



UNIVERSAL ORLANDO

## A - Z GUIDE BOOK

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### ELEGANCE THAT ENGAGES

LOEWS PORTOFINO BAY HOTEL AT UNIVERSAL ORLANDO  
WAS MADE FOR MEETINGS, WITH FLEXIBLE INDOOR AND OUTDOOR  
VENUES FOR ALL YOUR EVENTS AND FUNCTIONS

# Benvenuto (Welcome)!

Just the word “Portofino” invokes thoughts of a moonlit bay nestled on the Riviera. Indeed, the quaint Ligurian fishing village that became a favorite getaway for Europe’s rich and famous also served as the inspiration for **Loews Portofino Bay Hotel at Universal Orlando**.

Complete with cobblestone streets and sidewalk cafes, Loews Portofino Bay Hotel became the first on-site Loews Hotel at Universal Orlando in 1999. The idea was born when film producer Steven Spielberg, who was a consultant for Islands of Adventure theme park, suggested an authentic re-creation of the Italian seaside village of Portofino. Designers took every detail and facet into consideration during the construction phase. As you approach the hotel, the winding road is lined with grape vines, evoking a drive through Italy’s wine region. Artists who painted the exteriors of our buildings used the same elaborate painting technique, trompe l’oeil (pronounced trump loy, meaning “to deceive the eye”), used hundreds of years ago in Italian fishing villages. An elaborate dome, marble floors and elegant furnishings imbue the hotel with the ambience and romantic harborage of the Mediterranean.

The result is a stunning re-creation of Portofino, Italy in an imaginative setting. Guests can enjoy the services of a first-class spa and some of the best Italian dining this side of the Mediterranean. By combining the sights, sounds, smells and tastes of Italy, Loews Portofino Bay Hotel leaves guests saying, “Magnifico!”

**Divertitevi** (Enjoy Yourself)!

## Important Phone Numbers

Business Center _____	407.503.1250
Concierge _____	407.503.1200
Destination Management Company (Hello Florida) _____	407.674.3072
Fax _____	407.503.1010
Front Office _____	407.503.1175
Fluid Prints _____	407.888.8456
Group Reservations _____	407.503.9276
Fitness Center _____	407.503.1236
Car Rental (Avis Car Rental) _____	407.503.1156
Dining Reservations (503.DINE) _____	407.503.3463
Trattoria del Porto™ _____	407.503.1430
Mama Della's Ristorante <sup>SM</sup> _____	407.503.1432
Bice Ristorante™ _____	407.503.1417
Sal's Market Deli™ _____	407.503.1435
Medical Concierge _____	407.648.5252
Public Relations _____	407.503.9090
Risk Management _____	407.503.9493
Security / Lost & Found _____	407.503.1285
Star Service _____	407.503.1313
Audio / Visual (Encore) _____	407.503.1145
Telecommunications _____	407.503.9416
Power (GES Electrical) _____	407.467.0536
Valet Parking _____	407.503.1195

### UNIVERSAL ORLANDO RESORT

Resort Sales _____	407.224.6229
Main _____	407.363.8000
Guest Services _____	407.224.4233
VIP Tour Information _____	407.363.8295

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## Airport

**Orlando International Airport (MCO)** is located approximately 20 – 25 minutes from Loews Portofino Bay Hotel.

### Directions

Please refer to the *Directions* section of this guide on page 7.

### Transportation

#### Preferred Vendor

**Hello Florida** and **Destination MCO** have been selected as the preferred vendors for airport transportation for Loews Hotels at Universal Orlando. Reservations are required.

#### Taxis

Taxis are on standby at Orlando International Airport, offering service to and from Loews Portofino Bay Hotel for an approximate fare of \$55 each way, depending on traffic conditions. Standard taxis can accommodate up to four people. Travel time is approximately 30 minutes.

#### Local Transportation

**On Demand Chauffer** has been selected as the sole provider of in-town transportation for the on-site hotels at Universal Orlando Resort. Sedan or SUV service is available at the hotel front drive 24 hours a day. On Demand Chauffer services are not available for in-bound flight arrivals. On Demand Chauffer is the sole provider for individual in-town transportation. Flat rates are set according to party size. For more information, please contact your Area Event Manager.

## Amenities

The hotel's amenities list is available from your Area Event Manager. In addition, our culinary team is happy to prepare special amenities for your VIPs and/or your entire group. Please contact your Area Event Manager to make arrangements.

**Note:** Amenities with alcoholic components may only be delivered to adult guests who are ages 21 years or older.

## Americans with Disabilities Act (ADA)

Loews Portofino Bay Hotel supplies our guests with various ADA equipment for those with hearing, sight and/or mobility impairments.

## Audio/Visual

Our preferred in-house audio/visual provider is **Encore**. Contact sales at 407.503.1439 or [uosales@encoreglobal.com](mailto:uosales@encoreglobal.com).

## Billing - Credit

Loews Portofino Bay Hotel may reasonably request credit information and, upon approval, can set up a group account. In the event credit is not approved, all outlined deposits and the balance of the group account must be paid prior to or upon group departure. Any special billing instructions must be submitted in writing to Loews Hotels at Universal Orlando's group billing department at least 90 days prior to date of arrival.

**Note:** A non-refundable deposit is required for all catered events.

## Boats - Water Taxi

Guests staying at Loews Portofino Bay Hotel receive complimentary water taxi transportation (weather permitting) to and from Universal CityWalk, which is within walking distance of Universal Studios Florida and Universal Islands of Adventure. Boats leave every 15 – 20 minutes from the hotel's boat dock located adjacent to the Harbor Piazza. Hours of operation are one hour prior to Early Park Admission until one hour after Universal CityWalk closes.

## Business Center

**Encore** manages the business center located in the hotel's conference center. The business center is open daily Monday through Friday and closed on Saturday and Sunday.



Access to the business center computers and printer is available 24 hours a day with your room key. Fax and copy services, as well as computer and copier rentals are available at the business center. For fee schedule, please contact your Area Event Manager.

The business center also handles all package shipping and receiving. Please see the *Shipping and Receiving* section of this document on page 21 for more information.

**Note:** Hours of operation are subject to change. Before publishing business center details in any group informational piece, please contact your Area Event Manager.

## Cabanas

Cabana rentals are available to guests staying at Loews Portofino Bay Hotel and feature the following amenities: lounge chaise seating, 49-inch HDTV, seasonal fruit platter and choice of six soft drinks or bottled waters, along with personalized pool server and pool concierge.

Cabana rental pricing varies depending on season. For pricing and reservations, please call the recreation team at **407.503.1434** or dial "0" from your guest room for the hotel operator to connect you with our team.

**Note:** Cancellations must be made by 6pm on the day before rental to avoid charges. Rental fees will not be applied when cabana use is not permitted due to weather conditions.

## Car Rental

An [Avis Car Rental](#) desk is located in the main lobby. Call **407.503.1156**.

## Cash Paid Out

We recognize that in many cases, cash may be requested for use as prize money, gratuities or simply to cover last minute on-site expenses. For all cash paid out, advance notice is required and a formal letter on company letterhead must be submitted to your Area Event Manager at least ten (10) days prior to arrival for approval by the hotel's accounting team.

All cash paid out must be approved in advance by someone other than the group leader who is the recipient of the cash to be paid out. Once on property, your designated signer will be required to present a valid driver's license when the cash is paid out.

All cash paid out will be made directly to the group recipient by the general cashier during normal business hours.

## Certificate of Insurance

Certificate Holder must read as follows:

UCF Hotel Venture  
c/o Loews Hotels at Universal Orlando  
6800 Lakewood Plaza Drive  
Orlando, Florida 32819  
Attn: Risk Management

In addition to the required coverages, the following verbiage should be reflected in the *Description of Operation* section of the certificate:

*"UCF Hotel Venture, Loews Orlando Operating Company, Inc., Loews Orlando Hotel Partner, LLC, Universal City Development Partners, Ltd., Universal City Florida Partners, Hard Rock Café International (USA) Inc., and their respective parents, subsidiaries and affiliates are included as Additional Insureds. The Insurance protecting the Insured and Additional Insureds is primary and non-contributory with any other insurance carried by any of the Additional Insured and contains a Waiver of Subrogation in favor of the Additional Insureds."*

## Check Cashing

Guests wishing to cash a check should visit the cashier at the hotel's guest services desk. Check cashing is limited to \$250 per guest per day. The cashier can also assist with foreign currency exchanges.

## Check-in and Check-out

Guests staying at Loews Portofino Bay Hotel may **check in after 4pm. Check out is before 11am.** Video checkout is available in all rooms on the TV's

introduction channel. Check out via text is also available. Receipts are emailed to guests or can be obtained at the front desk.

## Child Care

In-room sitting services may be arranged through the concierge. For more information, please call **407.503.1200**.

## Climate

The average monthly high and low temperatures (°F) and rainfall (inches) for the Orlando area are:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
High	71	73	77	82	88	91	92	92	89	84	78	72
Low	50	53	57	62	68	73	76	76	74	68	60	54
Rainfall	2.8	2.8	3.8	2.5	3.3	8.7	7.1	7.8	6.0	3.3	2.4	2.6

## Club Level – Portofino Club Lounge

The hotel's club level is located on the fifth and sixth floors in the Villa Wing. Guests staying on the club level can access the [Portofino Club Lounge](#), located off the main lobby on the third floor. Portofino Club Lounge offers complimentary continental breakfast, afternoon snacks, and evening beer, wine and hors d'oeuvres. Complimentary Wi-Fi is available in the club lounge.

## Concierge

The concierge desk is located in the main lobby. Concierge services are available daily. The concierge is able to assist with the below-listed and more.

- Providing information on local restaurants and attractions.
- Travel arrangements, transportation, directions and maps.
- Complimentary printing of boarding passes.

## Credit Cards

Loews Portofino Bay Hotel accepts all major credit cards including: American Express, Diners Club, Discover, JCB, MasterCard and Visa.

## Cribs

Cribs are offered on a complimentary basis upon request (subject to availability). Dial “0” from your guest room for the hotel operator to connect you with our Star Service team.

## Decorations

Enhancements such as ice carvings, special themed food presentations and room accent decor can be arranged for an additional cost. For more information, please contact your Area Event Manager.

Decorations and displays not provided by Loews Portofino Bay Hotel must be approved prior to use and must meet local fire and safety codes. Decorations may not be attached to any permanent resort structure or be mounted with nails, staples or any other material that would result in damage to hotel property. For questions regarding décor, please contact your Area Event Manager.

## Deliveries

Please refer to the *Shipping and Receiving* section on page 21 of this document.

## Destination Management Company

Hello Florida

Aubrey Walker

Mobile: **407.376.8529**

Email: [awalker@hello-dmc.com](mailto:awalker@hello-dmc.com)

- Theme party design, planning and execution
- Table decor: linens, centerpieces, chairs, chargers, etc.
- Event entertainment
- Specialty furniture for events
- Arrival and departure ground transportation

- Local transportation
- Offsite events, tours and team activities
- On-site and off-site teambuilding
- Experienced temporary conference staffing
- General session furniture and stage foliage packages

## Directions

### From Orlando International Airport

Take the north exit onto the Beachline Expressway (FL-528) West approximately 11 miles to Interstate 4 (I-4) East. Continue on I-4 East to exit 75A (Universal) and turn left onto Universal Boulevard. Continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

**Note:** FL-528 is a toll road with one toll between Orlando International Airport and Loews Royal Pacific Resort.

### From Florida's Turnpike

Take exit 259 (Orlando) onto I-4 West. Travel on I-4 West to exit 74B (Universal) and continue to Hollywood Way. Turn right onto Hollywood Way to Universal Boulevard. Turn left onto and continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

### From Eastbound Interstate 4

Take exit 75A and continue to Universal Boulevard. Turn left onto and continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

### From Westbound Interstate 4

Take exit 74B (Universal) and continue to Hollywood Way. Turn right onto Hollywood Way to Universal Boulevard. Turn left onto and continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

## From Southbound Interstate 95

Take exit 205 (FL-528). Travel on FL-528 to I-4 East. Travel on I-4 East to exit 75A and continue to Universal Boulevard. Turn left onto and continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

## From Northbound Interstate 95

Take exit 260B (I-4 West). Travel on I-4 West to exit 74B (Universal) and continue to Hollywood Way. Turn right onto Hollywood Way to Universal Boulevard. Turn left onto and continue on Universal Boulevard. Loews Portofino Bay Hotel is on the right at 5601 Universal Boulevard.

## Electrical

**GES Electrical** is the sole in-house provider for all temporary mechanical services for your event. Electrical and generator service, compressed air supply and/or temporary water and drain lines should be ordered through GES Electrical. GES Electrical provides professional installations for multi-media production shows, convention and exhibit meetings, special events or trade and technical conferences. All organizer charges will be added to your master account. To order services or request estimates, contact Cory Addis at **407.630.4010** or [caddis2@ges.com](mailto:caddis2@ges.com).

**Note:** If you are utilizing **Encore**, they will confirm their production power orders with GES Electrical separately and add those charges to your master account.

## Emergency

All guest rooms at Loews Portofino Bay Hotel feature a telephone with emergency button to connect instantly with the trained emergency response team. The emergency response team can also be reached by dialing **\*111** from any house phone throughout Loews Portofino Bay Hotel, as well as the hotel's sister properties – Hard Rock Hotel® at Universal Orlando, Loews Royal Pacific Resort at Universal Orlando, Loews Sapphire Falls Resort at Universal Orlando, Universal Cabana Bay Beach Resort, Universal Aventura Hotel and Universal Endless Summer Resort – Surfside Inn and Suites & Dockside Inn and Suites.

## Exhibit and Production Company

Loews Portofino Bay Hotel reserves the right to advance approval of all outside contractors hired for use by a convention group. Loews Portofino Bay Hotel will, upon reasonable notice, cooperate with outside contractors. Hotel facilities are available to outside contractors to the extent that their function does not interfere with the use of the facilities by other guests. Please contact your Area Event Manager for the *Outside Vendor Guidelines* booklet.

### Rigging

All rigging must be arranged through [Encore](#).

### House Sound

[Encore](#) has exclusive access to the hotel's house sound and, therefore, reserves the right to charge outside audio-visual vendor patch fees and, where applicable, labor fees accordingly for the use and maintenance of the hotel's sound system.

### Damage

Customer agrees to be responsible and reimburse Loews Portofino Bay Hotel for any damage done by the customer, the customer's guests and/or their contractors.

## Faxes

The hotel's primary fax number is **407.503.1010**. Guests receiving faxes will be notified by the hotel staff by calling the appropriate guest room. If necessary, a voice message will be left. All incoming faxes will be held at the hotel's front desk.

## Firearms

### Exhibitors

Exhibitors must have approval from Loews Hotels Security before being allowed to display a firearm/weapon as part of the conference. To receive approval, the following information must be provided 14 days prior to start of event show date. The below-listed information can be sent to your Area Event Manager to process.

- Name of conference
- Date of conference
- Exhibitor name and phone number
- Property name (e.g., Loews Portofino Bay Hotel)
- Date(s) of exhibit show
- Function room location of exhibit show
- Booth number
- Purpose of firearms display

Once approved, as part of their conference, Loews Hotels Security and overnight storage will be arranged. **No functioning firearms or ammunition will be allowed at any time as part of a conference display.**

If a weapon/firearm cannot be removed from the exhibit floor at the end of the exhibit show each day, we will require the group or exhibitor to hire a security officer from Loews Hotels & Co to stand watch over such item.

Additional storage and/or security needs will be reviewed on a case-by-case basis, depending on the event.

Loews Hotels at Universal Orlando has a no firearms policy in all guest areas. Any guest in possession of a firearm will be required to contact Security. Safe deposit box storage for the duration of their stay will be arranged.

## Fire Codes

Loews Portofino Bay Hotel complies with all local and state fire regulations. All guest rooms, guest corridors, public and meeting space are fully equipped with sprinkler systems. Fire extinguishers are readily available in all food and beverage outlets, meeting spaces and guest hallways.

## Fitness Center

Loews Portofino Bay Hotel's fitness center is located on the first level, across from the Beach Pool entrance, and is open daily.

## Florist

Loews Portofino Bay Hotel has a preferred vendor for floral needs. For more information, please contact your Area Event Manager.



## Game Room

The game room is located in the Harbor Piazza, and is open daily.

## Gift Shop

Loews Portofino Bay Hotel houses two gift shops. Le Memories de Portofino is located on the lobby level. The Universal Studios Store is located on the piazza level.

## Golf

The Golf Universal Orlando program offers guests staying at the on-site hotels at Universal Orlando Resort special benefits and preferred tee times at [GolfPass.com](https://www.golfpass.com) for groups of nine or more. Please contact your Area Event Manager for more information.

## Housekeeping

**Full service is currently available.**

## Internet Access

Wireless Internet access is available in all guest rooms. Business class access is complimentary. Premium class access is \$14.95 for each 24-hour period beginning at 1pm daily. Complimentary Wi-Fi is also available in our resort lobby and pool areas. For meeting and event Internet services and fee information, please contact your Area Event Manager.

## Jogging Route

The jogging route at Universal Orlando Resort is 3.8 miles. For a copy of the route map, contact your Area Event Manager.

## Keys

### Meeting Rooms

The hotel's Security team locks all meeting room doors each evening and unlocks them each morning. Keys can be provided for office and storage areas. Back door locks can be changed upon request for \$25 per door. Once re-keyed, only the hotel's Security team can access the room.

### Guest Rooms

Guests staying at Loews Portofino Bay Hotel enjoy room key charging privileges throughout Universal Orlando Resort, Universal Express Unlimited to skip the regular lines at most popular attractions in Universal Studios Florida and Universal Islands of Adventure, and Early Park Admission to the Wizarding World of Harry Potter™ and Universal Volcano Bay one hour before the theme park opens.

## Laundry – Valet

Coin- and credit card-operated washers and dryers can be found on the second floor of the Villa wing.

Valet laundry service is available daily. All items received before 9am each morning will be returned the same day, after 6pm. Optional express service is available.

## Lost and Found

For lost and found items, contact the hotel's Security team at **407.503.1285**. The Security team is available 24 hours a day, seven days a week.

## Luggage Services

Luggage storage and/or portage can be arranged. Additional fees would apply. For more information, contact your Area Event Manager.

## Medical Services

There are a number of local medical services located within close proximity to Loews Portofino Bay Hotel. For a list of some nearby services (i.e., hospital, walk-in clinic, dental, pharmacy and medical equipment rental), please visit or call the concierge at **407.503.1200**.

## Meetings and Events

### Function Space

Loews Portofino Bay Hotel has **42,000 square feet of meeting and function space**, including the 15,040-square foot Tuscan Ballroom that is divisible into four sections, the 7,670-square foot Venetian Ballroom that is divisible into five sections, and the 2,967-square-foot Ligurian Ballroom that is divisible into three sections. There are also five breakout rooms and one boardroom.

For capacities, room details and more information, visit:

<https://www.uomeetingsandevents.com/On-Site-Hotels/Overview/Loews-Portofino-Bay-Hotel/Function-Space.html>

### Function Room Turns/Resets

Loews Portofino Bay Hotel will provide the initial setup as specifically outlined in the sales contract. If the contracted function space is required to be changed from the initial room setup, a function room turn/reset fee will apply. The fee will be based on the amount of time and equipment required to complete the change. We will waive the changeover fee if the change requested is to accommodate to/from a catered meal function.

### Outdoor Function Areas

Loews Portofino Bay Hotel offers a variety of options for outdoor and private functions. Available outdoor function area include the hotel's Harbor Piazza, Piazza Centrale, Villa Piazza, Villa Pool and Citrus Piazza. For more information about outdoor function options, contact your Area Event Manager.

### Audio – Visual

Loews Portofino Bay Hotel has partnered with **Encore** to provide a comprehensive range of meeting and production services with full-time management and staff on property. Please contact the Encore on-site sales representative at **407.503.1439** or [uosales@encoreglobal.com](mailto:uosales@encoreglobal.com).

## Banquets Linen

Loews Portofino Bay Hotel provides linens for food and beverage functions. For color and size details, contact your Area Event Manager. In an effort to remain green-friendly, our classroom tables are linen-less. Please ask your Area Event Manager for details.

## Food and Beverage

**Loews Portofino Bay Hotel is the only food and beverage service provider for the hotel.** Standard taxable service charge for all food and beverage events is 27% and Florida state sales tax is 6.5% (subject to change without notice).

## Guarantee Policy

In arranging for private functions, the attendance must be definitively specified and communicated to the hotel no later than 11am, three business days (72 hours minimum) in advance. This number will be considered a guarantee, not subject to reduction and charges will be made accordingly. The hotel cannot be responsible for identical services for more than 5% over the guarantee for parties up to 500 or 3% for parties over 500. If a guarantee is not given to the hotel by 11am on the date it is due, the lower number on the banquet event order will automatically become the guarantee.

The below-listed due by guarantee schedule is provided for reference.

- **Sunday:** Due by 11am the preceding Wednesday
- **Monday:** Due by 11am the preceding Wednesday
- **Tuesday:** Due by 11am the preceding Thursday
- **Wednesday:** Due by 11am the preceding Friday
- **Thursday:** Due by 11am the preceding Monday
- **Friday:** Due by 11am the preceding Tuesday
- **Saturday:** Due by 11am the preceding Wednesday

## Hang Points and Rigging

The Tuscan Ballroom and the Venetian Ballroom feature access to steel supports to accommodate rigging throughout the room. **Encore** is solely authorized to handle all rigging at the resort. Your Area Event Manager will confirm all load-in and load-out times, as well as rigging techniques, with the client and production company.

## Placing a Vehicle Inside Meeting Space

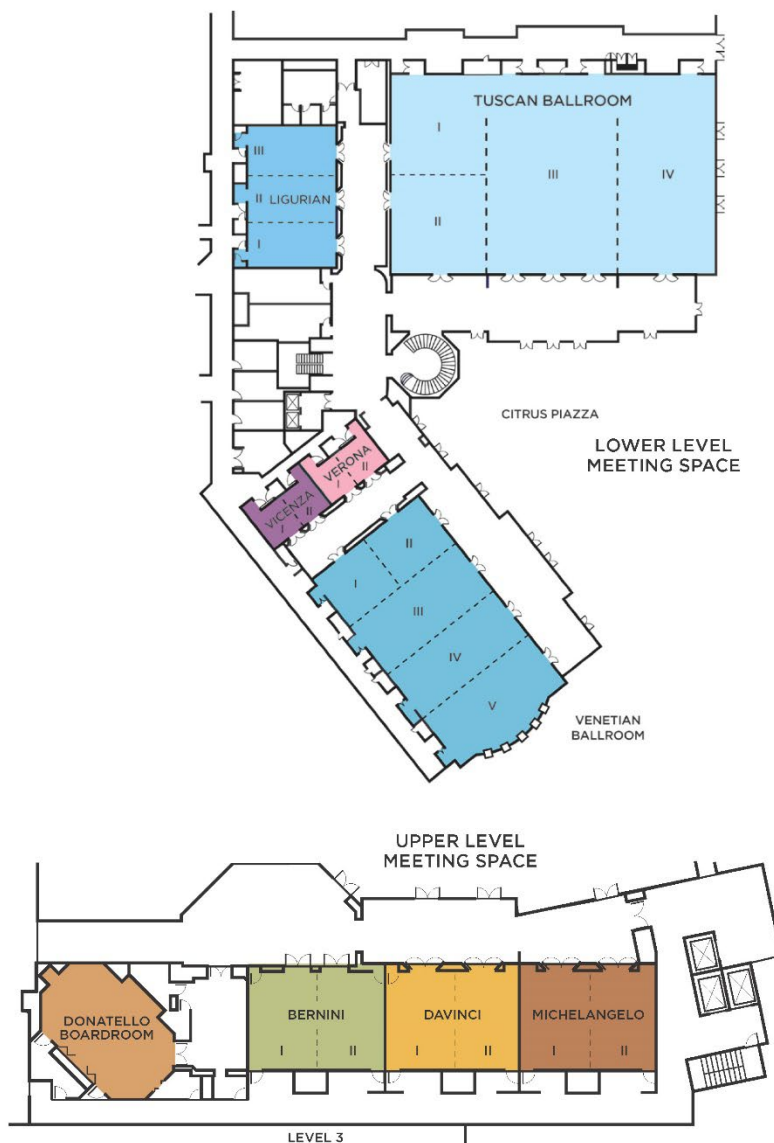
All vehicles being placed inside meeting space must be checked in with the hotel's Security team upon arrival. Requirements are listed but not limited to the following:

- **Maximum length:** 225 inches
- **Maximum width:** 80 inches
- **Maximum height:** 77 inches
- **Maximum gross weight:** 7,400 pounds
- **Maximum fuel capacity:** Less than one-quarter tank full
- **Fuel cap:** Locked
- **Battery:** Disconnected
- **Operation:** Cannot be started or running indoors; must be pushed inside
- **Floor protection:** Drip pan and/or plastic must be placed under vehicle

For more information, please contact your Area Event Manager.

## Convention Floor Plan

### LOEWS PORTOFINO BAY HOTEL FLOOR PLAN



WWW.UOMEETINGSANDEVENTS.COM  
407.224.6229 • 1.888.331.9108 • MEETINGS@UNIVERSALORLANDO.COM

## Office Equipment

**Encore** can assist with arrangements for office equipment – i.e., fax machines, printers, copiers, etc. For details, call **407.503.1439** or email [uosales@encoreglobal.com](mailto:uosales@encoreglobal.com).

## Packages

Please refer to the *Shipping and Receiving* section on page 21 of this document.

## Parking

Parking options at Loews Portofino Bay Hotel include:

### Group Guests

- **Self-parking:** \$33 + tax overnight or daily (must be arranged in advance with events management)
- **Valet parking:** \$42 + tax overnight or daily

### Non-group Guests

- **Self-parking:** \$50 + tax daily
- **Valet parking:** \$47 + tax daily

## Physical Disabilities

Equipment for guests with hearing, vision and mobility impairments are available upon request. For details, please contact events management.

## Preferred Vendors

Loews Portofino Bay Hotel has a list of preferred vendors ranging from decorators to photographers. For more information, please contact your Area Event Manager.

## Productions

**Indoor pyrotechnics are not permitted within the resort. No exceptions to this policy will be made. Haze and fog machines are not permitted within the resort unless they are water based and must be approved through Loews Risk Management at least 30 days prior to usage on property.** For more information, please review with your Area Event Manager and refer to the *Outside Vendor Guidelines and Technical Resource Manual*.

## Promotional Materials and Public Relations

A number of promotional brochures appropriate for meetings and conferences are available from Universal Orlando. High resolution hotel images and videos are available. Please contact your Area Event Manager for details.

Universal Orlando Resort reserves the right of final approval for use of any and all materials. Written approval must be obtained through the Universal Orlando Resort marketing representative before producing materials for print, broadcast or electronic use.

## Religious Services

There are a number of religious buildings for many faiths, located in close proximity to Loews Portofino Bay Hotel, that offer religious services. For a list of these buildings, visit or call the concierge at **407.503.1200**.

## Restaurants and Lounges

### Trattoria del Porto™

Seaside Italian cuisine infused with local ingredients, featuring chef-inspired small plates and innovative Italian entrées. Trattoria del Porto is open daily for breakfast, lunch and dinner. Reservations are recommended.

Trattoria del Porto features indoor and outdoor seating and is an ideal location for private events. Please contact your Area Event Manager for more information and booking details.



## **Mama Della's Ristorante<sup>SM</sup>**

"Mama" invites you to dine in her home, where each room offers a warmth and personality all its own. Enjoy Italian specialties from Tuscany, Naples, and Piemonte while strolling musician serenade your tableside for a taste of "la dolce vita" the sweet life! Mama Della's Ristorante is open nightly for dinner. Reservations are recommended.

Mama Della's Ristorante features indoor and outdoor seating and is an ideal location for private events. Please contact your Area Event Manager for more information and booking details.

## **Bice Ristorante<sup>®</sup>**

Your "Italian Fine Dining Experience" Since 1926, Bice's reputation throughout the world for outstanding food and superb service precedes itself. All dishes are freshly prepared, including handmade pasta, delicious entrées and homemade desserts. Bice Ristorante is open nightly for dinner. Reservations are recommended.

## **Sal's Market Deli<sup>TM</sup>**

Authentic Italian cafe featuring sensational Italian sandwiches, antipasto, fresh fruit, salads and brick oven pizzas. Also available "to go." Sal's Market Deli is open daily for lunch and dinner.

## **Splendido Bar & Grill<sup>TM</sup>**

This open-air bar and grill overlooking the beach pool offers cocktails, salads, sandwiches, burgers and more. Splendido Bar & Grill is open daily for lunch and dinner.

## **The Thirsty Fish<sup>TM</sup>**

Our harborside bar offers wine, cocktails, beer and appetizers. Relax and take in the views from the outdoor patio. The Thirsty Fish is open daily.

## **Gelateria**

Like the Gelateria on the original Portofino Bay, our Gelateria serves artisan gelato, milkshakes and smoothies. Gelateria is open daily.

## Caffe Espresso

Proudly serves Starbucks coffees and selection of handcrafted beverages, as well as pastries. Caffe Espresso is open daily.

## Room Service

We're on-call and at your service. Whether you have an early morning meeting or crave an evening snack, you'll find a wide variety of menu options to choose from. Room service is available 24 hours daily.

## Refrigerator

All guest rooms at Loews Portofino Bay Hotel are equipped with a refrigerator. Upon request, the refrigerator can be stocked for a fee. Dial "0" from your guest room for the hotel operator to connect you with our Star Service team.

## Rollaway Beds

Rollaway beds are available for \$35 per day (subject to availability). Dial "0" from your guest room for the hotel operator to connect you with our Star Service team.

## Room Delivery

All room deliveries will be handled by the hotel's Star Service team starting at \$3 per room. All deliveries are subject to a service charge.

Please contact your Area Event Manager for pricing. Loews Portofino Bay Hotel is happy to prepare special amenities for VIPs and groups. Please contact your Area Event Manager for suggestions. Delivery charges and gratuities for food and beverage amenities are added to the base price.

**Note:** Amenities with alcoholic components may only be delivered to adult guests who are ages 21 years or older.

## Safety Deposit Boxes

All guest rooms at Loews Portofino Bay Hotel feature a complimentary in-room safe. Safety deposit boxes are also available, free of charge, at the hotel's front desk.

## SeaWorld® and Aquatica

Guests of the hotel will receive complimentary shuttle transportation to [SeaWorld](#) and [Aquatica](#). The shuttle departs daily (times vary) from the transportation hub located at Universal CityWalk. For more information, including departure times and to obtain the *required boarding pass*, please visit the Universal Orlando Vacation Planning Center on the lobby level of the hotel. Pick up times from the SeaWorld and Aquatica parks vary monthly.

## Security

### Supplemental Security Exclusivity

Loews Hotels at Universal Orlando retains the exclusive right to provide and/or require supplemental security for all special events, conferences or meetings as requested by clients or deemed appropriate by the Loews Hotels at Universal Orlando Director of Security. Client requests for supplemental security or events that are deemed appropriate for supplemental security shall only be staffed by Loews Hotels at Universal Orlando Security personnel or by security personnel from a Loews Hotels at Universal Orlando approved security vendor, and billed to the client at the rate of \$50 per hour, with a four hour per assignment/post minimum. All supplemental security staffing requests received less than 48 hours prior to the event will be billed at the rate of \$75 per hour, with a four hour per assignment/post minimum.

### Client Provided Security Requirements

Clients may utilize their own in-house (employee) security personnel for internal client issues and/or client executive protection. Client provided security may not be visible to the general public, to attendees or guests in public areas or be present in a uniform that may be mistaken for hotel Security staff. Client security may not carry firearms or other "less than lethal weapons" while on Loews Hotels at Universal Orlando property.

If the client has a requirement to utilize a non-Loews Hotels at Universal Orlando contract security company, that company must follow all client provided security

requirements. Additionally, the non-Loews Hotels at Universal Orlando contract security company shall provide a written security plan and schedule, as well as a binder of insurance, to the Loews Hotels at Universal Orlando Director of Security not less than five days prior to any staffing on Loews Hotels at Universal Orlando property. Insurance binders must be in writing and contain a minimum of five million dollars in per incident liability coverage and list as additional insured the following.

In addition to the required coverages, the following verbiage should be reflected in the *Description of Operation* section of the certificate:

*“UCF Hotel Venture, Loews Orlando Operating Company, Inc., Loews Orlando Hotel Partner, LLC, Universal City Development Partners, Ltd., Universal City Florida Partners, Hard Rock Café International (USA) Inc., and their respective parents, subsidiaries and affiliates are included as Additional Insureds. The Insurance protecting the Insured and Additional Insureds is primary and non-contributory with any other insurance carried by any of the Additional Insured and contains a Waiver of Subrogation in favor of the Additional Insureds.”*

### Off-duty Law Enforcement Security

Clients who express an interest in utilizing armed off-duty law enforcement personnel as part of their overall security plan must articulate to the Loews Hotels at Universal Orlando Director of Security the rationale for such a request and the security threat to be addressed by these armed officers. All requests for armed, uniformed or plain-clothed, off-duty law enforcement officers shall be coordinated through the Loews Hotels at Universal Orlando Director of Security and shall be paid by the client directly to the off-duty law enforcement personnel at a prevalent rate, with a four hour per officer minimum. Only off-duty Orlando Police Department (OPD) officers shall be utilized, unless the OPD off-duty coordinator previously agrees to other department officers.

### Exclusion for On-duty Law Enforcement

All on-duty local, state and federal law enforcement agencies are excluded from the above requirements when operating in an official capacity in the furtherance of their duties.

## Shipping and Receiving

Loews Portofino Bay Hotel's business center handles all package shipping and receiving. Handling fees apply.

The business center can accept deliveries Monday through Friday. The business center is closed on Saturday and Sunday.

### Hotel Shipping Address

Packages shipped to the hotel should be addressed as follows:

Group Name

Attention: Area Event Manager Name

Loews Portofino Bay Hotel at Universal Orlando

5601 Universal Boulevard

Orlando, Florida 32819-7880

Hold For: Recipient Name

Any shipment with multiple packages must be numbered to reflect the total number of packages in the shipment. Please advise your Area Event Manager in advance of shipment arrival regarding: (1) shipping method; (2) expected shipping date and time; and (3) where and when shipment is expected to be delivered.

### Shipping from Loews Portofino Bay Hotel to Another Destination

When ready for shipment upon departure from the hotel, outgoing packages must be taped closed with a completed shipping label attached before providing a member of the hotel's shipping and receiving team of their location.

### Loading Dock

The hotel loading docks are located on the ground level for access to the ballrooms. A schedule of load-in and load-out times must be submitted to the Area Event Manager no later than 20 days prior to start date for all activities, inclusive of subcontractors that have been hired by the vendor. Due to the limited

number of dock spaces at the hotels, every attempt will be made to have a dock space available at the requested time.

## Signage/Branding

All banners and signs must be approved by the Area Event Manager before posting and must be professionally printed and mounted.

**Fluid Prints** is the exclusive provider of surface graphics (walls, windows, floors, etc.) for events at Loews Portofino Bay Hotel. They fabricate and install all of these items with approved materials that work with our properties. Fluid Prints' branding guide can be viewed and downloaded at:  
<https://www.fluidprints.com/portofino-bay-hotel>.

Signage is permitted inside the function building and/or at the entrance to the function and should be free standing or placed on an easel.

Fluid Prints  
Phone: **407.888.8456**

No branding is permitted in the lobby, guest room levels, walkways or elevators of the hotel. Unless otherwise approved, masking tape is the only permitted mounting material. Tacks, push pins, staples, duct tape and nails are not permitted for mounting banners and signs. Professional installation services requiring rigging are also available through **Encore** for a fee. For details, call **407.503.1439** or email [uosales@encoreglobal.com](mailto:uosales@encoreglobal.com).

**Note:** Loews Portofino Bay Hotel reserves the right to recover any costs associated with damages resulting from the use of or the removal of any banners, signs and related materials.

## Smoking

Smoking by outside contractors in public and storage areas or on the loading dock of the hotel is prohibited.

## Social Media

We encourage guests to share photos from their stay in our tropical paradise, along with our great food and drinks, selfies and more. Listed below are the Loews Portofino Bay Hotel social channels and hashtags.

Like us on Facebook

[Facebook.com/LoewsPortofinoBay](https://Facebook.com/LoewsPortofinoBay)

Follow us on Instagram

[Instagram.com/UniversalOrlandoHotels](https://Instagram.com/UniversalOrlandoHotels)

Follow us on Twitter

[Twitter.com/Loews\\_Hotels](https://Twitter.com/Loews_Hotels)

Suggested Hashtags

#LoewsPortofinoBay #WelcomingYouLikeFamily

We encourage you and your guests to use these social channels and hashtags while at Loews Hotels at Universal Orlando . . . **because no one tells our story better than you!**

## Star Service

Loews Portofino Bay Hotel's Star Service team is available seven days a week to make your stay more comfortable. The team is responsible for all food and beverage, as well as perishable item, room service deliveries. Dial "0" from your guest room for the hotel operator to connect you with our Star Service team.

## Swimming Pool

Loews Portofino Bay Hotel features three pools: the **Beach Pool** complete with Roman aqueduct themed water slide, the serene **Villa Pool** and the secluded **Hillside Pool**. Planned activities take place each day at the Beach Pool. The hotel's full-time lifeguards ensure guest safety in and around the pool area. Pool hours vary throughout the year based on season and weather conditions.

## Taxes

The Florida state sales tax is 6.5% and the Orange County bed tax is 6% (subject to change without notice).

## Taxis and Shuttles

In addition to the transportation information described in the Airport section of this document, Loews Portofino Bay Hotel has partnered with [Destination MCO](#) to provide On Demand Chauffer – available 24 hours a day, seven days a week from the hotel's main entrance. For rates and more information, please visit or call the concierge at **407.503.1200**.

Within the resort, **complimentary water taxis and shuttle buses** connect the hotel to Universal CityWalk for access to Universal Studios Florida and Universal Islands of Adventure. Both are available beginning one hour before Early Park Admission and will run until CityWalk closes. Universal Volcano Bay is accessible only by complimentary shuttle. Shuttle bus pick up is located at the bus piazza. Water taxi pick up is located adjacent to the Harbor Piazza.

## Telecommunications

Calls placed from guest rooms at Loews Portofino Bay Hotel are charged the below-listed service fees.

- **Local:** \$1 per call (up to 10 minutes), \$0.05 per minute thereafter.
- **Toll free:** Complimentary (up to 10 minutes), \$0.05 per minute thereafter.
- **Long distance:** AT&T operator assistance, plus 50% surcharge per minute.
- **Credit card:** \$1 access fee.
- **Directory assistance:** \$1 access fee.

All guest rooms are equipped with a two-line telephone with voicemail and speakerphone capabilities. Group-wide voice mail service is available (minimum of 10 rooms) for a fee of \$1 per message. Requests should be made at least 12 hours in advance. Requests made less than 12 hours in advance will incur a rush service fee of \$100. For more information, contact your Area Event Manager.

## Transportation

Loews Portofino Bay Hotel has partnered with [Destination MCO](#) to provide On Demand Service. On Demand Service is available 24 hours a day, seven days a week at the main entrance of the hotel. Please contact your Area Event Manager for pricing.

Within the resort, **complimentary water taxis and shuttle buses** connect the hotel to Universal CityWalk for access to Universal Studios Florida and Universal Islands of Adventure. Both are available beginning one hour before Early Park



Admission and will run until Universal CityWalk closes. Universal Volcano Bay is accessible only by complimentary shuttle. Shuttle bus pick up is located at the bus piazza. Water taxi pick up is located adjacent to the Harbor Piazza.

## Universal Orlando Resort

**Universal Orlando Resort** provides immersive meeting environments and exceptional experiences all in one convenient location.

With eight hotels, three theme parks and the famous **Universal CityWalk** on a single compact campus, all connected by complimentary transportation, you're never far from adventure. Whether you're heading to a meeting in one of our spectacular ballrooms or taking advantage of the outstanding collection of dining, nightlife and entertainment options, you'll be able to make the most of your time enjoying your program and the resort.

## Universal Studios Florida

**Universal Studios Florida** hurls you into the cutting-edge worlds of today's hottest entertainment. Here you're the star as you go beyond the screen, behind the scenes and step right into the action alongside your favorite characters from the biggest television shows and movie franchises. Nobody immerses you in the world of movie magic like Universal Studios Florida.

## Universal Islands of Adventure

Embark on an epic journey through the worlds of heroes, myths and legends at **Universal Islands of Adventure**. From the streets of a comic book city, to a secret school of witchcraft and wizardry. From an island where the world's most colossal ape reigns, to a prehistoric jungle where hungry dinosaurs roam, once-in-a-lifetime adventure waits around every corner.

## Universal Volcano Bay

A spectacular volcano towering over a sun-swept beach. Swaying palm trees lining your path through a picturesque island escape. It's a South Seas oasis right in the heart of Universal Orlando. From thrilling water slides to secluded waterfalls, **Universal Volcano Bay** is a water theme park like no other. It's the perfect place to get away from it all, a beach paradise you can enjoy without ever leaving Orlando.

## Universal CityWalk

This is where unforgettable fun meets restaurants that don't just make you say "Yum," but "Wow." Located in the center of Universal Orlando Resort, **Universal CityWalk** is where you'll find the best in casual and fine dining, nightclubs and concert venues, shopping, miniature golf, a twenty-screen cineplex and more. Universal CityWalk is The Epicenter of Awesome.

## Universal Orlando Resort VIP Tours

You don't have to be a celebrity to experience our theme parks like a VIP. With the **VIP Experience**, you'll be personally escorted by a Universal Orlando Resort expert on a guided tour throughout Universal Studios Florida, Universal Islands of Adventure, or both theme parks where you'll get exclusive backstage access, learn fun insider information and enjoy the parks' most amazing rides and attractions without waiting in line!

Separate theme park admission is required for all VIP experiences.

To book a VIP Tour call: **866.346.9350**.

## Exclusive Theme Park Benefits for Hotel Guests

As a guest of Loews Portofino Bay Hotel, you'll be right in the heart of all the action, thrills and excitement of Universal Orlando Resort. Plus, as a hotel guest, you receive exclusive theme park benefits to enjoy it all!

- Breeze into one of the Universal parks an hour earlier than other guests with **Early Park Admission**\* (valid theme park admission required; select attractions).
- Forget the regular lines with **FREE<sup>†</sup> Universal Express Unlimited** ride access at Universal Studios Florida and Universal Islands of Adventure. Exclusive to Premier hotel guests (valid theme park admission required; select attractions).
- It's a quick hop from Universal's hotels to the parks with **free water taxis or shuttles**.
- Keep it simple when you dine and shop by **charging purchases across the resort to your room key card**.
- Want to shop without carrying your purchases around? There's **free merchandise delivery** from our shops to your Universal hotel.
- Save time with **priority seating** at many Universal Orlando restaurants for guests of Premier hotels.
- If you're so over cover charges, you're going to love **complimentary club-to-club access**\*\* to select Universal CityWalk venues. All you need to do is show your room key to receive entry into the clubs.

- Start your day in the best way with a **wake-up call from one of your favorite Universal characters** each morning.

†Requires theme park admission. Valid only at participating rides and attractions in Universal Studios Florida and Universal Islands of Adventure. Not valid at Universal Volcano Bay. Excludes separately ticketed events. Park-to-Park admission required to board the Hogwarts™ Express. Benefit valid only for guests of Loews Royal Pacific Resort, Hard Rock Hotel® and Loews Portofino Bay Hotel, for the number of guests staying in the room for the length of hotel stay. Available during normal theme park operating hours only. Additional restrictions may apply and benefits are subject to change without notice.

\*Requires theme park admission. Early Park Admission begins one (1) hour prior to regularly scheduled park opening to either Universal Studios Florida or Universal Islands of Adventure as determined by Universal Orlando, and Universal Volcano Bay. Valid at select attractions at each park. Attractions are subject to substitutions without notice. Additional restrictions may apply.

\*\*Valid for registered hotel guests for the length of stay. Not valid for separately ticketed concerts and special events. Some venues require ages 21 or older and a cover charge for admission. Valid Photo ID required. Does not include admission to Universal Cinemark or Hollywood Drive-In Golf™. Subject to availability. Restrictions apply and benefits are subject to change without notice.

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## Wheelchairs and Scooters

Rental wheelchairs and scooters are available through our preferred vendors listed below.

- Buena Vista Scooter Rentals: **407.331.9147** or **866.497.2657**
- Apple Scooter: **321.726.6837**
- Scooter Bug: **800.726.8284**
- Best Price Mobility: **321.402.5955**

We look forward to  
welcoming you to our resort!