advance with your Convention Services Manager. Current delivery rates are:

- \$4.00 per room for 1 item with card placed inside the room
- \$2.00 per room for 1 item to be placed under guestroom doors
- Each additional item is \$.25.
- Multi-piece deliveries or special requests will be priced on a case-by-case basis.

(Rates are subject to change.)

Unique Bermuda-style gifts or other corporate gift ideas including cameras, jackets, flip-flops, beach bags, beach towels with your group logo can be arranged with your Convention Manager.

FOOD & BEVERAGE AMENITIES

The Fairmont Southampton's world-class culinary staff would be delighted to prepare in advance, attractive and delicious amenities for your VIP guests and/or entire group. Your Convention Services Manager would be happy to suggest the appropriate amenities for welcome and final night turndown. VIP amenities include our custom-made baskets, chocolate carvings and other Bermuda delights.

Our chefs are happy to custom design a "Bermuda Welcome" gift basket for your guests. It can be personalized to coincide with theme events or your logo.

Delivery charges for food and beverage amenities are added to the price of the amenity.

Please note that any food & beverage amenities must be provided by the Fairmont Southampton.

Please refer to the following important notes when selecting your amenities:

- Alcoholic beverages with any amenity must be purchased through the hotel.
- Amenities with alcohol can only be sent to persons 18 years or older.
- Special requests or large orders require advance notice. Please advise your Convention Services Manager of any questions regarding specific amenities. Once produced, or seven (7) days prior to delivery, these orders cannot be cancelled and full charges will be assessed, less delivery cost
- Tropical fruits and berries are seasonal, and our Executive Chef will select the freshest available product for your order.
- Fruit should not be ordered for departure amenities, as the Department of Agriculture will deny its transport off island, unless it is specially packaged in an approved format.

ATTENDANCE GUARANTEE

- Meal function attendance guarantees are required to the hotel by 11:00am, a minimum of 72 (seventy two) hours prior to your meal function. This number will be considered a guarantee not subject to reduction and charges will be made accordingly.
- We will prepare 5% over your final guarantee to a maximum of 20 pax. You will be charged for your guaranteed guest count or your actual guest attendance, whichever is greater. If you do not provide a guarantee by 72 hours prior to the event, the "Number Expected," as indicated on the Banquet Event Order, will be taken as the final guarantee. See guidelines below.

| For Events on... | Guarantee is due on the previous... |
|----------------------|-------------------------------------|
| Monday | Thursday |
| Tuesday Wednesday | Friday |
| Thursday | Monday |
| Friday | Tuesday |
| Saturday Sunday | Wednesday |

- Please refer to your group sales contract for the outline of food & beverage attrition policy.
- Should your guaranteed final attendance be significantly less than your tentative count, the hotel reserves the right to move your event to a more suitable location to better serve your guests.

AUDIO/VISUAL

The Fairmont Southampton has retained **Electronic Services Ltd.** to provide a comprehensive range of production services. Electronic Services Ltd. is a full-service production company with full-time management. Services provided are:

- Audio/visual equipment and technical staff
- Sound and light systems
- Video production
- Multi-image production and programming
- Computer graphics and graphic design

We recommend that you discuss your needs with Electronic Services early in the planning stages at 441-295-3885 or info@electronicservices.bm

Power:

Power required for events will be a charge of \$1.50 per Amp per phase per day plus labor.

We would be happy to provide you a detailed proposal based on your specific needs and requirements.

MAIN FUNCTION ROOMS

The Fairmont Southampton largest indoor function spaces are the Poinciana Ballroom and Mid Ocean Amphitheater and are designed to satisfy a variety of audiovisual productions. Here are a few highlights:

POINCIANA BALLROOM SIZE: 11 890 Square Feet

- 100 rigging points that can hold 500-pound capacity each
- 20, 30 and 100-amp services are available throughout the ballroom.
- Ceiling clearance in the ballroom is 14 feet

MID OCEAN AMPITHEATRE SIZE: 7800 Square Feet

- Built-in rear screen projection systems
- Dual remote control screens

- A limited number of rigging points above the bottom tier of the ballroom that can hold a 500-pound capacity each.
- Rear Projection – 16’
- Aerial projection booth
- Stage – 30’ Turn table
- Stage – 25’ Total
- Screen 12’ by 16’
- On stage to Ceiling – 12’
- Distance from Stage to Control Room – 65’
- The largest amphitheatre in the Caribbean
- Two Dressing rooms located backstage with washroom
- 20, 30 and 100-amp services are available throughout the ballroom.

BANKS

Bermuda dollars are at par with US dollar values. Bermudian dollars are generally not exchangeable for US currency outside of Bermuda.

All banks listed are located in the city of Hamilton, approximately 20-minute drive from The Fairmont Southampton.

BANK OF BERMUDA (HSBC)

6 Front St., Hamilton HM 11
Telephone: 441-295-4000
Hours: Monday – Friday 9:00 AM – 4:30 PM

BANK OF BUTTERFIELD

65 Front St., Hamilton HM 12
Telephone: 441-295-1111
Hours: Monday - Thursday 9:00 AM - 3:30 PM
Friday 9:00 AM - 4:30 PM
Saturday 10:00 AM - 3:00 PM

- International money exchange is available at our front desk and at the banks listed above.
- The hotel automatic teller machine is located on the Lower Lobby Level next to the Explorer’s Camp, this machine dispenses Bermudian dollars only.
- If you would like to arrange to have a cash advance at the hotel added to your master account, we are able to arrange this on your behalf. Please note, there will be a 5% bank administration fee added to the total. Please see Billing/Credit section for more information.

BANQUET BEVERAGE

The Fairmont Southampton offers a selection of beverage brands on our banquet bars. Additional brands are available upon request. Please ask to see our complete wine list when planning your special event.

SELECT BRANDS:

Finlandia Vodka, Bombay Sapphire Gin, Black Seal Rum, Goslings Gold, Dewar's Scotch, Vo Seagram's Whiskey, Old Granddad Whiskey, Cruzan White Rum, Bacardi Silver

PREMIUM BRANDS:

Ketel One Vodka, Bombay Sapphire Gin, Crown Royal Whiskey, Jack Daniels Bourbon, Chivas Regal Scotch

PRESIDENTIAL BRANDS:

Greygoose Vodka, Gosling Old Rum (Limited), Johnnie Walker Black Whiskey, Patron Silver Tequila, Tanqueray 10, Makers Mark Bourbon

BEER

Budweiser, Budweiser light, Amstel Light, Heineken, St. Pauli (Non Alcoholic)

SOFT DRINKS

Coke, Diet Coke, Sprite, Ginger Ale, Ginger Beer

- Standard set up for all banquet bars include the following; wine by the glass, domestic and imported beers, soft drinks, juice, and mineral waters.
- Blended tropical drinks, cordials, martinis and champagne by the glass are optional.
- We are happy to coordinate specific brand requests for your conference or a particular event. All brands are subject to change.

BANQUET FOOD AND BEVERAGE SELECTION

- We request that banquet menus, room arrangements, and other details pertinent to your function be submitted to your Convention Services Manager thirty (30) days prior to the start of your conference. This is very important as most food and beverage items must be ordered and shipped from off island to Bermuda. **Please note: menus submitted after 30 days prior to your conference may be subject to a 10% increase in price due to additional shipping costs**

We are happy to customize menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a

successful event. With over 100 chefs, we can offer creative and international fare to please any palate.

Special meal requests are easily accommodated. Please advise your Convention Services Manager in advance for vegetarian, kosher, low sodium, allergy concerns etc.

BEACH

The Fairmont Southampton hotel is proud to offer the Fairmont Beach Club, a private beach for your guests to enjoy, located on its very own private cove. Beautiful blue water teeming with tropical fish await your arrival and give some of the best snorkeling on the island.

Enjoy the many amenities offered such as our restaurant/bar, umbrellas and palapas, then end the day with a blowout party in the sand.

BEACH AMENITIES

- Complimentary beach towels are available at the Beach Club
- For your convenience, masks, snorkels, floatation devices, kayaks and other water sports equipment are available to rent from the *Dive Bermuda* Shop located at the Beach Club.
- For your convenience, umbrellas, palapas, chaise lounges, locker rooms, change rooms, showers are available to all hotel guests free of charge.
- Guests may pickup complimentary sand buckets or shovels for children at the hotel reception desk or at the Beach Club.

BEACH EVENTS

The most popular event venues at the Fairmont Southampton are situated at our private Fairmont Beach Club, which offers 15,000 square feet of function space with magnificent views of the Atlantic Ocean.

The Beach Terrace and sand can accommodate up to 1,500 people for an event. Your guests will enjoy the soft Bermuda sand on their feet and the soothing sounds of the waves lapping gently against the majestic coral rock formations situated 30 feet offshore. Beach parties are a guaranteed hit! Bonfires and fireworks are strongly suggested!!

The more intimate **Cabana** is the perfect venue for groups of up to 60 people. It includes a circular seating area overlooking the beach and the Ocean, a built in bar, and a partially covered seating area. Please note this function space is available only after 19:00hrs.

The Ocean Club restaurant is the perfect venue for up to 100 people. This elevated restaurant is perched on a coral cliff over the ocean and can be used privately with a buyout, or as a smaller group in the restaurant. Please refer to **Hotel Dining** section of this guide for more information about The Ocean Club.

BEACH GAMES

- We have planned beach games for groups of all sizes and would love to share our “ultimate beach party” plans with you! Please consult your Destination Services Manager at *Discover Bermuda* for a recreation package designed to fit your group’s needs and program.
- We can assist you with a variety of team building events with varying levels of competition. Some of our more popular events are Volleyball Tournaments and Beach Olympics.

BELL DESK

Our Bell Desk is responsible for the movement of your luggage and the delivery of all nonfood and beverage room amenities and golf bag handling/storage.

- Portage charges will be outlined in your hotel sales contract.
- Pre-arranged bag movements for group departures can be arranged through your Convention Services Manager.
- Departure notices and bag pulls should be coordinated with our Bell Captain and/or Director of Front Office Operations. We request that the bag pull list to be completed and delivered to us at least 48 hours prior to the first scheduled bag pull. To ensure a check out time of 12:00 noon, we request that the last bags be pulled at 11:30 AM.
- Golf bags will be stored at the Golf Shop upon arrival. To retrieve golf bags for off-property tournaments/group play, a pairings list must be provided to the Golf Pro Shop twenty-four (24) hours prior to play. Pre-arranged bag transfers are available through the Pro Shop at an additional cost.

BILLING/CREDIT

- Deposits and payments are due based upon the terms outlined in your sales contract.
- Please be sure to advise your Sales Manager in advance for any specific instructions on how you would like your bill organized. We do recommend on-site daily billing review with your Convention Accountant.

- There is a 5% administration bank service fee for all change requests from groups, regardless of the amount or method of payment.
- Cash advances can be paid for with cash, certified cheques, wire transfers, but NOT credit cards.
- For all cash advances or cash paid outs in the amount of \$5,000.00 or less can be posted to the group master account.
- For any amount over \$5000.00, a cheque advance must be received with 3 weeks advance notice
- If you require work permits for non-Bermudian workers, the work permit fee will be charged to your master account unless otherwise instructed. Please refer to the work permit section for more information on work permits.
- Any charges from outside the Fairmont Southampton that are added to the master account will be subject to a 20% administration fee.

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| BUSINESS SERVICES |
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Shipping and Photocopy Services are available 7 days a week from 9:00-5:00pm from the Discover Bermuda Office on the Lower Lobby Level. Automated Computers are available on the main lobby level and on the mezzanine level business services area. Please see the Front Desk for all other services.

The following equipment rental is available at the through the **Conference Services & Catering Department**.

| OFFICE DAILY RENTALS: | |
|--|----------|
| 8 1/2" x 11" Paper (price per ream) | \$15.00 |
| 8 1/2" x 14" Paper (price per ream) | \$15.00 |
| B & W Laserjet Printers | \$150.00 |
| Colour Laserjet Printer - WEEKLY | \$800.00 |
| Coloured Paper (price per ream) | \$18.00 |
| Computer Rental | \$175.00 |
| Delivery Charge for any Rental | \$135.00 |
| Heavy Duty Copier | \$275.00 |
| Modem | \$100.00 |
| Tabletop Fax Machine (minimum of 5 days) | \$175.00 |
| USB Connector | \$15.00 |
| Walkie Talkie Rentals - WEEKLY | \$125.00 |

The Fairmont Southampton, 101 South Shore Road, Southampton Bermuda, SN 02
Tel: 441-238-8000 Fax: 441-238-8968

| | |
|---|---------|
| Cell Phones- daily rental (not including calls) | \$10.00 |
|---|---------|

For large projects or volume copying, we recommend you contact directly:

TRIANGLE PRESS

104 St. John's Road
Pembroke, HM 09
P.O. Box DV 37, Devonshire DV BX
Telephone: 441-292-1614
FAX: 441-295-5529
E-Mail: trianglepress@ibl.bm

BERMUDA PRESS LTD.

13 Addendum Lane, Pembroke HM 07
P.O. Box HM 1025, Hamilton HM DX
Telephone: 292-6100
FAX: 292-6727
E-Mail: dfisher@bermudapress.bm

PRINT EXPRESS

34 Burnaby Hill, Hamilton HM 12
Phone: 441-295-3950

BERMUDA BLUE PRINTING LTD.

20 Bakery Lane, Pembroke HM 07
Phone: 441-292-2078

| |
|--------------------------------------|
| CHANGING ROOMS/COURTESY ROOMS |
|--------------------------------------|

Due to varying flight times, the hotel would be happy to offer courtesy rooms based upon availability. Please contact your Convention Services Manager or the Director of Front Office Operations about securing changing rooms/courtesy rooms for arrival and departure days.

| |
|---------------------------------|
| CHECK-IN/CHECK-OUT TIMES |
|---------------------------------|

Check-in time at The Fairmont Southampton is 4:00 PM and checkout time is 12:00 Noon.

The arrival & departure manifest send in advance to your Convention Manager, can assist us in preparing rooms based on the flight times.

Half-day rates are available for guests with late flights, based on availability. Please inquire at the hotel reception desk.

Late check out can be extended to group VIPs and meeting planners, based on availability. Some instances may require a room change or a half-day charge.

| |
|--|
| CHILD CARE SERVICES/BABYSITTING |
|--|

Our hotel switchboard department is happy to arrange babysitting services for your little ones.

BABYSITTING RESERVATIONS:

- A 24-hour notice is appreciated when arranging or canceling childcare.
- Three-hour minimum is required.
- Sitters are independent and must be paid in cash at the end of service by guest.
- Room charges or credit card charges are not accepted.

BABYSITTING RATES:

- One Child, per hour, min (3) \$15.00
- Add'l Family Member. Per hour \$ 2.00
- After 11:00pm for transportation \$10.00
- Meal required after (6) hours

EXPLORER'S CAMP:

Open 7 days a week from 9am to 5pm for children ages 5 and up. We offer a daily Off Property excursion between 10am-1pm and an On Property excursion daily from 3pm- 4:30pm. Join us in the Camp Daily for Arts n Crafts, Movies, Games and more. (Please see schedule for daily excursions)

7 & Up Club

Open Tuesday through Saturday evenings from 6:30 to 10:30 for ages 7 and up. Join us for Themed Parties, Movies, Games, Music and much more.

We offer our services to you and your child/children for a daily fee of \$30.00 per child. Additional costs apply for off property excursions and meals. Please see schedule for excursion prices.

HOURS OF OPERATION:

- Explorers Camp 9am to 5pm daily.
- The 7 & Up Club 6:30pm to 10:30pm Tues - Sat
- Children may stay for the entire day.
- Explorers camp accepts children aged 5 years old & up (Must be toilet trained)
- The 7 & Up Club is the evening program for children aged 7 years old and up. It is open Tuesday to Saturday from 6:30pm to 10:30pm and during this time: we offer exciting Games, Music and Movies. Late fees will apply after 10:30pm.
- Meals are not included in the program. However, with your permission, we order meals from one of our restaurant outlets and apply the charge to your room.

- Our schedule is a guideline of what we offer. The off property excursions are an additional cost. The participation in the scheduled activities is encouraged however, entirely up to the family.
- Should you want to arrange childcare services for a large group of children, please contact your Convention Services Manager for special arrangements with Explorer's Camp, our on-site Children's Activities Center.

CHURCH SERVICES

ANGLICAN

St. Anne's Church
Southampton
Telephone: 441-238-1864
Sunday Service: 9:00 AM

BAPTIST

First Baptist Church of God
P.O. Box DV44, Devonshire DVBX,
Bermuda
Telephone: 441-236-7414
Sunday Worship: 11:00 AM, 12:00 PM

CATHOLIC

St. Anthony's Roman Catholic Church
26 Middle Road, Warwick, WK 03
Telephone: 441-238-1784
Mass on Tuesday – Friday: 7:45 AM
Mass on Saturday: 6:00 PM
Mass on Sunday: 8:00 AM, 10:30 AM

LUTHERAN

Peach Lutheran Church
South Shore Rd., Paget DV 04
Telephone: 441-236-5330

METHODIST

Emmanuel Methodist Church
Middle Rd., Southampton SB 04
Telephone: 441-238-1945

7TH DAY ADVENTIST

Seventh-day Adventist Church
228 Middle Rd., Southampton, SN 04
Phone: 441-238-1080

COMMUNICATIONS & INTERNET

CELLULAR PHONES RENTALS

Arrangements may be made through your Convention Services Manager or The Fairmont Southampton at a rental fee of \$10 per day per phone plus usage fees.

INTERNET SERVICES- MEETING ROOM

See chart below for various options:

| Data and Network Services: High Speed Internet Access (HSIA) | | Rate |
|---|---|---|
| HSIA | Additional equipment for additional ports not included. (See equipment rental). | \$250 for first day/line \$50 for each additional day/line |
| Wireless HSIA | Available in all meeting rooms | \$250.00 install of hub/ \$50.00 for usage each day |
| In Room HSIA | Available in all Guestrooms | \$13.95 per 24 hour period |

or complimentary for
Fairmont President's Club
Members

| | | |
|---------------------|-----------------------------------|---|
| Custom IT Solutions | Information Technology Consulting | \$150 per hour plus equipment rental and/or purchase if required. |
|---------------------|-----------------------------------|---|

TELEPHONES- MEETING ROOM

- Installation rate is \$250 per line, plus \$25 per day thereafter for daily rental for local access and \$50.00 per pay thereafter for long distance access, plus usage fees
- Handsets are complimentary with Direct-In-Dial (DID) Line installation
- Specialty phones ie: Polycom Speakerphones are \$150.00 daily rental fee from Electronic Services Ltd. for telephones in meeting rooms, plus charges for all calls.
- Additional installation fees apply if your communication needs exceed existing hotel configurations.

FAX LINES

- Same as telephones

CHARGES for TELEPHONE CALLS

- Local Calls: \$1.00 per call

LONG DISTANCE CAPABILITIES/DID LINES- MEETING ROOM

- Complete local, long distance, and internal dialing capabilities.
- A DID line also functions as an in-house extension that may be dialed direct from outside without having to go through the hotel switchboard.

LONG DISTANCE/INTERNATIONAL CALLS

- **Please note that 1-800/866/877/ 888 phone calls and calling cards are NOT TOLL-FREE FROM BERMUDA.** Some Calling Cards are toll free from Bermuda and should be verified before arrival. Calls made with these cards will be charged at International rates and are subject to hotel surcharges.
- Telephone Calling Cards valid in Bermuda can be purchased from our Front Desk in denominations of \$5, \$10, \$20, \$50

Prices are subject to time and destination of call; please call the operator for pricing information.

WALKIE TALKIE RADIOS

If you would like to rent 2-way island wide walkie-talkie radios for your use during your conference while on-site, please advise your Convention Services Manager or Electronic Services Ltd. Weekly rental fees of \$125 apply to each radio,

CONCIERGE

Our concierge personnel act as a liaison between guests and our resort. They provide internal public relations and overall guest services, including restaurant reservations, island information, transportation, and personalized vacation itineraries. At any point during your stay with us, please do not hesitate to stop by the Concierge Desk in the Lobby or call ext. 6276 if there is anything our staff may do for you. The Desk is open daily from 7:00 AM to 10:00 PM for your convenience.

Please feel free to contact them directly at SHP.concierge@fairmont.com.

CONFERENCE RESOURCES

The Fairmont Southampton has an experienced and talented banquet team ready and waiting to provide you a memorable event. We are pleased to offer a selection of resources complimentary to help create the event you are looking for.

Banquet Chairs ~ Green in color
~ 18 Inches wide by 22 inches deep
~ Used only indoor. Not available for outdoor functions unless special arrangements are made (i.e. under tents).

Complimentary white plastic chairs are used on all outdoor/off-property functions unless special arrangements are made. We are able to rent other types of chairs on a limited basis on the island.

Risers ~ 6 foot x 8 foot sections; 16, 24 or 32 inch height. Limited numbers.
~ Black carpet top surface.

Tables ~ 72 inch rounds seat 8, 10, 12 persons (10 preferred).
~ (50) 72 inch square tables seat 10, 12 persons
~ 60-inch rounds are available- limited numbers.
~ 8 foot tables, 30 inch wide
~ 8 foot tables, classroom width (18")
~ Please note: Mid Ocean Schoolroom tables are 18" wide X 6 ½ long'

Cocktail Tables ~ Low: 24 inches wide, 27 inches high.
~ High: 24 wide, 30 inches

Podiums - **Regular** ~ 23 inches wide by 48 inches high.
- **Mid Ocean** ~ 27 inches wide by 48 inches high.

Please note the hotel does not own any podiums, these must be rented via Electronic Services Ltd.

Flipcharts ~ 28 inches wide with blank paper, not lined or graphed.
Cost: \$25.00 per day including markers.

Easel ~ aluminum easels available at no charge (available 100)

Poster boards ~4' x 6' one sided corkboards available at \$10.00 each
(includes pushpins)

Exhibits ~ 8' x 8' or 8' x 10' Booths with pipe and drapes at \$75.00 each per
day (maximum 50 - Colors (25) Green & (25) Wheat)
~ 8' Table Top displays, \$25.00 each per day includes one 8' skirted
table, 2 chairs, wastebasket.
Rental information available on request.

Towel Rental: The Hotel will provide towels for your off-property activities at a
cost of \$1.00 per towel. Any un-returned towels will be subjected to a \$10.00
charge.

| | | | |
|------------------------------|----------------|------------------------|--------------|
| <u>Mahogany Bars:</u> | ~ 5ft 8" Long | <u>Armoire:</u> | 3ft 7" Long |
| | ~ 2ft 5" Wide | | 1ft 10" Wide |
| | ~ 3ft 10" High | | 6ft 8" High |

Poinciana Ballrooms have audiovisual 'hang points'. Holding 500 pounds each.
Rental fee at \$10.00 per point per day.

CREDIT CARDS

The Fairmont Southampton accepts American Express, Master Card, Visa and
Diners Club for your convenience.

DECORATIONS

A full line of theme party props, backdrops, entertainment and interactive events
are available through *Discover Bermuda*. We are happy to suggest ideas on
novel favors, souvenir menus, creative ice carvings, theme food presentations,

room accent decor and specialty linens. A catalog of themes is available upon request.

Please note:

Items are not to be attached to any permanent hotel structure, carpet or furnishing with nails, staples, tape or any other substance in order to help preserve the appearance of our public areas and minimize damage.

| |
|--|
| DISCOVER BERMUDA - DESTINATION MANAGEMENT SERVICES |
|--|

Discover Bermuda is a full service, in-house Destination Management Company offering destination consulting and facilitating. Their approach is to engage the best quality products, staff and vendors on the island to bring The 'Best of Bermuda' to your groups. Seamlessly and professionally we work together to develop and stage a memorable experience for your guests.

Discover Bermuda was founded as the Fairmont Southampton's Destination Services Department in 1998 in response to requests from meeting planners who wanted a greater variety of destination services providers. In 2004, the name "Discover Bermuda" was launched to more aptly reflect the total island consulting and facilitation services they were offering.

Today, Discover Bermuda is the largest, full service Destination Management Company on-island, fully owned and operated by The Fairmont Southampton. Discover Bermuda embraces the same values of quality, respect, integrity and teamwork of its parent and has a strong support and resource network in its owner, Fairmont. Discover Bermuda is structured to help you be productive and efficient and each stage, with a full time dedicated Sales Manager and separate Operations Managers, each are able to focus on your task at hand.

Professional image and management is also offered through out the group stay. All staff used on programs are uniformed with nametag and are professionally trained to Fairmont Standards, prior working on any program to ensure the best results.

A full Catalogue of Services is available to start planning now. Please contact Discover Bermuda for your copy or more information at discover.bermuda@fairmont.com <<mailto:discover.bermuda@fairmont.com>> or (441) 239-6688

DINE AROUNDS

We have several fabulous restaurants at the Fairmont Southampton that are a must for any guest and are very popular locations for dine arounds: The Waterlot, Bacci, Ocean Club (seasonal), and Newport (seasonal).

Specialty menus can be arranged to accommodate groups at all local island restaurants. Requests for dine rounds are to be directed to your Convention Services Manager and/or Discover Bermuda Manager.

- Seventy two (72) hours prior to the Dine Around, a guarantee must be given for each restaurant utilized to a maximum of 20% difference in expected attendance numbers.
- The Restaurant Manager and Executive Chef reserve the right to limit menus when necessary to facilitate service for your group.

ENTERTAINMENT

Bermuda has a wide range of talent & entertainment options. The Fairmont Southampton has many contacts in the entertainment industry that make it possible to assure satisfaction and secure the best local, national, and international talents. Please contact your Convention Services Manager for assistance in booking entertainment.

The Fairmont Southampton has a noise curfew of 10:30 p.m. for all guests and outdoor group entertainment at the Poolside, Pool Gallery or Great Sound Lawn locations. Noise curfew for events at the Beach Club is 12:00 a.m. All entertainers must adhere to the Bermuda Noise Ordinance maximum noise level.

Your Convention Services Manager will need to approve all entertainment or events to be held on property of The Fairmont Southampton.

All outside vendors contracted directly by the client must adhere to the following:

- Noise and time curfews (see above)
- Vendors will provide own manpower and equipment to load in and load out equipment. Due to liability and safety, electric carts will not be available for vendor use.
- Your Convention Services Manager can arrange for all your entertainment needs; however, if you book your entertainment directly, the following additional charges will apply: dance floor with staging at \$600.00, and electrical power at \$1.50 per amp per phase.

- Tree Lights- Contain 4 lamps- \$600.00-\$800 per tree
- If your show or meeting requires the fire alarm system in any meeting room to be dismantled for fogging, cooking or smoking a fee of \$400.00 per event will be assessed.
- If you are looking to bring in entertainers that are not Bermudian, a temporary work permit is required. **Temporary work permits are MANDATORY for all non-Bermudian entertainers** and one permit is needed per person. Please contact your Conference Services Manager for details.

FAIRMONT PRESIDENT'S CLUB

Fairmont Hotels & Resorts exclusive guest recognition program, Fairmont President's Club, offers special benefits and privileges designed to reflect your individual travel preferences and offer an enhanced level of personal service. Enroll now in this complimentary program and start enjoying the benefits on your next stay.

HOW TO ENROLL:

Online

Encourage your delegates to visit www.fairmont.com/fpc and they can simply register for free on line.

In Person

Drop by the hotel's Fairmont President's Club Reception Desk

Call

| | |
|---------------|----------------|
| North America | 1-866-840-8399 |
| International | 1-506-387-0451 |

FIREWORKS

The Fairmont Southampton is one of the best places to host Fireworks for your group off our very own beach. It is a requirement to use a licensed pyrotechnics company through your Convention Services Manager. Fireworks are permitted at The Fairmont Southampton's Beach Club. Please contact your Convention Services Manager for prices and further information and fire permit applications.

If you decide to use an outside DMC, they are unable to book Fireworks if on our property.

The Weather Call for fireworks will be made at the discretion of the fireworks company.

NOTE: The Fairmont Southampton, and any pyrotechnic subcontractors, are not liable for any loss, damage or delays caused by fire, strikes, Acts of God or the public enemy, delayed delivery of materials from suppliers, freight embargoes, causes incident to national emergencies, war or OTHER CAUSES BEYOND THE REASONABLE CONTROL OF ANY PYROTECHNIC COMPANY.

FITNESS CENTER - REFER TO WILLOW STREAM SPA

Located on the Mezzanine Level of the hotel, the Fitness Center offers a full range of state-of-the-art cardiovascular and weight-training exercise equipment available to hotel guests at a nominal charge.

FITNESS FACILITY ONLY PASS - Includes access to Fitness Center Only

Exclusive to Fairmont guests daily: \$15 per person

Unlimited use during hotel stay: \$40 per person

SPA ACCESS PASS - Includes access to Fitness Facility, Showers, Locker Rooms, Inhalation Sauna, Steam Room, Spa Amenities, Spa Pool with Jacuzzis & Sundeck

Exclusive to Fairmont guests daily: \$29 per person

Unlimited use during hotel stay: \$99 per person

Fairmont is pleased to offer all Fairmont President Club members complimentary access to the Fitness Facility at all hotels.

FOOD AND BEVERAGE SERVICE FEES AND STANDARDS

The Fairmont Southampton is responsible for the quality and freshness of the food served to its guests. Therefore, no food brought into the hotel from outside sources may be served. Bermuda health regulations mandate that food may not be taken from a function area after it has been prepared and served.

Please note that all alcoholic beverage sales and services are regulated by the Bermuda Liquor laws. The hotel, as licensee, is responsible for the administration of these regulations. It is a hotel policy that no alcoholic beverages may be brought into the hotel from outside sources for banquet functions, donations, room gifts, amenities, etc. The Fairmont Southampton employees (and not the patrons of the hotel) must do all dispensing of beverages.

SERVICE STANDARDS

One server per twenty (20) guests plated events

One server per twenty-five (25) guests buffet events

One server per seventy-five (75) guests cocktail receptions

One bartender and one server per seventy-five (75) guests for Hosted Bars
One bartender, one server one cashier per seventy-five (75) guests for Cash Bars
Client requests for additional labor may be provided at \$25.00 per hour, per staff member.

OUTDOOR SETUP FEES

SET UP CHARGES

Functions at the Beach, Great Sound Lawn and Outdoor Pool require additional transportation and/or set-up labor. There will be a \$7.00 charge for events at these locations. We also charge \$3.00 per person for all outside cocktail receptions and \$13.00 per person for any off property event.

SPECIAL DESTINATION OFF-PREMISES CATERING

We are pleased to offer our Food & Beverage catering services to several unique destinations such as: The Keep Yard at the Royal Naval Dockyard, Fort Hamilton, and Astwood Park, to name but a few. A \$13.00 per person set-up charge will be incurred for functions at any off- premises locations.

LABOUR CHARGES

For cocktail receptions, a minimum food consumption of \$12.00 per person must be met.

If minimum consumption is not met, the cost of one waiter for each 75 guests will be applied as follows: \$50.00 for the first three hours, and \$12.00 for each hour thereafter.

A Bartender fee of \$100.00 will be charged on all bars not exceeding \$275.00, plus 15% gratuity in sales per bar, per hour.

A Cashier fee of \$75 per cashier will be applied to all Cash Bars

SERVICE CHARGES

A 17% service charge is added to all Food & Beverage charges. There is no sales tax applicable in Bermuda.

2010 RESTAURANT BUYOUT PRICES

*** The prices listed below are inclusive of 17% gratuity**

| | IN SEASON | OFF SEASON |
|----------------------------|------------------|-------------------|
| The Newport Room | \$13,000 | \$8,775 |
| Bacci | \$13,455 | \$6,435 |
| Bacci Breakfast/Lunch | \$4,680 | \$2,925 |
| Waterlot Inn | \$23,000 | \$12,870 |
| Waterlot breakfast/lunch | \$7,605 | \$5,265 |
| The Ocean Club | \$2400 | \$9,945 |
| Ocean Club breakfast/lunch | \$7,020 | \$5,265 |

GIFT CERTIFICATES

A Fairmont Southampton gift certificate is a wonderful way to reward your attendees, staff or sporting event winners.

- Gift cards are available for purchase through the Front Desk and are designated for use at any Fairmont hotel. They can be used on property at all restaurants as well as the Willow Stream Spa and our golf course. A gift certificate can be used as a credit to the guest room account. Please ask your Convention Services Manager.
- Restaurant Gift certificates are available through the Executive Offices and are designated for the Fairmont Southampton Restaurants. Gift certificates will be honored only up to the expiration date
- *Willow Stream Spa* gift certificates in denominations of your choice or treatments

GOLF

Bermuda has more golf courses per square mile than any other Country in the world! With nine courses in 21 square miles there is a course for all levels of skill. Two of these courses are at/affiliated with the Fairmont Southampton.

FAIRMONT SOUTHAMPTON GOLF COURSES:

THE FAIRMONT SOUTHAMPTON ~ 18 hole Par 54 - 2,684 yards

Our course features 18 challenging par 3 holes. Taking advantage of the beautiful surroundings and dramatic elevation changes, this 2,684-yard course forces prudent club selection, with wind a definite factor. You'll be delighted with the myriad of bunkers, 2 water hazards and 3 tee offerings. In addition, the club offers a practice green and complete pro shop, club and shoe rentals as well as golf lessons. Rated as one of the top three

Par 3 courses in the WORLD!

Four Star Rating, Best Places to Play in the World, *Golf Digest*, 2001, 2007

OFF PROPERTY GOLF COURSE:

RIDDELL'S BAY GOLF & COUNTRY CLUB ~ 18 hole Par 70 - 5,668 yards

The elder statesman of Bermuda country clubs, Riddell's Bay has enticed golfers the world over since 1922. Winding along a peninsula measuring only 600 yards at its widest, these lovely links provide a magnificent challenge to one's golf game and camera. The course measures relatively short 5,588 yards. With its tight fairways and small narrow greens, accuracy is the name of the game. Additional pleasure (or perhaps vexation, depending on your performance) is gained by the proximity of some holes to the ocean. Riddell's Bay Golf Course is operated by a private club and reservations for groups and subject to certain

restrictions and agreement by the club in advance. Group tournaments are limited. Play estimated at 4 hours.

GROUP CHECKIN & CHECKOUT - ARRIVALS & DEPARTURES

GROUP CHECK -IN

The Fairmont Southampton's specially designed group check-in area, offers privacy in an open air, tropical setting. It has a separate front desk area, complete with telephone and Internet hook-up availability. It is also conveniently located next to the Poinciana Ballroom & foyer.

- If your guests are arriving via group transportation and an arrival manifest has been supplied, we will be happy to have all of the rooms assigned in advance
- If your guests will be arriving at scattered times throughout the day with no arrival manifest, we will assign rooms on a first-come, first-served basis.
- Our group check-in hours will be scheduled based on your arrival manifest. Any scattered arrivals prior to or after those times will be directed to the front entrance and appropriate transportation arrangements made with your ground handler.
- We will schedule to close the group check-in if there are less than ten (10) rooms per hour left to arrive.
- Arrival/departure manifests are requested ten (10) days prior to your group's arrival.
- Check-in is 4:00 PM.

GROUP CHECK OUT

- Settlement of all individual accounts will be handled at our Front Desk in the lobby.
- Please be sure to coordinate the delivery of departure notices with our Bell Services department, noting bag pull information and any transportation schedules. Our standard room delivery fee of \$2.00 will apply.
- Please advise your Convention Services Manager of your group transportation schedule
- Check-out is 12:00 noon.

GUEST LAUNDRY

The Fairmont Southampton can assist with laundry needs from 9:00 AM to 6:00 PM.

Any laundry turned in by 9:00 AM will be returned after 6:00 PM that same day. Any laundry turned in after 9:00 AM will be returned to guests the following day. There are laundry bags and price lists in each guestroom closet.

GUEST ROOMS

Each of our 593 gracious and airy guestrooms captures the spirit of the sky and sea. Spacious, light and fresh, they all have a private balcony or terrace. Suites, Fairmont Deluxe and Southampton Premier rooms all have full ocean, harbor or golf views. The spectacular **Fairmont Gold** rooms and suites offer unsurpassed luxury and service.

Junior Suites

The Junior Suites are well appointed and feature High Speed Internet access, a work desk and mini bar. With an open-concept design, enjoy the spacious bedrooms and living room area all within the same room.

One and Two Bedroom Suites

One and Two Bedroom Suites offer a separate living room area and are equipped with a second bathroom, TV and mini bar.

Duplex Suites (2)

The split-level Duplex Suites-Lilac and Begonia, comprising of 1,600 square feet. Both suites are corner units perched high atop on the Fairmont Gold concierge sixth floor level.

Penthouse Suites (2)

The Penthouse Suites-Bougainvillea and Lantana, comprising of over 2,900 square feet are both corner suites perched high atop on the Fairmont Gold concierge sixth floor level.

Amenities on Request for all guestrooms

Please indicate the request in your on-line reservation, or ask one of our reservation agents.

- Crib
- Refrigerator
- Rollaway
- Wheelchair

INDIVIDUAL GUEST RESERVATION POLICIES

Cancellations: Cancellations must be received 72 hours prior to arrival date. Special seasonal policies may apply.

The Fairmont Southampton, 101 South Shore Road, Southampton Bermuda, SN 02
Tel: 441-238-8000 Fax: 441-238-8968

- Check-in Time: Check-in is after 4:00 PM
- Check-out Time: Check-out time is at 12:00 noon

FAMILY PLAN

- No charge for children under 18 years, using existing bedding.
- Complimentary rollaway beds can be requested and delivered on availability.
- Cribs are available at no additional charge.

GUEST ROOMS FOR GUESTS WITH DISABILITIES

The Fairmont Southampton has two (2) accessible rooms available to accommodate the physically challenged. The following are special features in these rooms:

- Bathtub rails
- Lower fixtures and closet rods
- Suites are located near an elevator

We also have handicap accessible public restrooms.

HOSPITALITY DESKS/PHONES/OFFICES

Hospitality desks will be located in the Poinciana Ballroom Foyer only. Phones may be arranged in advance with either in-house extensions or direct dial numbers.

Should you require a larger area for an office, storage or hospitality, please consult your Convention Services Manager for space availability. Please note that some areas may be subject to a room rental fee. Flipcharts, printers, computers, and other equipment may also be obtained through your Convention Services Manager for an additional fee.

HOTEL DINING

ALL DINING HOURS ARE SUBJECT TO SEASONAL CHANGE

THE NEWPORT ROOM

The Newport Room is the premier dining experience in Bermuda. Exquisite French cuisine is presented with style and elegance within the luxurious ambience of what could be the Royal Yacht. Amid its luxurious brass and mahogany interior, our AAA Five Diamond award-winning restaurant

completes the setting with silver service, crystal and bone china for an unparalleled dining experience for any occasion.

Hours of Operation:

6:30 p.m. to 10:00 p.m. (Hours subject to change)

Dress Code:

Jacket is required, tie suggested, no denim or sportswear

Reservations:

Reservations are required. Book your reservations on-line when you make a room reservation or by calling the concierge desk.

THE WATERLOT INN

Steeped in Bermudian History, our magnificent and historic waterfront inn, gracefully nestled dockside on Jew's Bay, has been offering breathtaking sunsets and delectable Bermudian fare over 320 years and proudly boasts both AAA Four Diamond and Wine Spectator Awards.

Beamed ceilings and an inviting and gracious décor provide a wonderful setting to enjoy savory Prime and Dry Aged Steaks to please the most discerning steak connoisseur. Service is impeccable, but friendly. The beautiful outdoor terrace and adjoining gardens is an ideal spot for a pre-dinner cocktail. You are guaranteed the best steak in Bermuda.

Hours of Operation:

6:00 p.m. to 10:00 p.m. (Hours subject to change)

Dress Code:

Jacket suggested, no casual shorts or sandals

Reservations:

Reservations are required. Book your reservations on-line when you make a room reservation or by calling the concierge desk.

THE OCEAN CLUB

Ocean Club, located beachside at the Fairmont Southampton resort, is an enticing twist of contemporary South Beach style. Relax in chic decor surrounded by an inspiring ocean view. Savor tantalizing delights that blend Asian ingredients and European techniques, giving each bite an international explosion of flavors. Popular menu offerings include Miso Marinated Butterfish, prepared with organic Shiso leaves, baby Bok Choy and Yuzu citrus sauce. Seared Scallops wrapped in applewood-smoked bacon are infused with aromatic spices that stimulate the senses. And each dish is prepared by world-class chefs and

presented with flawless service. There has never been a restaurant in Bermuda like the Ocean Club. Come enjoy an unforgettable experience.

Alfresco dining is available on the fabulous terrace overlooking the ocean weather dependant.

Hours of Operation:

Dinner: 6:00 p.m. to 10:00 p.m. (Hours subject to change)

Dress Code:

Smart Casual

Reservations:

Reservations are required. Book your reservations on-line when you make a room reservation or by calling the concierge desk.

BACCI

Lively Italian cuisine. Delight in authentic Italian cuisine delivered with real fine dining flare in a stylish yet relaxed family atmosphere. Our chef has creatively blended the very best of classical Italian traditions with the latest world-class cooking trends to create a symphony of original recipes and blended flavors from select regions of Italy. Each item is presented like a work of art and each evening our culinary team selects special dishes to enhance our a la carte menu.

Bacci is a celebration of the life, wine and great food of Italy. You will always be greeted with hospitality, warmth and enthusiasm and you will want to return again and again.

Voted best Casual restaurant in 2008 Bermuda Gourmet Getaway.

Hours of Operation:

Dinner: 6:00 p.m. to 10:00 p.m. (Hours subject to change)

Dress Code:

Smart casual

Reservations:

Reservations are required. Book your reservations on-line when you make a room reservation or by calling the concierge desk.

WINDOWS ON THE SOUND

Breakfast with a View. The only thing we overlook at breakfast is the ocean. Enjoy omelet and waffle stations, breakfast pastries, breads and other morning

delicacies - all just steps from the main lobby. And don't miss our famous traditional Bermuda Breakfast Buffet on Sundays when you'll feast on a tasty array of authentic Bermudian dishes including codfish and potatoes, Johnny bread, corn beef cakes, cassava pie, egg sauce and avocado, and the unbelievable Bermuda fried bananas. A favorite for visitors and locals alike.

Hours of Operation:

Breakfast: 7:00 a.m. to 11:00 a.m.

Sunday Brunch: 7:00 a.m. to 1:00 p.m.

Dress Code:

Smart casual

Reservation:

Reservations are not required

CABANA BAR & GRILL

Sun, Sand, Food and Fun! Amid The Fairmont Southampton's beautiful pink sand beach, The Cabana serves up all your favorite cocktails and fast foods!

Hours of Operation:

11:00 a.m. to 6:00 p.m. (Hours subject to change)

Dress Code:

Beach casual

Reservations:

Reservations are not required

JASMINE LOUNGE

Jasmine is the place for the quintessential martini. Elegant and relaxing, Jasmine is the ideal spot for meeting, greeting or simply relaxing, any time of the day. Your favorite cocktails are served throughout the day along with an elegant selection of light entrees, snacks, sandwiches, salads and sinful desserts.

In the evening Jasmine steps up the pace from 6:00 p.m. to 1:00 a.m. with live entertainment for your listening and dancing pleasure. Don't miss Jasmine's traditional afternoon tea with all the trimmings; freshly baked scones, jams and delightful tea sandwiches, served daily from 3:00 p.m. to 5:00 p.m.

Hours of Operation:

Open from 11:00 a.m. to 1:00 a.m., seven days a week

Dress Code:

Resort casual

Reservations:

Reservations are not required.

IN-ROOM DINING

For over 30 years, guests of The Fairmont Southampton have come to expect the very best in service, hospitality and dining! Our dedicated professionals will ensure your In-Room Dining experiences are served with flair in the privacy and convenience of your room.

Hours of Operation:

Breakfast: 7:00 a.m. to 11:30 a.m.
All Day Dining: 11:30 a.m. to Midnight
Dinner: 6:00 p.m. to Midnight
Late Night Dining: Midnight to 7:00 a.m.

In addition to our 24-hour In-Room Dining, we offer a fine wine list and unforgettable, unique, special experiences such as...

WICKETS

It's a family affair. Family food headlines the menu at Wickets. Join us for a hearty Breakfast or Dinner, or relax by the pool with Lunch. Choose from a variety of family favorites including amazing burgers, healthy salads and great sandwiches. Your family will applaud your good taste!

Hours of Operation:

Daily 7:00 am to 6:00 pm (hours subject to change)

Dress Code:

Casual

Reservations:

Reservations are not required.

THE CELLAR

Discover the unique atmosphere of an Old English Pub. A favorite place for both locals and guests alike, The Cellar is hidden away, adjacent to the indoor pool via the Mezzanine. While enjoying your favorite cocktail, you can watch your favorite sports, play a game of pool on our custom cherry wood table or dance the night away with the best in live, local entertainment.

Hours of Operation:

Open Mon-Thu from 9pm-1:30am, Fri, Sat and Sun from 9pm-3am

Dress Code:

Resort casual

Reservations:

Reservations are not required.

HOTEL MAPS

Property maps of The Fairmont Southampton are provided at check-in or at the Concierge Desk. Please contact your Conference Services Manager if you would like an electronic version to include in your registration materials.

Bermuda Island Pocket Maps, along with other items, are available from the concierge desk. For large quantities of maps or brochures, please ask your Convention Services Manager

HOUSEKEEPING (ROYAL SERVICE)

Every guestroom is a minimum of 450 square feet with large balconies, separate bath/shower and vanities, high speed Internet access, two telephones, and fax modem hook up.

Each guest suite contains:

- Smoke detector, sprinkler system, security chain, latch, peephole, and a dead-bolt lock.
- Shampoo, conditioner, bar soap, bath gel with loofah, and moisturizing lotion bath amenities.
- Coffeemaker, complimentary coffee and specialty teas with condiments
- Guest services directory that includes stationery, restaurant information, and in-suite dining.
- Iron and ironing board kept in the closet of every guest room.
- Safes located in closet for your private use at no charge; (safe-deposit boxes are also available at our front desk).

- The following are available via our guest request line:
 - Baby Cribs
 - Rollaway Beds
 - Sewing Kits
- If you wish to have your suite serviced at a specific time, please call us.
- Turndown service is available on request for groups. Service charges may apply, please consult with your Convention services Manager
- Beach towels for off property outings are available at a \$1.00 per towel service fee.

ICE

Ice machines are located near the elevators on each floor

KEYS (FOR MEETING ROOMS)

Please advise your Convention Services Manager if you would like keys to any of your meeting, office or hospitality rooms. They are provided on a complimentary basis, in the event a key is lost or unreturned, a charge of \$20 per key applies. **Please return all meeting room keys directly to your Convention Services Manager.**

LINEN

The following is a list of our current linen selections. A wide variety of specialty linens may be arranged directly through your Convention Services Manager.

TABLECLOTH

White
Pastel Pink
Black

SKIRTING

Tropical-Bright
Light Green
Burgundy

NAPKINS

White
Black
Seafoam Green

LOAD IN/LOAD OUT PROCEDURES

- The Fairmont Southampton has 2 loading docks, one behind the Poinciana Ballroom and one behind the Mid Ocean Amphitheatre
- All load-in and out schedules must be approved by your Convention Services Manager.
- Trucks and containers may only be parked temporarily in the loading dock area and must be removed as soon as they are emptied. They cannot be left on property overnight.

- ❑ Smaller items, A/V cases, etc. must be loaded in at the loading dock, utilizing the back hallway access to the ballroom and service elevators.
- ❑ Equipment cannot be stored in the service corridor under any circumstances. Storage needs are to be addressed prior to the load in with your Convention Services Manager.
- ❑ A \$25.00 per hour fee will be charged if a warehouse attendant is required to assist with movement of materials through the warehouse and loading bays.

LOGOS AND HOTEL IMAGES

Please see your conference services and catering manager for resort photos and hotel logos.

Also, please see the attached website for resort photos:

www.fairmontimagegallery.com

LOST AND FOUND

Please contact our Security Department for lost or misplaced items.

HOTEL POLICY

When an item is found, the finder should call Security immediately for pick-up. Valuables will be kept with Security for a minimum of 90 days. After the waiting period, if the item is unclaimed, it will be returned to the finder.

LUGGAGE

Please call on our bell staff to assist you with your luggage. We also offer secured storage for excess bags, golf clubs or large parcels.

MAIL DROP / STAMPS

A mail drop receptacle is available at the Concierge Desk and Business Center for your pre-stamped mail. Stamps may be purchased at the Front Desk.

MEDICAL ASSISTANCE

HOSPITAL

King Edward VII Memorial Hospital, with complete hospital and emergency services and is located 7km (approximately 15 minutes) from the hotel property. The doctors on call can administer emergency care with assistance from ambulance services.

Emergency: ext. 6060 (In House Security Personnel)

King Edward VII Memorial Hospital: 441-236-2345
 7 Point Finger Rd.
 Paget DV 04

PHARMACIES

White's Pharmacy
 22 Middle Rd, Warwick WK03
 Phone: 441-238-8548

Phoenix Drugstore
 3 Reid St., Hamilton HM 11
 Phone: 441-295-3838

Hamilton Pharmacy Ltd
 17 Parliament Street, HM 12
 Phone: 441-292-7986

For a more detailed list of Emergency procedures, please contact your Conference Service Manager.

MEETING SPACE & OUTDOOR FUNCTION SPACE

| ROOM | SQ. FT. | CEILING | CLASSROOM | THEATRE | BANQUET (10) | RECEPTION | CONFERENCE | U-SHAPE |
|----------------------|---------|---------|-----------|---------|--------------|-----------|------------|---------|
| Poinciana Ballroom | 11,890 | 14' | 600 | 1,500 | 960 | 1,500 | N/A | N/A |
| Room I | 3,608 | 14' | 200 | 450 | 260 | 500 | N/A | N/A |
| Room II | 3,936 | 14' | 200 | 450 | 280 | 500 | N/A | N/A |
| Room III | 4,264 | 14' | 200 | 500 | 300 | 500 | N/A | N/A |
| Gardenia | 4,437 | 10' | 180 | 350 | 270 | 400 | N/A | N/A |
| Gardenia I | 1,377 | 10' | 68 | 140 | 80 | 100 | 35 | 40 |
| Gardenia II | 1,581 | 10' | 68 | 140 | 80 | 100 | 35 | 40 |
| Gardenia III | 1,377 | 10' | 68 | 140 | 80 | 100 | 35 | 40 |
| Bermudiana Boardroom | N/A | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Frangipani | 648 | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Hibiscus | 648 | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Orchid | 648 | 10' | 32 | 60 | N/A | 45 | 22 | 24 |
| Rose | 648 | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Morning Glory | 648 | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Oleander | 648 | 10' | 32 | 60 | 40 | 45 | 22 | 24 |
| Freesia | 310 | 10' | N/A | N/A | N/A | N/A | 12 | N/A |
| Lily | 440 | 10' | N/A | N/A | N/A | N/A | 15 | N/A |
| Wine Cellar | N/A | N/A | N/A | N/A | 60 | 100 | N/A | N/A |

OUTDOOR FUNCTION LOCATIONS

- The Great Sound Lawn
- The Beach Club
- Poolside
- Pool Gallery
- There will be a set up fee of \$7.00 per person charge for all outdoor functions at Great Sound Lawn, Poolside or Beach. Any offsite events are subject to a \$13.00 per person setup fee.

- A kitchen tent is required for all Great Sound Lawn and Dockyard Dinner Functions at an estimated cost of \$800.00. Size 20' x 20'.
- White marquis tents of various sizes are available for outdoor functions. Price range: \$4000 - \$12,000. Tents must be ordered through your Convention Services Manager for on-property functions.
- Additional lighting is required for all outside functions - \$1,500.00 - \$2,500.00.

THE GREAT SOUND LAWN

The **Great Sound Lawn**, located just outside the North Entrance of the Resort near the Lobby, boasts 10,000 square feet of space. It overlooks the West End of the island, with breathtaking views of Bermuda's Great Sound. Also known as the "Croquet Lawn", the Great Sound Lawn is the ideal space for Welcome Receptions featuring local specialties such as the Moongate, Bermuda Bobbies, Pastel colors and local artisans.

THE BEACH CLUB

The most popular event venues at the Fairmont Southampton are situated at our private Fairmont Beach Club, which offers 15,000 square feet of function space with magnificent views of the Atlantic Ocean.

The **Beach Terrace** includes a built-in Band Shell with power hookup capability. The terrace and beach offer facilities ready to accommodate up to 1,500 people. Your guests will enjoy the soft Bermuda sand on their feet and the soothing sounds of the waves lapping gently against the majestic coral rock formations situated 30 feet offshore. Beach parties are a guaranteed hit! Bonfires and fireworks are strongly suggested!!

The more intimate **Cabana** is the perfect venue for groups of up to 60 people. It includes a circular seating area overlooking the beach and the Ocean, a built in bar, and a covered seating area. Available after 19:00 only.

THE POOLSIDE

An elegant setting that can be used for evening events after 19:00 p.m., the **Poolside** is beautifully decorated with Palm Trees and large terra cotta planters. It is ideal for up to 200 people for Dinner and 400 for Receptions and is located at our outdoor Pool on the Lower Lobby Level. Floating Ice Carvings of your group Logo and Tropical Flowers are very popular!

THE POOL GALLERY

The **Pool Gallery** is elevated above the pool, overlooking the Golf Course and the beaches of the South Shore. Located outside the Conference Center Foyer, the Gallery has a beautiful curved terrace featuring Teak furniture and terra cotta planters. This area is ideal for small groups for breakfast and lunch, and for receptions of up to 100 people.

NEWSPAPERS

The following newspapers are available at the bell desk and hotel restaurants,

- Financial Times
- The Royal Gazette (local)

Arrangements can be made through your Convention Services Manager for selected newspapers for your group attendees. Please note that some newspapers arrive for next day service

OFFICE EQUIPMENT- see Business Services for Prices

The Catering & Convention Services Department will assist you with any equipment, rental, photocopying requests, and office supplies.

PAID OUTS (SEE BILLING/CREDIT)

POOLS

The resort pool is accessible from the lower lobby. There is an outdoor Jacuzzi and a children's wading pool. Pool towels are available from the desk located at the pool.

POWER

The current in Bermuda is 110 volts, 60 cycles, the same as the U.S.A. and Canada.

Power required for meeting functions will be a charge of \$1.50 per Amp per phase per day plus labor.

The hotel has limited power available for outside functions, please be advised renting of generators may be required to accommodate the power needs for your function.

PRE-CONVENTION AND POST MEETING EVALUATION

In order to introduce our clients to key contacts of the hotel, we strongly suggest you arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Convention Services Manager regarding attendance from your organization and a convenient time for this brief meeting. (Time ranges from 30 minutes to one hour.)

To receive feedback and better serve our guests, Fairmont Hotels and Resorts participates in the JD Power evaluation program. We invite you to participate and your Convention Services Manager will provide you with the Internet link to be completed. This evaluation allows your sales and catering contacts, as well as the General Manager, to receive comments directly from you.

PUBLIC NATIONAL HOLIDAYS

| 2010 YEAR | |
|---|---------------------------|
| New Year's Day | January 1 st |
| Good Friday | April 2 nd |
| Bermuda Day (Previously Victoria Day) | May 24 th |
| Queen's Birthday | June 12 th |
| Emancipation Day – 1 st Day of Cup Match | August 5 th |
| Somer's Day – 2 nd Day of Cup Match | August 6 th |
| Labor Day | September 6 th |
| National Heroes Day | October 11 th |
| Remembrance Day | November 11 th |
| Christmas Day | December 25 th |
| Boxing Day | December 26 th |

RAINY DAY PLANS

Even though we like to think it never rains in Paradise, there are those one or two occasions each year when it happens. Discover Bermuda would be happy to provide alternatives for your group.

RENTAL CARS – SEE TRANSPORTATION

Rental cars are not available in Bermuda. Please refer to TRANSPORTATION for more information.

RESTAURANT RESERVATIONS

Please contact the Concierge for any reservations you may require.

RETAIL SHOPS- SEE SHOPPING

For your shopping pleasure, we have a number of wonderful shops in the hotel. These companies have other retail stores in the city of Hamilton and throughout the island.

SAFES/SAFE-DEPOSIT BOXES

Safes are available in each guest room for safekeeping of your valuables at no charge. They are located in the closet of each guestroom.

Safe-deposit boxes are available at the front desk free of charge to all hotel guests. Should you lose your key, there will be charge of \$50.00.

SECURITY

The Fairmont Southampton provides security patrols 24-hours a day. Each officer is certified in First Aid and Cardio Pulmonary Resuscitation (CPR). Additional security officers can be arranged on a contractual basis at a rate of \$45.00 per hour (minimum of 3 hours), per officer.

SHIPPING/RECEIVING

The Fairmont Southampton offers Federal Express, UPS, DHL and most other shipping (domestic and international) services. Pickup is available Monday through Friday. Clients are responsible for packing all boxes including correct completion of shipping documentation. Clients must provide their own company's shipping account number for return international shipping to the United States or country of origin and must also complete and sign commercial invoices for customs clearance. Discover Bermuda can provide you with instructions and forms.

Please note there is a box handling fee of \$4.00 per box and \$95.00 per pallet for shipments to the Fairmont Southampton.

To ship, send or carry any convention items, goods or materials of any kind, the following procedure should be followed. At least ten days prior to the shipping of your items, a letter addressed to the Bermuda Department of Tourism containing specific shipping information, needs to be **faxed to your Conference Services Manager**. Fax number is 441-239-6974. (See attached sample letter) **Please include this letter in your shipment. Please ask your Conference Services Manager for the Shipping Instructions Document**

Please notify your Convention Services Manager as to how many boxes you will be shipping to The Fairmont Southampton, as storage space is limited. Boxes should be addressed as follows:

**THE FAIRMONT SOUTHAMPTON
101 SOUTH SHORE ROAD
SOUTHAMPTON, BERMUDA SN 02
ATTN: [CONFERENCE SERVICES MANAGER'S NAME]
CONFERENCE SERVICES DEPARTMENT
PHONE: 441-238-8000
HOLD FOR: [GROUP NAME AND ARRIVAL DATE]**

SITE VISITS/PRE PLANNING VISITS

Your Conference Services Manager would be happy to welcome you and your planning team for a planning visit. Please consult your CSM before booking flights to ensure availability, as high season/peak months of May - July are difficult to accommodate.

SMOKING POLICY

SMOKING POLICY: As of April 1, 2006, Bermuda laws prohibit smoking in restaurants and areas where food is consumed.

PLEASE NOTE ALL GUESTROOMS ARE NON SMOKING.

The Hotel's smoking policy is as follows:

- SMOKING IS NOT PERMITTED IN THE FOLLOWING AREAS:
 - Any indoor location, ballroom, foyer, hallway, lobby, guestroom

- SMOKING IS PERMITTED IN THE FOLLOWING AREAS:
 - Outdoor locations, Beach Club, Great Sound Lawn

- Please note that a designated smoking area will be provided, whenever possible, near any function where smoking is not permitted.
- A charge of \$250.00 will be applied if deep cleaning is required due to cigarette smoke in the room.

SHOPPING - also see HOTEL SHOPS & OUTLETS

SHOPS AT THE FAIRMONT SOUTHAMPTON

AS Cooper
Calypso
The Bermuda Shop ~ Carole Holding
Crissons
Davidson's of Bermuda
English Sports Shop
Longchamps
The Island Shop

SIGHTSEEING

For island attractions and additional shopping, our Concierge will assist you with directions. Please visit us in the lobby or call us at ext. 6276.

| | <u>Away from the Hotel</u> | <u>Distance from the Resort (in km)</u> |
|-----------------------------|--|---|
| Beaches: | Resort Beach | On Property |
| | Horseshoe Beach | Walking Distance |
| | Chaplin Bay | Less than 1 |
| | Elbow Beach | 5 |
| | Church Bay | 2 |
| Sights: | Fort Hamilton | 6 |
| | Fort Scaur | 3 |
| | Dockyard | 10 |
| | Historic City of St. George's | 12 |
| | The Lighthouse | Less than 1 |
| | Bermuda Aquarium | 8 |
| | Bermuda Underwater Exploration Institute | 6 |
| | Crystal Caves | 11 |
| | Botanical Gardens | 7 |
| Spittal Pond Nature Reserve | 8 | |
| Shopping: | City of Hamilton | 6 |
| | Royal Naval Dockyard | 10 |
| | St. George's | 12 |

SIGNAGE & BANNERS

The Fairmont Southampton is designed to enhance the natural beauty of the island and provides a tranquil environment for all guests to enjoy.

With this in mind, we ask that you adhere to the following policies and procedures regarding signage.

- Signage or banners of any type are NOT permitted in the main lobby of the hotel.
- All public area signage is restricted to ballroom foyers and/or group registration areas and should be kept to a reasonable minimum.
- For your convenience, a list of local sign vendors is provided below. We are pleased to facilitate your signage requirements and recommend that you allow six weeks lead time for planning and production.
- Banners can be hung at The Bermuda International Airport for a fee of \$200. Please discuss with your Convention Services manager.

| | | |
|---|--|---|
| TRIANGLE PRESS LTD. 4 St. John's Road, Pembroke HM 09 Phone: 441-292-1614 | PRINT EXPRESS 34 Burnaby Hill, Hamilton HM Phone: 441-295-3950 | BERMUDA BLUE PRINTING LTD. 20 Bakery Lane, Pembroke HM 07 Phone: 441-292-2078 |
|---|--|---|

SOUND SYSTEM

- All audio and visual equipment is rented through Electronic Services Ltd.
- There are fees assessed for certain hookups and hourly labor charges.
- The Mid Ocean Amphitheatre is equipped with a state of the audiovisual systems.
- Should you choose to bring in entertainment directly or through a Destination Management Company (DMC), there will be a \$500.00 plus tax charge to hook into this system. A sound technician will be provided.

TAXES

The following tax that will be applied to your billing:

- Room Tax is 7.25%
- Tax on hotel room **resort levy** is 7.25%
- There are no other product or services taxes applicable in Bermuda
- Please refer to your sales contract for more information

TENNIS COURTS

Tennis Director, Mark Cordeiro and his team, welcomes your Group to the Fairmont Southampton. We would like to provide an opportunity for your Group to take advantage of all our Tennis services during your time here on the island.

Our 6-court newly renovated facility is adjacent to the beach terrace overlooking the hotel's own private beach. The hotel courtesy shuttle escorts you from outside the lobby of the hotel to the Tennis facility and, with-in minutes you will be on the court.

Our most popular group activities include Round Robin Mixers and Clinics. The tennis enthusiasts in your group will be paired amongst each other, which has proven to be a great way to meet those new faces in the group.

We are also pleased to be affiliated with Grand Slam Tours, whereby we can provide you with the services of the most charming personalities and accomplished players in the World of Tennis. The likes of Roy Emerson and Ken Rosewall have created an exceptionally fun and enjoyable environment for clinics, round robins and exhibitions. Semi-private and private lessons are also available with these legends for those who want to work on their game independently. Their traveling schedules are rather tight and therefore, securing them for your group as early as possible is a must.

Additionally, we can provide your group with personal corporate logo items with printing or embroidery on them. Whether it's a hat, polo shirt, tee shirt or water bottle, we can screen or embroider your group's logo on any personalized item you may think of. Let us handle the hassles of shipping and local customs clearance for you!

Let us provide you with any additional information you may require to make your stay as enjoyable and memorable as possible.

WHALER INN TENNIS CLUB

Contact: Mr. Mark Cordeiro
Telephone: 441-238-8000 ext. 6950

Hours of operation: Daily 7:00 AM – 7:00 PM
Pro Shop 7:00 AM – 7:00 PM
PM

Six tennis courts, three are lit for night play



TENNIS RATES 2010

Courts: \$15 per person *per day* (after 12 pm \$12 per person)
(2 hour maximum booking block)

Private Lessons: \$80 per hour, \$45 per half (for one or two players)

Weekly Clinics: \$20 per person/hour (seasonal) times posted.

Racket rentals: \$8 *per day*

Group Rates for round robin/ tournaments: (based on 3 hour block) Additional hours \$80/hr. 40 players or more requires an additional pro@ \$80 per hour.

12 to 15 players \$42.50 per person
16 to 19 players \$38.50 per person
20 and up players \$34.50 per person

Cost for tournament/round robins includes courts, racket rentals, balls and Pro administration including set up, sign in, pairing players, scoring and prize presentation. Gift Certificates and beverages available upon request.

THEME PARTIES

Our *Discover Bermuda* staff would be happy to propose and customize the event of your dreams! We'll plan it all for you, from invitations to decorations, from menu to venue. We have staged a large variety of events for some very special people and are looking forward to outdoing ourselves for you. Please advise your Convention Services Manager of your ideas, concepts and budgets and we will do the rest.



TRANSPORTATION

ON PROPERTY TRANSPORTATION

Blue hotel shuttles operate only on property to transport guests around the resort points including, Middle Road (North shore of resort), Bacci/Golf Course, Ocean Club, Beach/Tennis/Restaurants. Capacity is 25ppl per shuttle.

Shuttles are not for exclusive group use.

Operating hours are 730am - 11:30pm. Cost for late/early shuttles at \$125.00 per hour per shuttle

The hotel also offered a complimentary hotel ferry that travels between the Fairmont Hamilton and the Fairmont Southampton as set times each day. The ferry schedule can be found in your key packet upon check in.

Hotel Ferries are not meant for group movements and are not for exclusive group use.

OFF PROPERTY TRANSPORTATION

There are no drive-yourself-cars for hire but visitors get about easily by taxi, bus, ferry, and motor-scooters (no driver's license is required). We drive on the left-hand side of the road. The speed limit in Bermuda is 35 kilometers (20 miles) per hour. Cyclists should note that gas stations are open 7 am to 7 pm daily, with several open until 11 pm or later.

TAXIS

Bermuda taxi operators are among the worlds finest. Taxis may be hired by the hour, day or mile (full day is 6 consecutive daylight hours). Rates per cab same for 1 person up to a maximum of 6 for normal transportation and general sightseeing. Special all-inclusive pre-sold tours vary in price per person. All taxis are metered and tariff fixed by law. Higher rates after 10 pm. Qualified "Blue Flag" taxi tour guides are available on request for touring.

BUSES

Clean, modern, efficient pink and blue buses operate on regular schedules all day (there is no late night service). Exact change, tokens or tickets are required. Tokens may be purchased at some hotels and guesthouses, sub-post offices, and at the Central Terminal in Hamilton on Church Street (next to City Hall & Arts Centre). Multi-day money-saving Transportation Passes for three or seven days allow for unlimited bus trips. Pin and blue striped poles indicate a bus stop.

SCOOTER AND BICYCLE RENTAL

many visitors enjoy exploring Bermuda independently on motor scooters and

bicycles. Rentals are available daily from 8:30 am to 5:00 pm at the Smatt's Cycle Livery Ltd. office located on property, behind the hotel. The cost varies according to length of rental (24 hour minimum) and type of cycle: bicycle, single-seater or double-seater. Helmets are compulsory for motor scooters and are included. Damage insurance is mandatory, inquire whether it is included in the quoted price. Riders of a motor scooter must be minimum 16 years old. A license is not required to rent a scooter in Bermuda. All renters will receive scooter operation and riding instruction, followed by a test ride in our practice area. We reserve the right to refuse rental to unsafe riders. The scooters are rented with a full tank of gas, and should be returned full. Most gas stations are open 7am-7pm daily, with several open until 11pm or later.

Rentals may be paid for with Visa, MasterCard, cash or charged directly to a room folio or a master account. However, a Visa or MasterCard will be required for all rentals. Pricing and group rates available from the Smatt's website www.smattscyclelivery.com or phone 441-295-1180.

PUBLIC FERRIES

Ferry service runs on a regular schedule on Hamilton Harbor (Hamilton, Paget, Warwick), and points on the West End (Somerset, the Royal Naval Dockyard and points in between). Bicycles may be taken on board; mopeds (additional charge) on the West End Ferry only.

HORSE AND CARRIAGES

Horse and Carriage tours are a pleasant, old world way to see Bermuda. By day the drivers will point out the sights, and in the evenings nothing could be more romantic. Rates for one- and two-horse rigs are fixed by law.

WEBSITES

Listed below are some useful websites:

Bermuda Sunrise & Sunset Times:

<http://www.timeanddate.com/worldclock/astronomy.html?n=38>

Bermuda Weather:

<http://www.weather.bm>

Bermuda Airport Arrival & Departure Information:

<http://www.bermudaairport.com>

GPS Tracking of Flights:

<http://www.bermudaairport.com/site/312/default.aspx>

Bermuda Tourism Official Website:

<http://www.bermudatourism.com/index.aspx>

Images & Logos of Resort:

<http://www.fairmontimagegallery.com>

Scuba Diving:

<http://www.bermudascuba.com>

Bermuda Maritime Museum and Dolphin Quest:

<http://www.bmm.bm>

Willow Stream Spa:

<http://www.fairmont.com/willowstream>

WEDDING INFORMATION

Turn “moments into memories” when planning your wedding and reception at The Fairmont Southampton. Our professional in house team will work with you to orchestrate the wedding of your dreams.

As for our comprehensive **wedding guide**, filled with all the information you need on planning your special day with us.

Reigning from atop Bermuda's highest point, over a majestic 100-acre estate, The Fairmont Southampton is located on the southern shore of Bermuda. The Fairmont Southampton has been the island's premier luxury resort since it's opening in 1972, featuring guest rooms and suites, each with a private balcony and incredible views of the ocean, the harbor or the golf course.

WEATHER & WEATHER CALLS

Bermuda enjoys constant temperatures from the high 60's to 88 degrees year round. Light trade winds will blow in the afternoon, from late spring through fall.

Due to our proximity to the Equator, the sun is much hotter (and closer) here than at home. Sunscreen is recommended for anyone who is spending extended time outdoors. Please consult your Convention Services Manager for the time of high/low tides and sunset as they pertain to your specific group activities and events. Humidity can also be a factor during the warmer summer months.

In the event that we may be faced with inclement weather on the date your group has an outdoor activity booked, we will make a “weather call” between meeting planner and key operational department heads of the hotel.

- For evening events, weather calls are made by 2:00 PM, and may change subject to set up.
- For morning events, calls must be made the night before by 7:00 PM.

Indoor back-up space is ALWAYS blocked for outdoor events, even though some revisions may have to be made to the program (e.g., open flames are not allowed indoors), and some cooking stations may be altered.

| | High Temperatures | Average Low Temperatures |
|-----------|------------------------------|-------------------------------------|
| January | 70°F / 21°C | 58°F / 14°C |
| February | 70°F / 21°C | 58°F / 14°C |
| March | 70°F / 21°C | 58°F / 14°C |
| April | 72°F / 22°C | 59°F / 15°C |
| May | 76°F / 24°C | 65°F / 18°C |
| June | 81°F / 27°C | 70°F / 21°C |
| July | 85°F / 29°C | 76°F / 24°C |
| August | 86°F / 30°C | 76°F / 24°C |
| September | 85°F / 29°C | 72°F / 22°C |
| October | 79°F / 26°C | 70°F / 21°C |
| November | 74°F / 23°C | 61°F / 16°C |
| December | 70°F / 21°C | 61°F / 16°C |

WILLOW STREAM SPA

Strength and grace on an island created by fire and protected by a natural coral reef. Willow Stream celebrates Bermuda’s soothing flow of color and the quiet strength emanating from the sea. From every vantage point, the strength and energy....the surroundings, the spa’s atmosphere echoes the elegance and energy of Bermuda. Here, you’ll find treatment rooms including a couple’s massage suite, a fitness center with panoramic views of the South Shore, and a ladies’ and

gentlemen's lounge with Willow Stream Energy Signature products. Relax in the spa pool, on the sun deck or in the Bermuda gardens.

All Willow Stream spas are sanctuaries inside Fairmont Hotels, in the most beautiful places in the world. The environment at each reflects its surroundings - the desert, the mountains or the sea. Our staff will guide you to getting the most of your time with us. Make Willow Stream your place - your own personal escape - a place to *find your energy*.

WILLOW STREAM FITNESS FACILITY ONLY PASS - Includes access to Fitness Center Only. Guests should arrive dressed & ready for the gym.

Exclusive to Fairmont guests daily: \$15 per person

Unlimited use during hotel stay: \$40 per person

WILLOW STREAM SPA ACCESS PASS - Includes access to Fitness Facility, Showers, Locker Rooms, Inhalation Sauna, Steam Room, Spa Amenities, Spa Pool with Jacuzzis & Sundeck

Exclusive to Fairmont guests daily: \$29 per person

Unlimited use during hotel stay: \$99 per person

| |
|---------------------|
| WORK PERMITS |
|---------------------|

Immigration clearance and a work permit must be obtained for any person intending to work in Bermuda on behalf of a convention group. This includes, but is not restricted to florists, photographers, videographers, audio-visual technicians or entertainers.

IT IS MANDATORY that all non-Bermudians must have a work permit to work in Bermuda. Please ask your Convention Services Manager for the full work permit information guide for further details and forms.

UPDATED: 12/29/2009