



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

Live like a rock ‘n’ roll superstar at the exciting Hard Rock Hotel® at Universal Orlando®. You’ll feel like rock ‘n’ roll royalty with impeccable accommodations, a wealth of recreation and personal service fit for an “A-List” celebrity. Hard Rock Hotel is lively, yet laid back, classy, yet totally casual, with a sand beach pool that immerses you in sound, not just water, plus authentic rock ‘n’ roll memorabilia, the legendary *Palm Restaurant* and more.

**ADDRESS/CONTACT INFORMATION**

5800 Universal Boulevard  
 Orlando, Florida 32819-7888  
 Phone (407) 503-ROCK (7625)  
 Fax (407) 503-ROLL (7665)

**RECENT HOTEL AWARDS**

- ♣ AAA Four Diamond Award – 2002 - 2012
- ♣ TripAdvisor.com – Top 25 Large Hotels & Resorts for Families in the U.S. – 2012
- ♣ TripAdvisor.com – Award of Excellence, Travelers’ Choice Award - 2012
- ♣ Conde Nast Traveler Magazine – Readers’ Choice Award – Top 40 Resorts in Florida - 2012
- ♣ Fodor’s Travel – Choice Gold Award for best U.S. Hotel Pools – 2010
- ♣ *Hard Rock Hotel* – Hotel of the Year – 2007, 2010, 2011

Meetings Industry Awards:

- ♣ *Elite Meetings International* – Elite Gold Certification 2009
- ♣ *ConventionSouth* Magazine Readers’ Choice Award – 2007

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

<i>Type</i>	<i>Rooms</i>	<i>Sq. Ft.</i>
Standard Room	41	375
Garden View	346	375
Pool View	102	375
Deluxe King	16	400
Deluxe Queen	26	500
Hard Rock Club	90	375
Hospitality Suites	2	1,250 (parlor only), 1,625 (entire suite)
Kids Suites	12	800
King Suites	10	650 (one-bedroom)
Club Kids Suites	2	800 (one-bedroom)
Club King Suites	2	650 (one-bedroom)
Graceland Suite	1	2,375 (one-bedroom)
<b>Total Number of Rooms</b>	<b>650</b>	

**Two Queen Bedrooms - room 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
- ◆ 32" 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
- ◆ Bathroom features separate bath and vanity area, 100% combed and ring-spun cotton terry towels, hair dryer and make-up mirror
- ◆ Keurig coffee makers with gourmet coffees 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 room (upon request)
- ◆ Evening turndown service (upon request)

## CLUB LEVEL ROOMS (additional charges apply)

- ◆ Keyed access to club level located on the seventh floor & Club 7 lounge
- ◆ Complimentary access to *Body Rock* fitness center
- ◆ Discounts on cabanas at the pool
- ◆ Personal concierge services to meet all our guests' vacation needs
- ◆ Access to Club 7, our 3,300-sq. ft. lounge staffed from 7:30 am – 10:00 pm daily and featuring;
  - Complimentary Starbucks coffee, tea and soft drinks throughout the day
  - Continental breakfast served each morning (7:30 am - 10:00 am)
  - Daily snacks are provided each afternoon (noon - 3:00 pm) - hors d'oeuvres, beer and wine served each evening (5:00 pm - 7:00 pm)
  - Dessert each night (8:30 pm - 9:30 pm)
  - Rock 'n' roll library of magazines and music
  - Large selection of CDs available for checkout
  - Two television viewing areas, both with large screen televisions
  - Complimentary computer with internet access and printer for guests to use in the Club 7 lounge

## FOOD & BEVERAGE OUTLETS

- ◆ **The Kitchen** – Food and rock music have never come together the way they do at The Kitchen. With the look and feel of a spacious kitchen in a rock star's mansion, the restaurant walls are adorned with culinary-themed memorabilia from many of the celebrity guests who have stayed at the Hard Rock Hotel® and cooked for guests. The Kitchen offers New American cuisine in a casual atmosphere with just enough rock n' roll attitude to spice things up! Kids can enjoy The Kids Crib. Now serving Starbucks coffee.
  - *Seating capacity – 188 interior/48 exterior/70 private dining. Hours vary by season.*
  - *Breakfast* 7:00 am – 11:00 am Mon – Fri / 7:00 am - 12:00 pm Sat & Sun.
  - *Lunch* 11:00 am-5:00 pm Mon – Sun / 12:00 pm -5:00 pm Sat & Sun
  - *Dinner* 5:00 pm – 10:00 pm Mon– Sun
  - Special entertainment on select nights including;
    - Universal Orlando character dining, Kids Can Cook Too!, magician, balloonist and more
- ◆ **Palm Restaurant** – Bringing the legacy of its famous New York steakhouse to Universal Orlando® Resort, the Palm's legendary menu offers a variety of American fare and Italian specialties and is most famous for its prime cuts of beef and jumbo lobster.
  - *Seating capacity – 340 interior. Reservations recommended. Call (407) 503-7256.*
  - *Open daily for dinner* 5:00 pm – 10:00 pm Mon – Thu / 5:00 pm – 11:00 pm Fri & Sat/ Sun 5:00 pm – 9:00 pm
- ◆ **Velvet Bar** – Chic, stylish, swank and sexy, Velvet is a bar and so much more. Drop in for a chilled cocktail, relax with a smooth cigar or flavorful hookah or just kick back with some appetizers and enjoy the tunes. Velvet Bar is located on the lobby level and overlooks the pool deck with outside seating.
  - *Seating capacity – 172 interior.*

- *Open daily 5:00 pm – 2:00 am*
- ◆ **beachclub** – Whether you are sunbathing, relaxing in a cabana, playing in the sand or just waiting on an important call, this poolside bar and grill serving light fare and refreshing cocktails is the place to hang out.
  - *Seating capacity – 225 exterior.*
  - *Open daily 11:00 am (hours vary by season)*
- ◆ **Emack & Bolio’s Marketplace** – A true Boston experience, *Emack & Bolio’s* serves award-winning ice cream, sorbets and frozen yogurts. This ice cream parlor is the perfect way to cool off on a hot day. Discriminating coffee drinkers can enjoy an authentic *Starbucks* latte, cappuccino or Frappuccino®. Candy, snacks and drinks are also available in the *Marketplace*.
  - *Open daily 6:30 am – 11:00 pm (hours vary by season)*
- ◆ **24-Hour Room Service** allows guests to eat in the privacy of their room.

### Special Events

- ◆ **Velvet Sessions** – Velvet Bar hosts the city’s only rock ‘n’ roll cocktail party on the last Thursday of the month from January – October. Each “session” combines creative cocktails and finger food with live music from some of the hottest rock bands. To learn more about this event or to purchase tickets, visit [www.velvetsessions.com](http://www.velvetsessions.com). *21 & older event. Tickets start at \$29 per person and can vary by performance. Ticket prices are higher in Sep. & Oct.*

### RECREATION & AMENITIES

- ◆ 12,000-sq. ft. sand beach pool featuring an underwater stereo sound system plus:
  - Interactive play area for children, including a 260-foot water slide
  - Two (2) Jacuzzis
- ◆ Private cabanas available for rent featuring (*call 407-503-2236 for reservations*);
  - Ceiling fan, plasma TV featuring HD channels & wireless internet
  - Fruit basket, 6 sodas and 2 bottled waters plus a server dedicated to the cabanas all day
  - Rental prices start at \$160 for regular/ \$200 for beach (*prices vary by season*)
  - Poolside activities plus sand volleyball court, ping pong, Guitar Hero
  - Poolside dive-in movies and concerts on select nights
  - Temporary tattoos, hair wraps and other pool supplies at *Synergy* located at pool entrance (*fees apply*)
- ◆ Over \$1 million worth of rock n’ roll memorabilia throughout the hotel
- ◆ Hard Rock® Rock Shop – offering premier rock n’ roll clothing or just a souvenir of your visit
- ◆ *body rock*® fitness center featuring the latest in cardio fitness and circuit training equipment with steam and sauna rooms, and locker facilities. Daily fee of \$10. Discounted multiple day passes are available.
- ◆ Mandara Spa at the neighboring Loews Portofino Bay Hotel, a 12,300-sq. ft. full-service spa offering a wide range of services. *Call (407) 503-1244 for more information and reservations.*
- ◆ 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 - 11:30 pm, Sunday through Thursday and from 5:00 pm to midnight, Fridays and Saturdays. *Times are subject to change. Call 407-503-1200 for reservations and more information.*
- ◆ *The Sound of Your Stay* is our free all-encompassing music amenity program that gives every guest access to experiences you can’t get anywhere else. **picks.** is our Fender guitar “room service” boasting a menu of 20 electric guitars to choose from and jam out on. **tracks.** is a 15-song curated playlist that serves as a sonic guide for your Hard Rock Hotel stay and beyond.
- ◆ Game room arcade
- ◆ Jogging & walking paths around the resort
- ◆ 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 from 7:00 am – 3:00 pm, Monday through Friday and weekends upon request. Call 407.503.2250 for more information.
- ◆ 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 Hard Rock 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®
- **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>TM</sup>, one hour before the theme park opens (valid theme park admission required)
- **Complimentary shuttle busses** to and from both theme parks and CityWalk®, 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® water park, SeaWorld®, and Aquatica<sup>TM</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>TM</sup>, Flight of the Hippogriff<sup>TM</sup>, Dragon Challenge<sup>TM</sup> and Caro-Seuss-el<sup>TM</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. <sup>\*</sup>Paid theme park admission required. Not valid at Harry Potter and the Forbidden Journey<sup>TM</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**

- ◆ Hard Rock Hotel is a non-smoking hotel except for designated outdoor areas
- ◆ Parking (500 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
- ◆ *Four Legged Rockers* - 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**

- ◆ 6,000 sq. ft. of total meeting and function space
  - 1,600 sq. ft. of pre-function area
  - 2,964 sq. ft. Avalon ballroom, can be divided into 3 subsections
  - 648 sq. ft. Apollo boardroom
  - 620 sq. ft. Fillmore meeting room
- ◆ 1,024 sq. ft. private room, The Pantry, overlooking the hotel pool
- ◆ 9,000 sq. ft. function Woodstock lawn located near the boat dock
- ◆ 2,800 sq. ft. of lobby function area
- ◆ 140,000 sq. ft. of meeting and function space at Hard Rock Café® and Hard Rock Live®

## **ADDITIONAL INFORMATION ABOUT HARD ROCK HOTEL**

- ◆ Opened January 2001 and underwent a \$6.8 million room renovation in 2006

- ◆ 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
- ◆ “*Rewards*”- Hard Rock Hotel’s frequent guest program with generous rewards. Inquire upon arrival or visit [www.hardrock.com/rewards](http://www.hardrock.com/rewards) for more information.



Visit [www.universalorlando.com/hardrock](http://www.universalorlando.com/hardrock), [www.hardrockhotelorlando.com](http://www.hardrockhotelorlando.com) or [www.uomeetingsandevents.com](http://www.uomeetingsandevents.com) to learn more about Hard Rock Hotel® and Universal Orlando!