



AT UNIVERSAL ORLANDO\*

## **HOTEL FACT SHEET** **Deluxe Hotel**

Celebrate *la dolce vita* — the sweet life — at Loews Portofino Bay Hotel at Universal Orlando®. This luxurious hotel re-creates the charm and romance of the famed seaside village of Portofino, Italy, right down to the cobblestone streets and outdoor cafes. Hotel guests enjoy spacious guest rooms that offer the epitome of European luxury and elegance with custom designed furnishings and marble accents, impeccable and attentive service, an opulent spa, three themed swimming pools, and exceptional dining

### **ADDRESS/CONTACT INFORMATION**

5601 Universal Boulevard  
Orlando, Florida 32819-7888  
Phone: (407) 503-1000  
Fax: (407) 503-1010

### **RECENT HOTEL AWARDS:**

- ♣ AAA Four Diamond Award -- 2000 – 2012
- ♣ Fodor’s Travel – Fodor’s Choice Award – 2011, 2012
- ♣ *Travel + Leisure Family Magazine’s* – Top 50 Best Family Resorts in the U.S. and Canada – 2011, 2012
- ♣ *Conde Nast Traveler Magazine’s* Reader’s Choice Award – Top 40 Resorts in Florida - 2012
- ♣ *Conde Nast Traveler Magazine’s* Reader’s Choice Award – Top 100 Resorts in Mainland U.S. – 2010, 2011

### **Meetings Industry Awards:**

- ♣ *Insurance & Financial Meetings Management Magazine* World Class Award – 2002 - 2012
- ♣ *Association Conventions & Facilities Magazine* Distinctive Achievement Award – 2011
- ♣ *Corporate & Incentive Travel Magazine* Award of Excellence – 2000 - 2011
- ♣ *Meetings & Conventions Magazine* Gold Key Award – 2001 - 2010

### **GUEST ROOMS** *(all rooms are non-smoking)*

<i>Type</i>	<i>Rooms</i>	<i>Sq. Ft.</i>
Garden View	198	450
Bay View	242	450
Club	91	490
Deluxe	174	490
Kids Suites	18	650 (bunk beds), 675 (twin beds)
Portofino Suites	12	450 (parlor only)
Villa Suites	6	620 (parlor only)
Hospitality Suites	6	920 (parlor only)
Governatore Suites	2	2,755 (one-bedroom)
Presidente Suite	1	3,215 (one-bedroom)
<b>Total Number of Rooms</b>	<b>750</b>	

**Two Queen Bedrooms - rooms can accommodate up to 5\* with a rollaway for an additional charge.**

\*Only one rollaway is allowed per room. King rooms have bedding for 2, requires rollaway for 3. Double Queen rooms have bedding for 4, requires rollaway for 5. Available on a first come, first serve basis. The fee for rollaway is \$25 per day, plus 12.5% sales tax.

## IN-ROOM AMENITIES

- ◆ 300 thread count, 100% cotton bed linens
- ◆ 42" flat panel television with HD channels and On demand in-room movies (fees apply)
- ◆ iHome clock radio and iPod docking station
- ◆ Two telephones (one cordless) - each with dual voice lines, data port, and voicemail
- ◆ Smart room technology for automated heating and air conditioning
- ◆ Bathrooms feature dual sinks, Lather skin and body care products, hair dryer, and make-up mirror and TV audio speaker
- ◆ Keurig coffee makers featuring Chef Emeril's gourmet coffee and assorted teas
- ◆ Refreshment pantry
- ◆ Cotton signature bathrobes
- ◆ Iron, ironing board and in-room safe
- ◆ In-room wireless high-speed internet access (fees apply – complimentary wireless high-speed internet access in public areas)
- ◆ Daily newspaper delivery to guest rooms (upon request)
- ◆ Evening turndown service (upon request)

## CLUB ROOMS (additional charges apply)

- ◆ 91 rooms in total – all deluxe rooms at 490 sq. ft.
- ◆ Complimentary access to the Mandara Spa® fitness center
- ◆ Personal concierge services to meet our guests' vacation needs including pre-arrival arrangements
- ◆ Access to the Portofino Club Lounge, a 3,500-sq. ft. lounge staffed from 7:00 am – 10:00 pm daily featuring:
  - Complimentary coffee, tea, and soft drinks throughout the day
  - Continental breakfast served each morning (7:00 am - 10:30 am M-Thu & 7:00 am – 11:00 am Fri - Sun)
  - Afternoon break - iced tea, lemonade, assorted snacks (12:00 pm - 3:30 pm)
  - Hot & cold hors d'oeuvres and complimentary beer and wine (5:00 pm - 7:00 pm)
  - "Something Sweet" each night (8:00 pm – 9:30 pm)
  - Computer access and TV viewing area
  - Board games lending library

## FOOD & BEVERAGE OUTLETS

- ◆ **Mama Della's Ristorante** - At Mama Della's Ristorante, everyone is family! Featuring authentic Old World favorites from Tuscany, Naples and Piemonte. Mama herself often greets guests in person and encourages everyone to "Eat, eat!" Strolling musicians create a memorable atmosphere for an unforgettable meal. Buon appetito! Private dining options also available.
  - Seating capacity - 140 interior/20 exterior | Reservations recommended – call (407) 503-DINE (3463)
  - Open daily 5:30 pm – 10:00 pm
- ◆ **Bice Ristorante** – (pronounced Bee - chay) 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 entrees and handmade pasta, delicious entrees and homemade desserts. Private dining options also available.
  - Seating capacity – 230 interior/60 exterior | Call (407) 503-1415 for reservations
  - Open daily 5:30 pm - 10:00 pm
- ◆ **Trattoria del Porto®** – Casual, warm and friendly restaurant serving brasserie-style menu. Open daily for breakfast and lunch and select nights for dinner, featuring *Breakfast at Loews*.
  - Seating capacity – 335 interior/100 exterior.
  - Breakfast 7:00 am – 11:00 am daily
  - Lunch 11:00 am - 2:30 pm daily
  - Dinner 5:30 pm - 10:00 pm Thursday through Monday, closed Tue & Wed (subject to change)
  - Pasta Cucina 'Kitchen' – Enjoy an all-you-can eat interactive kitchen experience where you are the chef. Create your own recipe from a selection of your favorite pastas, savory sauces and more than two dozen fresh ingredients. On Friday & Saturday nights (subject to change)
  - Special entertainment on select nights including...

- Universal Orlando theme park character dining
  - Face painter and balloonist
- ◆ **Sal's Market Deli** – The perfect place for a fresh pastry, coffee or freshly brewed espresso or cappuccino to start your day. Featuring brick-oven pizzas, Italian meats, cheeses, antipasti, biscotti and other delicacies.
  - *Seating capacity – 40 interior/75 exterior*
  - *Open daily 6:00 am – 11:00 pm*
- ◆ **Gelateria** – Much like the cafes on the original Portofino Bay, our *Gelateria* serves artisan gelato, milkshakes and smoothies.
  - *Open daily 11:00 am – 11:00 pm*
- ◆ **Splendido Bar & Grill** – Located poolside, offering burgers, salads and an array of light specialties.
  - *Seating capacity - 40 interior.*
  - *Open daily 11:00 am – 5:00 pm (seasonal)*
- ◆ **Thirsty Fish** – Our dockside wine bar is family friendly. Enjoy a light appetizer and an extensive selection of wines offered by the glass.
  - *Seating capacity – 75 interior/ 50 exterior*
  - *Open nightly 6:00 pm (subject to change)*
  - Live entertainment Thursday, Friday & Saturday evenings
- ◆ **Bar American** – Swank, stylish and sleek, Bar American's atmosphere is unsurpassed in its elegance. Offering Loews Signature Cocktails, appetizers, aperitifs, wine and cognac.
  - *Seating capacity – 50 interior only*
  - *Open nightly 6:00 pm – 11:00 pm*
- ◆ **24-Hour Room Service** allows guests to eat in the privacy of their room.

*\*Restaurant hours subject to change*

### **Special Events**

- ◆ **Harbor Nights** – A wine tasting and jazz event designed to capture the ambiance of the Mediterranean. Featuring select wines and sparkling wines, gourmet food samples, live jazz music and complimentary hand-rolled cigars. The event is held on the beautiful Harbor Piazza overlooking the sparkling Portofino Bay. Harbor Nights is held quarterly throughout the year. Check the website for more details and to purchase tickets. *Tickets start at \$45 per person for advance purchase, \$55 at the door. VIP Tickets start at \$75 for advance purchase and \$85 at the door.*

### **RECREATION & AMENITIES**

- ◆ Mandara Spa – 12,300-sq. ft. full-service spa offering a wide range of services including massage, skin care, body treatments, hair and nail care, steam/sauna, and a full-service fitness center.
  - *Open daily at 8:00 am | Call (407) 503-1244 for an appointment or for more information*
- ◆ Fitness center (at Mandara Spa) with Cardio Theater, free weights, exercise machines, lockers, steam and sauna rooms.
  - *Open daily at 6:00 am. Daily fee applies.*
- ◆ Nightly opera show, *Musica della Notte* (Music of the Night) - Every night at sunset, *(weather permitting)* Loews Portofino Bay Hotel's Harbor Piazza comes alive with a musical celebration capturing the romance and charm of Italy.
- ◆ Three beautifully themed pools to choose from:
  - Beach Pool featuring a Roman aqueduct-styled water slide, adjacent children's pool, poolside activities, and weekly dive-in movies (weather permitting)
  - Villa Pool offers more exclusivity and upgraded amenities
    - Private cabanas available for rent at Beach Pool & Villa Pool featuring ceiling fan, plasma TV, upgraded furniture. Other amenities upon request. Rental prices vary by season. *Call 407-503-1200 for reservations.*
  - Hillside Pool on the east wing of the hotel offers more privacy
- ◆ Five upscale gift and retail shops including
  - *Galleria Portofino* featuring art from both theme parks
  - *Le Memories di Portofino* featuring unique gifts and resort wear

- *Alta Moda* featuring the very latest in resort fashion for men, women and children
- *L'Ancora* featuring Loews Portofino Bay Hotel gifts and a variety of necessities
- ◆ Resort kids camp, a supervised children's activity center
  - \$15 per hour per child. Meal is an additional \$15 per child
  - Open from 5:00 pm - 11:30 pm, Sunday through Thursday and from 5:00 pm to midnight, Fridays and Saturdays. *Times and location are subject to change.*
  - Please call (407) 503-1200 for reservations and more information.
- ◆ Game room
- ◆ Bocce ball courts
- ◆ Jogging & walking paths
- ◆ The Golf Universal Orlando program offers resort guests special benefits and preferred tee times at several nearby award-winning courses including *Grand Cypress Golf Club* and *Windermere Country Club*. Complimentary transportation provided for parties of four or more.
- ◆ Full-service business center
  - *Open Daily* 7:00 am – 6:00 pm Monday - Friday. 9:00 am to 3:00 pm Saturday. Closed Sunday.
- ◆ Complimentary wireless high-speed internet access (HSIA) in most public areas
- ◆ Full-service concierge & Universal Orlando Attraction Ticket Center
- ◆ Hertz car rental desk

### **EXCLUSIVE THEME PARK PRIVILEGES FOR GUESTS of the ON-SITE DELUXE RESORTS;**

Stay in the Heart of the Excitement at Loews Portofino Bay Hotel and enjoy exclusive benefits to make the most of your vacation! It's the best way to experience all that Universal Orlando Resort has to offer!

- **SKIP THE REGULAR LINES** with Universal Express<sup>SM</sup> Unlimited ride access\* in both theme parks - a FREE benefit worth up to \$89 per person, per day<sup>^</sup> (valid theme park admission required)
- **Take the complimentary water taxis** along picturesque waterways or ride the shuttle bus directly to both theme parks and Universal CityWalk<sup>®</sup>.
- **Priority seating at select restaurants** throughout the resort

### **GUESTS OF ALL UNIVERSAL ORLANDO ON-SITE HOTELS ENJOY:**

- **Early Park Admission<sup>†</sup>** to The Wizarding World of Harry Potter<sup>™</sup>, one hour before the theme park opens (valid theme park admission required)
- **Complimentary shuttle busses** to and from both theme parks and CityWalk<sup>®</sup>, plus guided walking paths to make getting around the resort fast and easy so you can make the most of your time
- **Complimentary delivery of merchandise** purchased throughout the resort to your hotel
- **Resort-wide charging privileges** with your room key card
- **Complimentary scheduled transportation<sup>‡</sup>** to nearby Wet 'n Wild<sup>®</sup> water park, SeaWorld<sup>®</sup>, and Aquatica<sup>™</sup>
- **Universal Orlando character appearances** with some of your favorite theme park characters
- **Start your day with a wake-up** call from one of your favorite Universal Orlando characters

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<sup>†</sup>Paid theme park admission required. Early Park Admission begins one (1) hour prior to Universal's Islands of Adventure regular scheduled park opening for on-site hotel guests and is valid 7 days a week for travel through 12/31/13; valid only at select Islands of Adventure attractions: Harry Potter and the Forbidden Journey<sup>™</sup>, Flight of the Hippogriff<sup>™</sup>, Dragon Challenge<sup>™</sup> and Caro-Seuss-el<sup>™</sup>. Universal Express<sup>SM</sup> Unlimited ride access is not valid during Early Park Admission. Additional restrictions may apply and the foregoing benefits are subject to change without notice. <sup>§</sup>Scheduled transportation to SeaWorld Orlando, Wet 'n Wild and Aquatica is provided via Super Star Shuttle with departures based on regular operating hours. Must be booked one day in advance and up to 30 minutes prior to departure. Shuttle service does not run continuously. Boarding passes for the Super Star Shuttle required and available at the Attraction Ticket Center located in the hotel lobby. Not valid for Special Events or Groups. <sup>‡</sup>Complimentary transportation for groups of four (4) available on a limited basis. Transportation for one (1) – three (3) players requires a surcharge. Program and transportation are subject to change without notice and not valid with any other promotions or discounts. \*Paid theme park admission required. Not valid at Harry Potter and the Forbidden Journey<sup>™</sup> and other select attractions. On-site hotel privileges good for hotel stay as indicated on the room key card and Universal Express<sup>SM</sup> Unlimited pass. Only valid for the number of guests staying in the room. Ride access available during normal theme park operating hours only. Not valid for separately ticketed special events. Additional restrictions may apply and benefits are subject to change without notice. <sup>^</sup>Based on seasonal peak pricing for the Universal Express<sup>SM</sup> Unlimited pass.

### **HOTEL POLICIES & INFORMATION**

- ◆ Parking (1,125 on-site parking spaces)
  - Day guests: Self parking: \$20 plus tax per day; Valet parking \$30 plus tax per day
  - Overnight guests: Self parking: \$18 plus tax per day; Valet parking \$25 plus tax per day

- ◆ Check-in time: 4:00 pm | Check-out time: 11:00 am
- ◆ *Loews Loves Pets* - Pets are permitted. \$150 fee per stay (*other restrictions apply*)
- ◆ Safety deposit box is available at the front desk on a complimentary basis

### **MEETING & FUNCTION SPACE**

- ◆ 42,000 sq. ft. of total meeting and function space
  - 15,040 sq. ft. Tuscan ballroom with 27 foot ceilings, can be divided into 4 subsections
  - 7,670 sq. ft. Venetian junior ballroom, can be divided into 5 subsections
- ◆ 6 additional function rooms, can be divided into 13 subsections
- ◆ Executive boardroom
- ◆ All function rooms are designed to accommodate large-scale audiovisual productions and live presentations (with a variety of rigging points), and are equipped with the latest interactive computer and telecommunications systems.
- ◆ Loews Hotels RUSH line in every function room for quick response via RUSH line operator
- ◆ Digitally controlled HVAC in each function room
- ◆ Several outdoor function areas including the beautiful Harbor Piazza overlooking the bay and outdoor courtyards

### **ADDITIONAL INFORMATION ABOUT LOEWS PORTOFINO BAY HOTEL**

- ◆ Opened September 1999 and underwent a \$5.5 million room renovation in 2012
- ◆ Conveniently located four (4) miles from the Orange County Convention Center and 15 miles from Orlando International Airport (MCO)
- ◆ Florida Green Lodging Program certified in April of 2008
- ◆ *You First* – Loews Hotels frequent guest program with generous rewards. Visit [www.loewshotels.com](http://www.loewshotels.com) to become a member or for more information



Visit [www.universalorlando.com/portofinobay](http://www.universalorlando.com/portofinobay), [www.loewshotels.com](http://www.loewshotels.com) or [www.uomeetingsandevents.com](http://www.uomeetingsandevents.com) to learn more about Loews Portofino Bay Hotel and Universal Orlando