

General Information

Guestroom Amenities

The Hotel Contessa proudly boasts 265 beautiful, guestroom suites offering:

- King Bedding or 2 Double Beds
- Separate Parlor with Sofa Bed
- 2 - 32" TV's with In Room Movies
- In Room Safe
- Mini Bar
- USA Today Newspapers
- Non-Smoking Guestrooms
- Wireless Internet Access (*Additional charges apply*)
- 2 Dual Line Telephones with Voicemail
- Electronic Door Locks
- Make-up Mirror & Hairdryer
- In-Room 4-cup Coffee Pot
- Steam Iron & Ironing Board
- Aveda Bath Products
- Dry Cleaning & Laundry Service (*Additional charges apply*)

Check-In / Check-Out

To accommodate your group with maximum efficiency, we respectfully request a 4:00 PM check-in and an 11:00 AM check-out. When notified in advance, we are able to provide luggage storage for guests arriving early or departing after the requested check-out time. If rooms are vacant and clean upon arrival we will do our best to accommodate early check-in.

Internet Access

All guestrooms are equipped with Hardwire and Wireless Internet Access. Select areas of the public lobby offer Wireless Internet Access. Internet Access is available at a fee of \$9.95 per day (24 hour period). Hotel Contessa Business Center offers 2 complimentary computer workstations equipped with Internet access.

Business Center

Hotel Contessa offers a Business Center, located on the conference level, 2nd floor, to assist with copies, faxes, printing, etc. *Additional charges apply*. Our Conference Concierge is available to assist with any needs that may arise during your meeting.



Fitness Center / Swimming Pool / Spa

Hotel Contessa offers a Fitness Center offering free weights, cardiovascular equipment, hot tub Jacuzzi, and heated rooftop outdoor recreational pool. Additionally, the Contessa Spa, offering 4 treatment rooms is featured on the 12th floor of the Hotel Contessa.

Parking

Hotel Contessa offers valet parking at \$15.00 per car, per day and \$28.00 overnight. Self parking is available at local garages with daily prices ranging from \$10.00 - \$15.00.

Restaurants

Hotel Contessa offers guests 3 dining options while on property: Las Ramblas Restaurant, The Cork Bar and In Room Dining.

Airport Transfers

The San Antonio International Airport is located 8 miles or approximately 15 minutes from downtown San Antonio.

Taxis are also readily available at the San Antonio Airport. The average taxi fare from the airport to downtown is \$25.00, one way.

Airport Transfers are available through SATrans, the official airport transportation provider for San Antonio International Airport and the City of San Antonio. SATrans provides airport shuttle service from 7 a.m. to 1:30 a.m. daily. Shuttles depart the airport for the downtown hotels approximately every 15 minutes. SA Trans tickets are accessible through the ticket kiosk located at the airport, or reservations can be made in advance through their website at www.saairportshuttle.com. One way fare is \$18.00 and Round trip fare is \$32.00.

Private VIP transportation can be arranged through your Conference Planning Manager. Requests must be submitted 4 weeks prior to arrival.

Audio / Visual / Power

Hotel Contessa maintains a complete in-house Audio Visual Service. Equipment is available for rental and will be set-up and tested prior to your function. Additional charges will be incurred for any special electrical requirements above room capacity. Please notify the hotel in advance of power needs so that proper arrangements can be made. Fees incurred for this service will be billed to your account. No Audio Visual equipment may be brought into the hotel without prior approval from Hotel Management.



Security

Hotel Contessa does not assume responsibility for any damage or loss of merchandise or articles left in the Hotel, prior to, during, or following an event. Arrangements can be made for security of exhibits, merchandise or articles set up prior to the planned event. The Hotel will handle the arrangements and the cost billed to your account. The Hotel reserves the right to require security on any specific function and the cost will be billed to your account. Security door locks can be arranged at a fee of \$25.00 per lock. Please notify the hotel in advance so that proper arrangements can be made.

Front Desk Amenity Distribution / Guestroom Deliveries

Distribution and delivery of any item to your guests can be arranged in advance. Front Desk Distribution is available at a fee of \$2.00 each and Special Room Delivery at a fee of \$4.00 each. The cost will be billed to your account.

Package Shipping / Receiving

All incoming packages should be addressed to the person who will be claiming the packages. Please mark the name and date of your meeting on the shipping label. Due to limited storage space, packages will be accepted no earlier than two (2) days prior to your event. A storage fee of \$5.00 per day will be assessed to each package that is received more than two days prior to the start of your conference or stored more than two days following the completion of your conference. Packages left on premise longer than 10 days after the event will be discarded. Please notify the hotel in advance should you need your packages shipped from the hotel. Fees incurred to ship from the hotel will be billed to your account.

Package Handling:

All incoming and outgoing packages will be assessed a handling fee per package for transporting each package to/from your function room. The following fee will be applied to your master account: \$5.00 per package for all packages under 50 lbs, \$15.00 per package for all packages over 50 lbs.

Hotel Contessa does not own or operate a pallet jack; inbound pallets must be disassembled prior to delivery to your function room. Outbound boxes may be palletized and shrink wrapped if pre-arranged with your Conference Planning Manager. A fee of \$75.00 per pallet applies.

Tax and Service Charge

A taxable 22% Service Charge is applied to all food, beverage, meeting room and AudioVisual services. Applicable state sales tax of 8.125% is applied to food and Audio Visual, 6% tax is applied to meeting room rental and 16.75% lodging tax is applied to guestroom accommodations.