ROSEN
SHINGLE CREEK

A-Z GUIDE

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AIRPORT
Orlando International Airport is located approximately 10 minutes or 11 miles from Rosen Shingle Creek.

AIRPORT DIRECTIONS
To Rosen Shingle Creek from Orlando International Airport – Take the north exit from the airport onto the Beachline Expressway (528) West (toward International Drive/Convention Center). Continue on the Beachline Expressway (528) to exit 2, Universal Blvd/Orangewood. At the end of the exit ramp, bear right onto Universal Blvd. Rosen Shingle Creek is on your right. There are two tolls on this road so be sure to have spare change.

From Rosen Shingle Creek to Orlando International Airport – Leave the front entrance of the hotel - turn left onto Universal Blvd. Travel 1/4 mile to the Beachline Expressway/528 East and make a right. There are two tolls on this road so be sure to have spare change.

AIRPORT TRANSPORTATION
Airport transportation via Mears is available – current pricing for 2020 is as follows:

*One Way Adult Fare	$23.00
*Round Trip Adult Fare	$35.00
*One Way Child Fare	$18.00 (Ages 4-11)
*Round Trip Child Fare	$27.00

Reservations for airport shuttle are required and may be made directly through the Concierge.

AMERICANS WITH DISABILITIES (ADA)
Rosen Shingle Creek supplies our guests with various ADA equipment for those with hearing, sight, and mobility impairments. Please ask your Convention Services Manager for more details.

AMENITIES
We are happy to prepare special amenities for your VIPs and/or your entire group. Please contact your Convention Services Manager to make arrangements.

Note: Any amenity with alcoholic content may only be sent to guests 21 years of age and older.

ATM MACHINES
Rosen Shingle Creek has four (4) ATM machines on property. They are located as follows:
(2) in the main lobby across from the Concierge desk; (1) in the Transportation Lobby and (1) in the Golf Club.

AUDIO VISUAL
Rosen Shingle Creek has partnered with Presentation Services Audio Visual, Inc. (PSAV) to provide a comprehensive range of meeting and production services. PSAV is a full service audiovisual company including full time management and staff on property. We recommend that you discuss your needs directly with PSAV's on-site Sales Representative at (407) 666-4718.

Should an outside AV Company provide the services, a patch fee will be incurred per meeting room, per day.

BABYSITTING
Babysitting services may be arranged through the Concierge. Please note: the agencies and babysitters referred by the Concierge are not affiliated with Rosen Shingle Creek and consequently Rosen Shingle Creek is not responsible for the services rendered by the agencies or babysitter.

BAGGAGE AIRLINE GUEST SERVICES, B.A.G.S.
B.A.G.S. is a remote airline check-in service that allows airline passengers to receive a boarding pass and check-in their luggage from the lobby of Rosen Shingle Creek. The charge is $12.00 for the service plus the charge for the luggage. The luggage charge is dictated by the airlines. This service is offered daily from 6am-2pm. Luggage must be brought to the bellstand 3 hours prior to flight departure time.

B.A.G.S. is able to check-in passengers who are flying on AirTran, Alaska Air, American Airlines, Delta, Jet Blue, Southwest, United, Ted (part of United), and US Airways. This service is currently available for domestic flights only.

We like to refer to it as "*eliminating the hassle factor"*. By using B.A.G.S., guests can maximize their time in lieu of long lines at the airline counters. B.A.G.S. allows the guest the freedom of not worrying about storing their luggage in a bell closet or in the trunk of their car on the day of their departure. Once they have checked-in with B.A.G.S., the next time they will have to think about their luggage is when they have arrived at their destination city.

For more information, ask your Convention Services Manager or go to **www.airportbags.com**.

BALLOONS
Due to the sensitivity of the Hotel's Fire Life Safety System, helium balloons are not permitted in the Pre-function areas. Helium balloons that are inside one of the ballrooms must be deflated and/or removed at the end of the function by the Group. If a balloon is released into the Pre-function areas and/or ceiling grid area(s), fees will apply. Please consult your Convention Services Manager for details and/or alternative options.

BANNERS AND SIGNS
All signage must be professionally printed and mounted either vertically or horizontally and be approved by Rosen Shingle Creek prior to posting. The signage will only be permitted inside the function building or immediately outside actual function entrances. No signage is permitted in the main Hotel lobby or the Public Areas enroute to the Convention Facility.

Signs cannot be hung on any walls using the following materials: tacks, push pins, staples, duct tape and/or nails. The only material that can be used is masking tape. Rosen Shingle Creek reserves the right to bill the Group for any charges incurred in the removal or placement of signs, banners and any other materials that may have been posted at the Hotel.

BUSINESS CENTER
Ricoh manages the business center located on the conference level. The hours of operation are Monday through Friday 7:00 AM – 7:00 PM and Saturday – Sunday from 8:00 AM – 5:00 PM.
Note: Hours subject to change. Please confirm hours of operation with your Convention Services Manager prior to publishing in any group informational pieces.

Ricoh can also assist with rental of business office equipment (copy machines, etc). Ricoh can be reached directly at (407) 996-9939 ext.17360.

CAR RENTAL
The Enterprise Rent-A-Car rental desk is located in the lobby of Rosen Shingle Creek. Their hours of operation are Monday-Friday 8AM – 4PM and Saturday 9AM-12PM. Note: Hours are subject to change. Special discounts, rebates, earned courtesy vehicles, & custom web links are available for your group or event based on referrals. To set up a transportation discount for your group call the Enterprise Car Rental desk at (407) 996-9590. Or for further information, contact your Convention Services Manager.

CASHIER/CHECK CASHING

Personal Check Cashing: (for registered guests) The Front Desk will cash personal checks that are made out to Rosen Shingle Creek for up to $100.00 per day/per room with proper identification. This limit is not to exceed $300.00 per stay. We do not accept two party checks, or starter checks.

Traveler's Checks: The Front Desk will cash Traveler's Checks that are made out to Rosen Shingle Creek and signed in the presence of the Front Desk Agent for up to $100.00 per day/per room, proper identification needed.

Money Orders: Accepted for advance deposits only, prior to the guest's arrival. Not accepted as a method of payment for a guest in house.

Government Checks: They must be made payable to Rosen Shingle Creek. If they are paying for room and tax no limit, if cashing for personal reasons same limit as personal checks but must be made payable to Rosen Resorts.

CHECK IN/CHECK OUT

Check-in is at 3:00 PM and checkout is at 11:00 AM. Video checkout is available in all rooms on the Introduction Channel of the television set. Receipts can be picked up at the front desk.

Email Express Check Out is also available. Guests dial an extension, leaves his/her name, room number, and e-mail address...the guest will be emailed a copy of their statement.

CLIMATE

Month	***Jan***	***Feb***	***Mar***	***Apr***	***May***	***June***	***July***	***Aug***	***Sep***	***Oct***	***Nov***	***Dec***
High	72°	73°	78°	84°	88°	91°	92°	92°	90°	84°	78°	73°
Low	49°	50°	55°	60°	66°	71°	73°	73°	73°	65°	57°	51°
Rain	2.1''	2.8''	3.2''	2.2''	4.0''	7.4''	7.8''	6.3''	5.6''	2.8''	1.8''	1.8''

CONCIERGE

The Concierge desk is located across from the Front Desk. Services are available daily between the hours of 7AM - 11PM (hours are subject to change). The Concierge assists guests by recommending restaurants and leisure activities both on property and in the local area, park ticket information, making travel arrangements, arranging transportation, giving directions and providing maps. The Concierge can also provide information on all facilities at Rosen Shingle Creek.

CONCIERGE LOUNGE

The Concierge Lounge is located on the 14th floor. The Concierge Lounge, a 2,700 square-foot lounge, offers complimentary continental breakfast, evening snacks as well as Honor Bar throughout the day. Guests will find an assortment of magazines and daily newspapers for their enjoyment as well as four (4) computer office stations.

Operating Hours:	Continental Breakfast	6:30 AM – 10:00 AM
	Honor Bar Availability	4:00 PM – 12:00 AM
	Happy Hour & Appetizers	6:00 PM – 7:30 PM
	Cordials & Desserts	9:00 PM – 10:30 PM

CONFERENCE/MEETING FACILITY

Rosen Shingle Creek has a total of 462,000 square feet of event/function space, featuring a 95,000 square foot Gatlin Ballroom; 60,000 square foot Sebastian Ballroom; 40,000 square foot Panzacola Ballroom; 55,000 square feet of breakout meeting rooms; over 100,000 square feet of pre-function space; 30 functional Hospitality Parlors; 30,000 square foot Event Lot and numerous outdoor venues.

CREDIT CARDS
We accept all major credit cards, including American Express, Diners Club, Discover, JCB, Master Card, and Visa.

CRIBS
Cribs are available through Housekeeping at no charge.

CUSTOM KEYS FOR GUESTROOMS
Groups are able to customize guestroom keys for conventions. This service must be arranged through the Convention Services Department as there are certain requirements that must be adhered to as well as an exclusive vendor agreement. Contact your Convention Services Manager for further details.

DESTINATION MANAGEMENT COMPANY
Hello Florida! is the preferred DMC for Rosen Shingle Creek. Hello Florida! can assist in arranging transportation, theme décor, entertainment, spouse programs, theme park tickets and various other services required for conferences. For further information, contact your Convention Services Manager.

ELECTRICAL
Presentation Services Power Distribution (PSPD) is the exclusive electrical contractor for Rosen Shingle Creek. PSPD will assist with all electrical needs including, but not limited to, production, audiovisual, cyber cafés, tradeshows and special events. For further information, contact your Convention Services Manager.

EMERGENCY
We have an emergency response team that is well trained on emergency procedures. Dial 9-911 from any house phone in the resort to reach Orange County Police Department. Guests can also dial *55 from any house phone to reach Rosen Shingle Creek's security dispatch center.

EXHIBITS
SourceOne Events is the preferred Exhibition vendor for Rosen Shingle Creek. All exhibit floor plans must be submitted to the Fire Marshall for approval. Please see Production Company Guidelines in the "Production & Exhibit Rules and Regulations" for additional information. For further information, contact your Convention Services Manager.

FAXES
Incoming Guest faxes are held at the Bellstand, located in the main lobby. The Guest fax number is (407) 996-9938.

FIRE CODES
Rosen Shingle Creek is in compliance with all local and state fire regulations. All guestrooms, guest corridors, public and meeting space are fully equipped with sprinkler systems. Fire extinguishers are readily available in all food and beverage outlets and all meeting space.

FIREWORKS
Fireworks can be arranged for Groups. These services must be arranged through the Convention Services Department as there is an exclusive vendor that handles all pyrotechnics at Rosen Shingle Creek. Please contact your Convention Services Manager for further details.

FITNESS CENTER
The Fitness Center is located on the first level. The hours of operation are 5:00 AM to 10:00 PM daily offering cardiovascular equipment and free weights. The charge to use the Fitness Center is $10.00 per day per person or $20.00 for the entire length of stay per person. To use the Fitness Center, Hot Tub and Sauna, the rate is $20 per day per person or $40 for the entire length of stay per person. Contact your Convention Services Manager if extended hours are required.

FLORISTS
Centerpieces, plants and greenery packages can be arranged through local florists:
The Event Source (407-855-2881) and Greenery Productions (407-363-9151). This can also be arranged through our preferred DMC Hello Florida! (see Destination Management Company above).

FOOD & BEVERAGE
Due to legal liability for all food and beverage served on premises, as well as licensing restrictions, Rosen Shingle Creek requires that only food and beverages purchased from the Hotel be served on property.

See "Restaurants and Lounges" section for Hotel Food and Beverage Outlets.

GAME ROOM
The game room is open daily from 6:00 AM -12:00 AM. It is located on the first level near guest laundry, adjacent to Café Osceola. The game room has popular video games as well as pinball machines. Tokens are available in the game room.

GIFT CARDS
Gift cards can be purchased at the Front Desk and can be utilized at the Shingle Creek Spa, Golf Course/Pro-Shop, any of the restaurants/lounges and gift shops on property.

GIFT SHOP
Rosen Shingle Creek has two (2) Gift Shops: ladies/men's apparel and a sundries shop.

GOLF
The Shingle Creek Golf Course is an Arnold Palmer designed, 7,213 yard, 18-hole Championship Golf Course and is located on property. It was voted the Best Golf Course in Orlando for 2013 by GolfOrlandoFlorida.com and is praised for its tournament level play, undulating fairways, and large greens. Since opening in 2003, Shingle Creek Golf Course has consistently been listed as one of the top new courses in the country by Golfweek magazine. The Golf Club offers the following amenities:

- On-line reservation capabilities
- Club and Shoe rental available
- The Brad Brewer Golf Academy
- Charges posted directly to an individual's room OR a group master account
- Uplink GPS Yardage System on all golf carts
- Customized group outing services

For further information, please contact your Convention Services Manager.

GUEST ROOMS
All guestrooms have a beautiful view of the golf course and feature a luxurious Creek Sleeper Bed, two telephones, complimentary wired and wireless internet**,** 40**"** LED HDTVs**,** in room lap top safes, plush robes, mini-refrigerators, designer linens, elegant furnishings and first-class toiletries.

Please note Rosen Shingle Creek is proudly a non-smoking Hotel. Smoking is only permissible in designated outside areas.

Standard Rooms
The 436 gross square foot guestrooms (King or Double Queen) offer a luxurious comfortable setting to capture the Hotel environment.

GUEST ROOMS, continued

Rosen Shingle Creek has a total of 1,501 guest rooms:

Sleeping Rooms

Double Queen Rooms	950
King Rooms	411
ADA compliant	75 (included in above count)

Parlors

Presidential Suite Parlors (1750+ square feet)….....3
Grande Suite Parlors (1250+ square feet)……..……37
Executive Suite Parlors (870+ square feet)..……..……69
Hospitality Parlors (16 at 850+ square feet and 14 at 1250+ square feet)…….....30
Petite Suites……44

GUEST SELF LAUNDRY

Guest self laundry is located on the first level next to the game room. The guest laundry is available for 24 hour use.

HAIR SALON

A full service hair salon is located in our spa, on lobby level.

HANG POINTS/RIGGING

The ceilings in the Gatlin, Sebastian and Panzacola Ballrooms have access to steel supports throughout each ballroom. Rigging can be done at any point in the ballrooms. Presentation Services Audio Visual, Inc. (PSAV) has sole/exclusive authorization to handle rigging in the hotel. The Convention Services Manager must confirm all load-in and tear down times. PSAV will confirm all rigging techniques with both the client and the production company. Contact your Convention Services Manager for further information.

HOUSEKEEPING

Guestrooms will be serviced daily between 8:30 AM and 5:00 PM. To arrange specific cleaning times, please contact the Housekeeping Department. Turndown service will be provided upon request between 5:30 PM and 9:30 PM. Please contact Housekeeping for special requests such as extra blankets, pillows, etc. Group turndowns can be provided each night at an additional fee. Consult your Convention Services Manager for coordination of turndown service and current fees.

Please note Rosen Shingle Creek is proudly a non-smoking Hotel. Smoking is only permissible in designated outside areas.

IN ROOM DINING

This service is offered 24-hours each day.

INTERNET IN GUESTROOMS

Complimentary wired and wireless high speed internet is available in guestrooms.

Wireless internet is also available in the public areas of the hotel including the main lobby, restaurants/lounges and in the pool area. This does not include the convention area. See Technology for information regarding internet in the convention area.

INTERPRETER

For a listing of interpreting services, contact the Concierge located in the main lobby. Our in-house audiovisual company, PSAV, can assist with the rental of translation equipment.

KEYS
The meeting room doors can be re-programmed for an additional cost. Consult your Convention Services Manager for details.

LAUNDRY/VALET
Valet laundry service is available daily. All items received prior to 9AM will be returned after 6PM the same day. Optional Express Service is available.

There is also coin operated washer/dryer facilities located on the first level next to the game room.

LIMOUSINE SERVICES
Private services are available for tours, airport transportation or special needs. Contact the Concierge or your Convention Services Manager for details.

LOAD-IN/LOAD-OUT
Rosen Shingle Creek meetings & conventions have two (2) load-in/load-out dock locations, one located behind the Gatlin Ballroom and one located behind the Sebastian Ballroom.

DOCK	# BAYS	DOCK HEIGHT
Gatlin Ballroom Dock	7	4 ft
Sebastian Ballroom Dock	7	4 ft

LOST AND FOUND
Available 24 hours per day; contact Security at extension *55 or by dialing “0” and ask to be connected to Lost & Found.

MEDICAL
Centra Care is the closest full service medical facility to the hotel. The clinic is located on Sand Lake Road. They are open from 8:00 AM - 8:00 PM during the week and 9:00 AM – 5:00 PM on weekends. Centra Care does accept insurance; however, it is not required. The following forms of payment are accepted: cash, credit card, insurance and/or pay up front.

In case of an emergency, Dr. Phillips Hospital is located at 9400 Turkey Lake Road. Their phone number is 407-351-8550. Dr. Phillips Hospital is a full service hospital and provides overnight facilities, emergency care, cardiac, ICU, etc. The following forms of payment are accepted: cash, credit card, insurance, pay up front and billed.

DOCS (Doctor’s On-Call Service)
This is our referral network for “night-time” (11:00 PM - 7:00 AM) medical related services, which include prescription services. Their company’s physician representatives do make house calls to the resort. Foreign language interpreters provided when needed. Their phone number is 407-399-3627.

The Medical Concierge is our referral network for “daytime” (7:00 AM - 11:00 PM) medical related services, which include prescription services. Their company’s physician representatives do make house calls to the resort. Foreign language interpreters provided when needed. Their phone number is (855)-932-5252.

NEWSPAPERS
Complimentary USA Today newspapers are available at elevator landings and the Bellstand.

OFFICE EQUIPMENT
Your Convention Services Manager can assist you in making arrangements for specific office equipment.

OUTDOOR FUNCTION AREAS
There are various outdoor function areas that may be used for private functions. All outdoor function areas can be booked through your Catering/Conference Services Manager. Pool functions must meet specific guidelines and are confirmed based on hotel occupancy.

PACKAGE ROOM
The receiving area is open from 8:00 AM – 5:00 PM, Monday through Friday and 8:00 AM – 2:00 PM Saturday and closed on Sunday.

Charges for all incoming materials will be assessed and charged at a rate $1.00 per pound. Pallets will be charged at the same rate with a maximum charge weight of 400 pounds for each pallet received. Storage for boxes received more than 5 days prior to the group's (or recipient's) arrival, an additional charge of $5 per box per day, and $50 per pallet per day will be incurred. For shipping out, pre labeled packages will be charged at a rate of $10 per box, $15 per plastic container and $100 per pallet.
(Prices are subject to change; confirm charges with your Convention Services Manager).

Please address all packages as below:

Group Name
Attn: Convention Services/Catering Manager's Name
Rosen Shingle Creek
9939 Universal Blvd
Orlando, FL 32819

HOLD FOR: Recipient's Name
ARRIVAL DATE: Recipient's check in date

PARKING
There are both guest valet and self-parking spaces at Rosen Shingle Creek. Charges are as follows:

Self Parking Daily	$18.00
Valet Parking – All Day	$26.00 + 6.5% tax
Valet - Overnight per Night	$26.00 + 6.5% tax

PAYMENT
All payment is due upon check-in. In order for a guest to charge personal expenses to their account, the guest must have a valid credit card on file with the front desk. If the guest chooses not to use a credit card, but would like to have use of the room phone, a $20.00 deposit is required prior to the phone being turned on**.**

PET POLICY
Rosen Shingle Creek is a Pet Friendly hotel. We have a limited number of Dog Friendly rooms available. Contact your Convention Services Manager for more details on our Pet Policy.

PHARMACY
Walgreens is located on the corner of Sandlake and Dr. Phillips Blvd. For more information, their phone number is (407) 370-6742.

CVS is located at the intersection of Central Florida Parkway and International Drive. For more information, their phone number is (407) 355-0929.

PHONE CARDS
Phone cards are available for purchase in the Gift Shop.

PHOTOGRAPHERS
Contact your Convention Services Manager for further details.

PLANTS/GREENERY
See Florists

PRODUCTIONS
Hazing and/or fog machines and indoor pyrotechnics are permitted at Rosen Shingle Creek providing all rules and regulations are adhered to. Please see Production Company Guidelines in the "Production & Exhibit Rules and Regulations" for additional information.

PUBLIC TRANSPORTATION
Towncar service is available 24 hours a day at current pricing, located at the main porte-cochere.

RECREATION
18-hole Championship Golf Course
Basketball
Fishing (catch and release)
Fitness Center
Game room
Jacuzzis (2)
Nature trails for walking and bird watching
Sand volleyball court
Spa with nine (9) treatment rooms
Swimming pools (4) including lap pool, family pool, adult quiet pool and kids wading pool
Tennis Courts (2 lighted)

RELIGIOUS SERVICES
Baptist
First Baptist Church of Orlando: (Southern), 3701 L.B McLeod Rd, (407) 425-2555
First Baptist Church of Windermere: (Southern), 300 N. Main St, (407) 876-2234

Catholic
Catholic Mary Queen of the Universe Shrine: (Roman), 8300 Vineland Ave., (407) 239-6600
Holy Family: (Roman), 5125 Apopka-Vineland Rd, (407) 876-2211
St Nicholas: (Byzantine), 5135 Sand Lake Rd/SR 482, (407) 351-0133

Church of Christ
Church of Christ Concord St, Church of Christ: 626 E. Concord St, (407) 423-4301
Par Street Church of Christ: 15 West Par St, (407) 898-8601

Church of God
Church of God Calvary Assembly of God: 1199 Clay St, (407) 644-1199

Episcopal
Episcopal Cathedral Church of St. Luke: 130 N. Magnolia Ave, (407) 849-0680
The Episcopal Church of the Ascension: 4950 S. Apopka-Vineland Rd, (407) 876-3480

Greek Orthodox
Greek Orthodox St. George Orthodox: 24 N. Rosalind Ave, (407) 422-3230

Interdenominational
Interdenominational Church of the Good Samaritan: 8323 Sand Lake Rd, (407) 351-0611

Jewish
SW Orlando Jewish Congregation: (Conservative), 11200 S. Apopka-Vineland Road, (407) 239-5444
Congregation of Liberal Judaism: (Reform), 928 Malone Dr, (407) 645-0444

RELIGIOUS SERVICES (continued)

Lutheran
Christ the King Lutheran: (Missouri Synod), 4962 Apopka-Vineland Road, (407) 876-2771
Crown of Glory: (Wisconsin Synod), 2017 Apopka-Vineland Road, (407) 291-2262
Salem Lutheran Church: (Evangelical), 7900 Apopka-Vineland Road, (407) 876-4000

Methodist
St. Luke's United Methodist: 4851 S. Apopka-Vineland Rd, (407) 876-4991

Mormon
Orlando Florida Temple: 9000 Windy Ridge Rd, (407) 876-0022

Pentecostal
United Pentecostal: 1557 Mill Slough Rd, Kissimmee, (407) 847-9141

Presbyterian
First Presbyterian Church of Orlando: 106 E. Church St, (407) 423-3441

Unitarian
First Unitarian Church: 1815 E. Robinson St, (407) 898-3621

RESTAURANTS AND LOUNGES
** Hours of operation are subject to change*

18 Monroe Street Market
Open 24 hours, 18 Monroe Street Market is a unique deli restaurant offering a variety of food items located on the ground level. Hot food is served from 6:30 AM – 11:30 PM.

A Land Remembered - Steakhouse
Named after the legendary novel by Patrick Smith, A Land Remembered serves lunch & dinner. A Land Remembered has a private dining room that can accommodate up to twenty-four (24) guests. This AAA Four Diamond restaurant has beautiful golf course views and is located at the Golf Clubhouse. (Capacity 120 people)

Hours of operation are as follows (hours subject to change periodically):

Lunch	11:00 AM – 2:30 PM
Dinner	5:30 PM – 10:00 PM
Bar	11:00 AM – 10:00 PM

Banrai Sushi
Experience the perfect combination of flavors and textures to put your mind at ease, including traditional sushi, signature rolls, specialty sakes and inspired cocktails. Banrai, Japanese for "to rest", is open daily from 4:00 PM – 10:00 PM

Bella's Bar
Bella's Bar is a piano bar located in the vestibule of Cala Bella on the second level. The bar is open from 5:30 PM – 1:00 AM

Café Osceola & Osceola Bar
Beautifully appointed in Spanish revival colors of blue and gold, Café Osceloa is located on the first level. Its views are breathtaking due to the floor to ceiling windows which bring the outside in. Café Osceloa is open for breakfast, lunch and dinner serving a buffet and a la carte menu. This restaurant has a private dining room that can accommodate up to twenty (20) guests. Hours of operation for Café Osceola are 7:00 AM – 2:30 PM and 5:30 PM – 10:00 PM daily. Osceola's Bar is open from 11:30 AM – 11:00 PM (capacity 412 people)

Cala Bella
This AAA Four Diamond fine-dining Italian Bistro is Rosen Shingle Creek's signature restaurant. Cala Bella ("Creek Beautiful") serves dinner from 5:30 PM – 10:00 PM (hours subject to change periodically) and has a private dining room for up to forty-two (42) people. In addition, a presentation-cooking bar is available where individuals can dine alone comfortably with the companionship of our creative chefs preparing their culinary delights. (Capacity 160 people)

Cat-Tails Pool Bar & Grill
Cat-Tails is located at the pool area and is open from 11:00 AM – 10:00 PM. Food service ends at 6:00 PM. Hours may vary with the seasons.

Creek Ice Creamery
Have a refreshing treat while enjoying the pool activities. Hours of operation are 12:00 PM – 10:00 PM

Headwaters Lounge
Headwaters Lounge is open from 12:00 PM – 1:00 AM (hours subject to change periodically). It is located between the main lobby and convention facility and is a great gathering place. (Capacity 247 people).

Mi Casa Tequila Taqueria
Welcome to our little casa con sabor mexicano! Where guacamole is prepared fresh to your personal taste at your table, hand-crafted margaritas are a specialty, and authentic flavors satisfy more than your appetite. Don't forget to try our Jefe margarita!! Mi Casa is open daily from 11:30AM- 10PM.
(Capacity 130 ppl)

Smoooth Java
Smoooth Java serves an assortment of Starbucks® Coffee, smoothies and pastries – located in the main lobby and open from 6:30 AM – 6:00 PM.

Tobias' Burgers & Brews
Tobias' is a fun, casual dining experience offering an assortment of gourmet burgers and specialty flatbreads. Tobias' Bar features a wide range of craft beers, bourbon as well as a variety of wines. The name Tobias was derived from the character Tobias MacIvey in the Patrick Smith novel, A Land Remembered. Tobias is open daily from 11:30AM- 10PM. (capacity 80 ppl)

ROLL-A-WAY BEDS
Roll-a-way beds are available through Housekeeping at a charge of $20.00 plus tax per roll-a-way per day.

ROOM DELIVERY
Deliveries that consist of non-perishable items and items provided by vendors other than the Rosen Shingle Creek will be handled by the Bell Stand upon approval from the convention and are subject to delivery fees.

Deliveries that consist of perishable items that are prepared by the hotel will be handled by our In Room Dining department and are subject to delivery fees.

Rosen Shingle Creek is happy to prepare special amenities for your VIPs and/or your entire group. Please contact your Convention Services Manager for suggestions. Delivery charges and gratuities for food & beverage amenities are added to the price. Amenities with alcoholic content can only be sent to person's 21 years of age and older.

Contact your Convention Services for more information.

SAFETY DEPOSIT BOXES
We offer in-room safes and safety deposit boxes at no charge 24 hours per day. Safety deposit boxes are located at the Front Desk.

SECURITY
We provide 24-hour security through our in-house Security Department. Additional security for group exhibits or special events can be arranged through the Hotel's Security Department. Contact your Convention Services Manager for security services.

Should an outside security vendor be utilized, Rosen Shingle Creek requires the group to agree to and sign the Hotel's Hold Harmless Agreement. Rosen Shingle Creek must approve all outside security vendors prior to the Group contracting (contact your Convention Services Manager for further details). In addition, Rosen Shingle Creek Security must be utilized for any services required in the public areas.

SHIPPING AND RECEIVING
See Package Room

SPA
The Spa at Shingle Creek, a full service spa, has nine (9) treatment rooms and is located on lobby level. Operating hours are 8:00AM – 8:00PM.

SPORTS
Orlando is home to the NBA's Orlando Magic, Class AA Orlando Rays, Orlando Predators and Orlando City Soccer Club. Also close by we have the NFL's Tampa Bay Buccaneers, NHL's Tampa Bay Lightning and the MLB's Tampa Bay Rays. Concierge can handle specific Sporting Event information and tickets.

SPOUSE PROGRAM
If your meeting or convention provides spouse or guest programs, your Convention Services Manager will provide a list of preferred vendors who can customize trips, events and activities to fit your program. For those without planned spouse/guest programs, our Concierge can provide information on shopping, tours, points of interest and ground transportation to outlying areas and tourist attractions.

SWIMMING POOLS
Rosen Shingle Creek offers four (4) heated swimming pools including a lap pool, family pool, kiddie wading pool and adult quiet pool. The hours of operation vary depending on the time of year.

TAXES
Sales Tax - 6.5%
Occupancy Tax – 6%
Orange County Surcharge (not subject to tax exemption) – 1%

TECHNOLOGY
Rosen Shingle Creek has partnered with Millennium Technology Group to provide a range of rental equipment, internet, telecommunication services, and sponsorship opportunities. Millennium is a full service technology company with on-site staff and a 24-hour help desk available for your support. For more details, contact an on-site Technology Sales Representative at (407) 996-5865 or via email at ConventionTechnologySales@mtg-fl.com.

TELECOMMUNICATIONS
All guestrooms are equipped with two line phones with voicemail and speakerphone capabilities. Telephone charges are subject to prevailing rates.

Telecommunication or phone needs for meeting rooms can be arranged with an on-site Technology Sales Representative at (407) 996-5865 or via email at ConventionTechnologySales@mtg-fl.com.

TENNIS
Rosen Shingle Creek has two (2) lighted tennis courts.

TOWNCARS
Towncars are available at the front drive of Rosen Shingle Creek.