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**Hilton**

Travel should take you places®

## Bedding Standards





## Hilton Serenity Bed

This year marks the 4th anniversary of the introduction of the Hilton Serenity Bed. It is the perfect time to re-energize its success and introduce decorative elements to our hotels outside of North America. The next few pages provide all the information needed to comply with the bedding standards including the bedding design choices, a deadline for compliance and FAQs.

Over half of Hilton's guests feel that the bed comfort is outstanding. Each year our guests experienced the Hilton Serenity Bed, their satisfaction with the comfort of the bed increased.

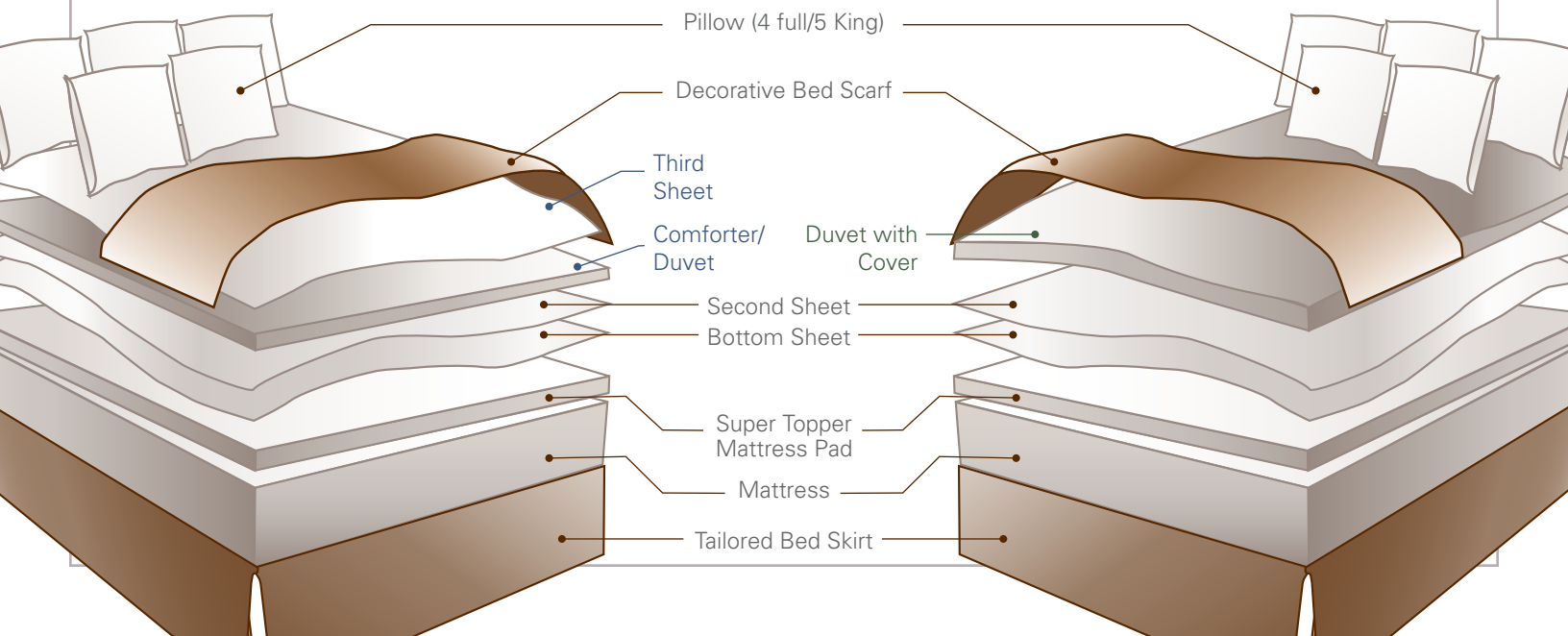
Visit OnQ Insider and click on "Standards and Manuals." You will see "Chapter 6" highlighted there. Click on "Guest Room Experience" for all the information about our Hilton Serenity Bed and decorative items.

<http://onqinsider.hilton.com>

## Bed Cover Components

Triple Sheeted Option  
(Most Popular)

Duvet Cover Option



## The Mattress Makes the Difference

Serta's dedication to quality, service and state-of-the-art design results in complete customer satisfaction and unsurpassed features and benefits. With this in mind, it is important that the following be implemented.

- All hotels must have the Hilton approved Serta mattress.
- Hotels with Hilton Serenity beds are required to have the Serenity Bedding, including the bed scarf for beds with triple sheeting. The Bed scarf is optional for beds using the Duvet cover. See Hilton Global Brand Standards, 6.13.

## Timeline

- If the hotel has purchased mattresses in 2001 or earlier, they must be replaced with Hilton Serenity beds by December 31, 2009.
- If a hotel has purchased mattresses in 2002, they must be replaced with Hilton Serenity beds by December 31, 2010.
- If a hotel has purchased mattresses in 2003, they must be replaced with Hilton Serenity beds by December 31, 2011.
- Hilton Serenity bed mattresses purchased after 2004 should be replaced as condition warrants.

# Decorative Bed Scarves

Decorative bed scarves add the finishing touches to your guestrooms. If you have decorative bed scarves, please be aware of the following:

- It must be 100% washable and fresh for each new guest. Please refer to the Hilton Brand Standards (Guestroom Experience) to determine if a decorative scarf is required for your guestroom bed. This will depend on how the bed is made (duvet cover vs. triple sheet).
- Accent pillows are optional; therefore have no compliance timeline.

## Andrew Morgan Collection

Any of the patterns below can be made in any combination of the colors below.

Print out the order form and fax/email directly to the vendor.



Sand Toast Storm So. Moss



Gold Chili Red Chocolate



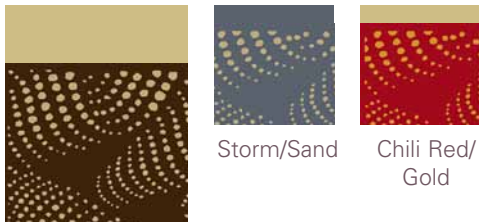
WOODCUT  
Choc/Sand/Storm

So.Moss/  
Storm/Sand Choc/  
Chili Red/Gold



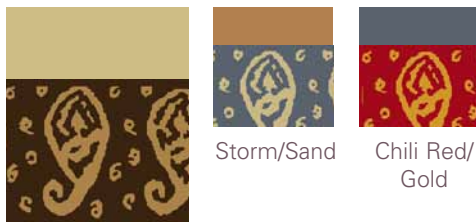
LATTICE  
Chocolate/Toast

Choc/Storm Choc/  
So. Moss Choc/Gold



RIVER of PEARLS  
Choc/Sand

Storm/Sand Chili Red/  
Gold



PAISLEY  
Chocolate/Toast

Storm/Sand Chili Red/  
Gold

## Robert Allen Design Collection

Print out the order form and fax/email directly to the vendor.



Peacock-Silver



Copper-Ginger Spice



Copper-Gold



Gold-Copper



Peacock-Silver



Ruby-Topaz



Topaz-Emerald



Bramasole Gold-White



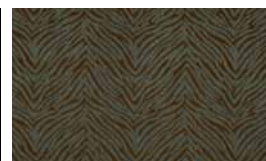
BuzzBee Carafe-Chino



Hidcote Chino-White



Wavy Stripe Apple  
Green-White



Zebra Chenille Stormy  
Sea-Carafe

## Frequently Asked Questions

Here are answers to commonly asked questions regarding bedding standards. If you cannot find your answer here, please refer to the complete Hilton Brand Standards in OnQ Insider.

### ■ Can we mix and match bed components until the compliance deadline.

It is recommended to coordinate the timing of the Hilton Serenity bed with the linens because the height of the new mattress will not work with older linen. In other words, a hotel can have the linens in place with older mattresses, but not the other way around.

### ■ If a hotel wants to buy duvets as per Brand Standards, is he also obliged to buy the bed linens as per Brand Standards?

If duvets are larger than the previous requirements, hotels will need to buy larger duvet covers. However, if the sheets of the bed are still in good condition, hotels can use the new striped duvet cover with plain flat sheets.

### ■ How do I order custom bed scarves?

Contact details for each vendor are included on their respective order forms. Contact them directly for personal assistance with custom designs.

### ■ Is there a document outlining the policy and timing?

Everything you need to know is in the Hilton Brand Standards. Visit OnQ Insider and click on "Standards and Manuals" where there are easily recognizable chapters and convenient downloadable standards!

<http://onqinsider.hilton.com>



100% washable decorative bed items will provide our guest with a completely fresh, clean bed every stay.



Hilton Order Form - Andrew Morgan Bed Scarves



**andrewmorgan**  
COLLECTION

Program Contact - Susie McBride Phone 831- 768- 1868 susanalyse@aol.com

**HOTEL INFORMATION:**

Property Name: \_\_\_\_\_

Ship to Address: \_\_\_\_\_ Street Address City State, Zip

Billing Address: \_\_\_\_\_ Street Address City State, Zip (if different)

Property Contact: \_\_\_\_\_ Name Phone Email

Hotel Inn Code \_\_\_\_\_

PO# \_\_\_\_\_

Requested Delivery Date \_\_\_\_\_

**E BED SCARF (DOUBLE-SIDED)**

Bed Size	Scarf Size	Woodcut Choc/Sand/ Storm	Woodcut S.Moss/Sand / Storm	Woodcut Choc/Chili Red/Gold	River of Pearls Choc / Sand	River of Pearls Storm/Sand	River of Pearls Chili Red/ Gold	Cost Each	Extension
53 x 80 Full	24 x 84	Order Qty	Order Qty	Order Qty	Order Qty	Order Qty	Order Qty	\$78.00	\$0.00
60 x 80 Queen	24 x 90							\$85.00	\$0.00
72 x 80 Hotel King	24 x 102							\$88.00	\$0.00
76 x 80 Eastern King	24 x 106							\$92.00	\$0.00
Bed Size	Scarf Size	Lattice Choc / Gold	Lattice Choc/ Chili	Lattice Choc/Storm	Paisley Choc/ Toast	Paisley Storm/Sand	Paisley Chili Red/ Gold	Cost Each	Extension
53 x 80 Full	24 x 84	Order Qty	Order Qty	Order Qty	Order Qty	Order Qty	Order Qty	\$78.00	\$0.00
60 x 80 Queen	24 x 90							\$85.00	\$0.00
72 x 80 Hotel King	24 x 102							\$88.00	\$0.00
76 x 80 Eastern King	24 x 106							\$92.00	\$0.00

Please email orders to [HSM@morgancollection.com](mailto:HSM@morgancollection.com)

Orders may also be faxed to \*\*\*\*\* Susie McBride @ 914-668-9401

Prices **DO NOT INCLUDE** shipping charges and applicable sales tax. Prices are FOB Factory

Note: Sales tax must be charged unless a Valid Certification is provided

Lead time on all products is 10 weeks upon receipt of 50% deposit

Balance is Cash Before Delivery or based on credit approval for Net terms if requested

**Order Subtotal**

\$0.00

ALL PRODUCTS AVAILABLE IN ANY COLOR COMBINATION LISTED ON SAMPLE SHEET.



## Hilton Standard Throw Program

Hotel Name:	Requested Ship Date:
Ship to Address:	PO Number (If needed):
	Hotel Inn Code:
	Hotel Contact:
Billing Address (if different than ship to):	Contact Phone:
	Contact Email:

Prices do not include shipping and handling. Applicable taxes will be added.  
**LEAD TIME QUOTED BELOW IS FROM RECEIPT OF A CREDIT APPROVED ORDER AND 50% DEPOSIT**

**DIRECT SHIP - Lead time: 6 weeks. Non-Quilted Reversible Throws**  
*Single Layer Non-Quilted Throw with 2" Double Rolled Hem.*

Throw	Color	84"x24"	90"x24"	102"x24"	106"x24"	Subtotal
S011 Zebra Chenille	Stormy Sea/Carafe	\$291.00/case	\$300.00/case	\$314.10/case	\$319.20/case	\$
		84"x24"	90"x24"	102"x24"	106"x24"	
S010 Wavy Stripe	Apple Green/White	\$269.70/case	\$282.30/case	\$302.40/case	\$309.60/case	\$
S010 Bramasole	Gold/White					\$
S010 BuzzBee	Carafe/Chino					\$
S010 Hidcote	Chino/White					\$
<b>**1-57 cases per order. 6 units per case.</b> Please specify quantities in grid.						<b>Total: \$</b>

**DIRECT SHIP - Lead time: 6 weeks. Quilted Reversible Throws**  
*Quilted Field with 2" Non-Quilted Banding with Mitered Corners. **These goods NAFTA eligible.***

Throw	Pattern	Color	84"x24"	90"x24"	102"x24"	106"x24"	Subtotal
2 Tone Dupioni with 1" Circle Quilt Pattern		Peacock/Silver	\$400.10/case	\$419.00/case	\$447.80/case	\$462.90/case	\$
		Ruby/Topaz					\$
		Copper/Gold					\$
		Topaz/Emerald					\$
			84"x24"	90"x24"	102"x24"	106"x24"	
2 Tone Dupioni with 2" Diamond Quilt Pattern		Peacock/Silver	\$369.50/case	\$386.10/case	\$411.30/case	\$426.70/case	\$
		Ruby/Topaz					\$
		Copper/Gold					\$
		Topaz/Emerald					\$
<b>**4 case minimum order. 6 units per case.</b> Please specify quantities in grid.						<b>Total: \$</b>	

**VOLUME SAVINGS - Lead time: 12 weeks. Non-Quilted Reversible Throws**  
*Single Layer Non-Quilted Throw with 2" Double Rolled Hem. **58 CASE MINIMUM ORDER.***

Throw	Color	84"x24"	90"x24"	102"x24"	106"x24"	Subtotal
S011 Zebra Chenille	Stormy Sea/Carafe	\$188.40/case	\$196.50/case	\$219.30/case	\$226.80/case	\$
		84"x24"	90"x24"	102"x24"	106"x24"	
S010 Wavy Stripe	Apple Green/White	\$174.00/case	\$186.60/case	\$195.60/case	\$203.10/case	\$
S010 Bramasole	Gold/White					\$
S010 BuzzBee	Carafe/Chino					\$
S010 Hidcote	Chino/White					\$
<b>**58 CASE MINIMUM ORDER. 6 units per case.</b> Please specify quantities in grid.						<b>Total: \$</b>

**Grand Total: \$**

PLEASE FAX OR EMAIL ALL ORDERS TO ROBERT ALLEN CUSTOMER SERVICE AT: FAX 800.455.9575 EMAIL [hilton@robertallendesign.com](mailto:hilton@robertallendesign.com)  
 General Inquiries: Tel: 888.237.4971  
 Heather Keefe Phone: Tel: 800.333.3778, ext. 6799 [hkeefe@robertallendesign.com](mailto:hkeefe@robertallendesign.com)