

WELCOME



Welcome to the Rosen Inn, closest to Universal. We appreciate the opportunity you have given us by selecting our hotel for your stay and consider it a privilege to have you as our guest. We hope our accommodations and service exceed your expectations.

We will work to provide you with a warm, comfortable and enjoyable stay. Our hope is that the Rosen Inn will be your home away from home, and you will choose us whenever your travel plans include a return trip to the Central Florida area.

In this directory, you will find detailed information about services available during your stay. Should you require something which is not listed, please touch "0" on your telephone and give our staff the opportunity to further assist you.

Please enjoy your stay with us. We look forward to serving you again in the future.

Sincerely,
The Rosen Inn Management



This Fine Hotel Owned and Managed by Rosen Hotels and Resorts, Inc.

GUEST SERVICES

Airlines

Domestic Airlines

AirTran Airways	(866) 247-2428
Alaska Airlines	(800) 654-5669
Allegiant Air	(702) 505-8888
American Airlines	(800) 433-7300
Continental Airlines	(800) 525-0280
Delta Airlines	(800) 455-2720
Jet Blue Airways	(800) 538-2583
Spirit Airlines	(801) 401-2220
Southwest Airlines	(800) 435-9792
United Airlines	(800) 864-8331
US Airways	(800) 428-4322
Virgin America	(877) 359-8474

International Airlines

Aer Lingus	(516) 622-4022
Air Canada	(888) 247-2262
Air New Zealand	(800) 262-1234
British Airways	(800) 247-9297
Cathay Pacific Airways	(800) 233-2742
Japan Airlines	(800) 525-3663
KLM	(866) 434-0320
Korean Airlines	(800) 438-5000
Lufthansa	(800) 645-3880
Qantas	(800) 227-4500
Singapore Airlines	(800) 742-3333
SAS	(800) 221-2350
Virgin Atlantic Airways	(800) 862-8621

ATM Machine

Located in the Lobby next to the Business Center.

Attraction Tickets (Speed Dial "3")

Our Guest Services/Attractions Desk is located in the main lobby to assist with attraction tickets, car rental, restaurant reservations, transportation and shuttle service.

Business Center

Our first class Business Center offers two private computer workstations for a nominal charge. Services also include photocopying and fax transmission, package shipping & receiving, guest mail and luggage storage. Please be advised there is a handling fee for receiving boxes and a nominal charge for outgoing Domestic and International faxes. Dial "0" for current pricing information. The Business Center is located in the Main Lobby.

Car Rental

For your convenience, Enterprise® car rental maintains a fleet of vehicles at our nearby sister hotel, the Rosen Centre Hotel. For booking information, please contact the Guest Services/Attractions Desk. (407) 398-0526 or (800) 261-7331.

Cashier / Check Cashing (Speed Dial "0")

U.S. Traveler's Checks can be cashed at the Front Desk. Guests are required to sign the Traveler's Checks in the presence of the Front Desk Agent and are limited to \$100 per day, per room with proper identification.

Check-In / Check-Out (Speed Dial "0")

Check-in any time after 4:00 p.m. Check-out time is 11:00 a.m. If you would like to extend your check-out time after 11:00 a.m., please call the Front Desk to arrange for a late check-out or make arrangements for luggage storage at our Business Center. Please dial "0" to inquire for availability.

Disability Equipment (Speed Dial "0")

The Rosen Inn is fully compliant with all ADA requirements including: roll-in showers, in-room accommodation for hearing, vision or physically-impaired guests. For wheelchair assistance, equipment rental or specific medical needs, please contact our Security Department. Closed Caption available on all hotel TVs - please contact the Front Desk for assistance.

Distances – (distances are approximate)

- Downtown Orlando – City Hall/Orlando Magic 9 miles
- Orange County Convention Center – North/South 2.5 miles
- Orange County Convention Center – West 2.5 miles
- Orlando International Airport 12 miles
- Pointe Orlando Entertainment Complex 2.5 miles
- Sanford International Airport 35 miles
- SeaWorld Theme Parks 5 miles
- Universal Theme Parks 1 mile
- Walt Disney World Resort Entrance 8 miles
- Holy Land 4 miles

Doctor / Dentist

East Coast Medical Network - The Medical Concierge, offers hotel "house calls" for our in-house guests. The network has a variety of specialists, including Obstetrics, Dermatology, Pediatrics, Chiropractics and Dentistry. (407) 648-5252. In the event of a life-threatening medical emergency, Dial 911. Please notify the Front Desk by dialing "0" if an ambulance is summoned.

E-Mail - See Business Center

Emergency / Fire (Speed Dial "0")

Please review the "IN AN EMERGENCY" information card located on the back of your guest room door and under the Safety & Security Procedures Section of this Directory.

Fax Numbers

You may collect your faxes from the Front Desk in the Lobby.

- Guest Fax/Business Center 407-996-5806
- Sales Offices/Administration 407-996-5806

Fitness Center

Open 24 Hours

Located in the Lobby next to the game room and Shogun Japanese Steakhouse. Children under 17 years of age must be accompanied by an adult. Room key is required for access.

Free Amenities

- Phone Calls Local and Toll-free codes (1-800, 1-888, 1-877, 1-866, & 1-855)
- WiFi – Wireless Internet
- Kids 9 and under eat Free Breakfast with paying adult (limit one child per adult)
- Parking
- In-room safe

Game Room

Open 24 hours

The game/video arcade room is located next to the Fitness Center and Shogun Japanese Steakhouse. Tokens for the games are available from the token machine in the game room.

Gift Shop (Speed Dial "5")

Open 24 hours

The Gift Shop is located in the main Lobby. Various sundry items are available including postcards, newspapers, apparel, pool toys, sunglasses, sun care products, adapters, disposable cameras, batteries, Florida, Disney and Universal gifts.

Golf (Extension 17007)

As a guest of the Rosen Inn, closest to Universal, you will enjoy discounted rates and complimentary transportation to Shingle Creek Golf Club. Owned and operated by Rosen Hotels & Resorts; Shingle Creek Golf Course is located on Universal Blvd., less than 10 minutes from the hotel. The club is home to the Brad Brewer Golf Academy. Club and shoe rental is available. For assistance with golf tee times, please contact (407) 996-9933 or visit on-line at www.ShingleCreekGolf.com.

Helicopter Tours

Open 9:30 a.m. to 7:00 p.m. daily

Air Florida Helicopter Charters, Inc. (407) 354-1400

Conveniently located 2 miles from the Rosen Inn, Air Florida Helicopter Charters, Inc. has been operating a helicopter tour and charter company since 1995. Air Florida Helicopters operates a fleet of Robinson R44 Helicopters. These state of the art helicopters ensure exceptional visibility and panoramic views for all passengers. www.airfloridahelicopter.com

Housekeeping (Extension 1191 or Speed Dial "0")

Open 7:00 a.m. to 11:00 p.m. daily

For your comfort and convenience, a variety of amenities are available upon request. These include cribs, pillows, blankets and toiletry essentials. Also available are rollaways at an additional charge.

I-Ride Trolley

The Rosen Inn is stop #10 on the I-Ride Trolley route. See the Guest Services/Attractions Desk or the Front Desk for additional information regarding this transportation system, including pricing, stop information and maps. Passes are available for purchase at the Guest Services/Attractions Desk.

Lost & Found (Speed Dial "0")

Contact our Front Desk or Security Department for assistance with any lost and found inquiries.

Ice and Beverage Machines

There are a number of locations throughout the property where you may obtain ice or cold soft drinks.

- Main Building: ice machines are located on the 4th and 8th floors; vending machines are located on the 4th and 6th floors.
- West Wing Building: ice machine is located on the 2nd floor.

Internet Access - See WiFi

Laundry/Dry Cleaning

For your convenience, coin-operated laundry facilities are located:

- Main Building: 3rd, 5th, and 7th floors.
- West Wing Building: 2nd floor.

Laundry detergent is available at each location as well as the Lite Bite. The washers and dryers are available for use 24-hours a day. Cost per load is \$2.00 for the washer or dryer (30 minutes each). Laundry soap costs \$1.00 per box.

Same-day Dry Cleaning service is available Monday through Saturday through Parisian Dry Cleaners. Garments must be dropped off at the Front Desk no later than 8:30 a.m. Your dry cleaned items will be returned to our hotel by 7:00 p.m. that evening. Laundry bags and price list can be obtained from the Front Desk.

Mail (Speed Dial "0")

Guest mail, packages and faxes can be retrieved at the Front Desk.

Meetings (Extension 1021170)

Our dedicated professionals in the Sales Department are here to help you arrange your small meeting, family reunion or other function. Please contact our Sales Department for a property tour or for Sales Brochures and information.

Messages / VoiceMail

A flashing light indicates that you have a message. Please dial 1000 and then press 7 to retrieve your message from your room. Please consult the phone tent card in your room for more information.

Non-Smoking Facility

Complying with the Florida Clean Indoor Air Act, Chapter 386.204, the Rosen Inn is a non-smoking facility. Designated smoking areas for guests are available outside the Lounge or by the pool area. For those who wish to smoke outside their rooms, we request the door must remain completely closed. In guestrooms, there will be a cleaning fee of \$200 assessed to guests who disregard this policy.

Parking

Parking permit tags are issued by the Front Desk at check-in and are required for access at the security entrance gate. If you have friends or relatives visiting you, we ask that you stop by the Front Desk and request an additional permit for their vehicle.

Pet Policy

We are a pet friendly hotel. All lodging with pets are designated to our West Wing exterior building only. Pets must weigh less than 50 pounds and they must be kept on a leash with proper supervision at all times when outside of the guestroom. Please place the "Pet In Room" sign on your guestroom door for the duration of your stay. Housekeeping will be glad to service your room between 8:30 a.m. to 4:30 p.m. Please make a request for service and remove the pet from the guestroom. For the good of all our guests, please keep the noise to a minimum. Please use designated Pet Walk areas and remove any waste product immediately. Please crate your pet when the animal is left unattended in your guestroom. There is a charge of \$15.00 per night plus tax, per pet. If you have additional questions or need assistance, please contact the Front Desk.

Phone Cards

Phone card vending machine is located in the Main Lobby, adjacent to Guest Services. Calls with the Phone Card from guestroom are at no additional cost. Guests at the Rosen Inn can dial local numbers and Toll-free numbers for free from the comfort and convenience of the guestroom.



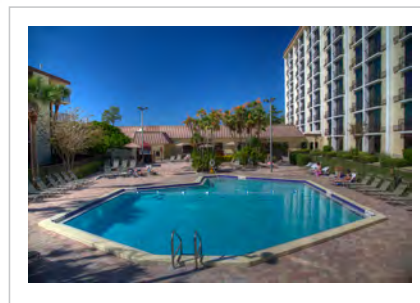
Pizza (For pick up Dial "5")

Rosen's Perfect Pizza™ is available in Lite Bite and the International Pub. This healthy pizza founded by Harris Rosen is low-fat, low-sodium, with a honey whole-wheat crust and zero grams of trans fat. Try one today, they are delicious and are good for you as well as good for kids. All proceeds from the sale of Rosen's Perfect Pizza™ go to the Rosen Foundation, a non-profit 501 (c)(3) organization.

Pools

Open 9:00 a.m. to 10:00 p.m.

Enjoy the Florida sunshine by our outdoor swimming pool. Lounge chairs and pool towels are provided on the pool deck. Children must be accompanied by an adult. No glass containers allowed. No lifeguard on duty. For your protection, the pool will be closed during inclement weather and will re-open when the radar indicates it is safe and no longer a threat.



Rentals

For scooter, wheelchair, stroller, camera, and many other rentals, please contact K&M Rentals at (407) 363-7388 or visit their website at www.km-rentals.com.

Reservations (Speed Dial "1089")

For future reservations at the Rosen Inn, closest to Universal, contact our Central Reservations Department. Open 24 hours Touch 1089 within the hotel, call direct at (407) 996-7328, Toll Free (800) 999-6327 or reserve on-line www.RosenInn6327.com.

Safe Deposit Boxes

Complimentary electronic safes are located in your guest room. All guests are encouraged to secure their valuables. If your safe is locked, please contact Front Desk by dialing "0" for further assistance.

Security

Uniformed Security is provided 24 hours a day. Dial extension 1021573 for our security office or to contact the Manager on Duty. If you would like to arrange private duty security coverage for your group; contact our Sales Office at extension 1021170.

Shuttle Service

Complimentary scheduled shuttle service is provided to and from Universal Studios, Islands of Adventure, Sea World and Wet 'n Wild. For current schedules and to make your required advance reservations, please visit the Guest Services/Attractions Desk located in the main lobby. Paid arrangements to the Airport or Walt Disney World theme parks can be made at the Guest Services/Attractions Desk as well.

Spa (407) 996-1248

Open 9:00 a.m. to 9:00 p.m.

Please visit The Spa located at the Rosen Centre Hotel (9840 International Drive). Massage therapy, and spa services are available. Call (407) 996-1248 information on services and fees.

Swimming Pool – Please refer to Pools

Television

Rosen Inn TV Channel Line Up is available on page 11 of this directory. Enjoy a variety of free television channels. Closed Caption available on all hotel TVs, please dial "0" for assistance.

Transportation (Speed Dial "0")

We can accommodate all of your ground transportation needs. Services include airport and attraction shuttles, town car and taxi service. Representatives are located at our Guest Services/Attractions Desk in the hotel lobby, dial "0" or "3" for rates and reservations.

Wake-up Calls/Messages – Please Dial "0" for one of our friendly hotel operators.

WiFi Internet Access (in-room & Main Lobby)

Our Hotel offers Free Wireless Internet Access (WiFi). For wireless support contact: Millennium Technology Group extension 1999. If you don't have a computer, please visit our First Class Business Center which offers two private computer workstations for a nominal fee.

WiFi Password: RIU6327A

RESTAURANTS & LOUNGES



(Speed Dial "5")
Serving elaborate buffets, 7 days a week! Breakfast - 6:30 a.m. to 11:00

a.m.

daily Children 9 and under eat free with paying adult. (1 child per adult) For room rentals/ pizza party inquiries please contact our Sales department by dialing extension 1021170.



(Speed Dial "5")
Open 24 hours daily
From convenience foods to sandwiches, you are sure to find what you are looking for. Coffee, and fresh-baked goods are available every morning; sandwiches, desserts and beverages can be purchased throughout the day. Packaged liquor, beer, wine, and various sundries are also available. Located in the Main Lobby.



INTERNATIONAL PUB

(Speed Dial "6")
Open 5:00 p.m. daily
Enjoy a full service Lobby

Lounge offering a bar food menu along with all your favorite drinks. Come and join us for cocktails before dinner or a nightcap before retiring. Our Happy Hour from 5:00 p.m. to 7:00 p.m. and 9:00 p.m. to 10:00 p.m. Bar menu includes Pizza, Wings, Sandwiches, Salads, Fries, etc. Happy Hour includes \$3.00 House Wine, \$3.00 Domestic Pint, \$9.00 Domestic Pitcher and \$4 well drinks.



Open 6:00 p.m. daily
When you come to Shogun Restaurant, be prepared to be dazzled by exquisite food and lively entertainment. Dedicated to all the traditions of Japanese culture and food, Shogun provides a vast selection from steak to sushi, prepared right at your table with your own professional chef! Bring family and friends to Shogun and enjoy the table show of "Samurai" swordsmanship and some of the fastest chef hands you've ever seen. Children's menu available. Open Sunday-Thursday 6:00 p.m.-10:00 p.m. Friday and Saturday until 10:30 p.m. For reservations, please call 407-352-1607.



Authentic Japanese Steak House

SIGNATURE DINING

Jack's PLACE

"Dine Where Celebrities Hang Around!"
Enjoy a unique dining experience at Jack's Place tonight! Caricatures of many of the world's notable faces surround you as you experience a leisurely meal meticulously prepared by our creative chefs at our sister hotel, just a short stroll away. Fresh seafood, pasta, USDA choice steaks and more await you nightly. Casual attire. Reservations recommended at (407) 996-9700. Located at The Rosen Plaza Hotel. 9700 International Drive
www.RosenPlaza.com

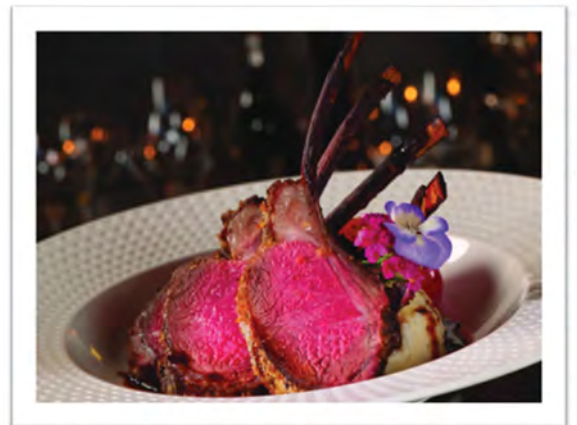


Discover the great tastes of well prepared prime steaks and fresh seafood at this Orlando Gourmet Restaurant. Or explore the flavors of gator chowder, tender venison, marinated buffalo and other unique regional specialties. The themed setting captures the mysterious atmosphere of the Florida Everglades. A one-of-a-kind dining experience enhanced by gracious service, fine wines and a relaxing atmosphere. Reservations recommended at (407) 996-9840. Located at The Rosen Centre Hotel. 9840 International Drive - www.RosenCentre.com



A Land Remembered

A legendary Orlando steakhouse named after Patrick Smith's rich Florida's historical moments and landscapes. Serving a variety of cuisine and accompanying wine list as succulent and filling as its namesake. Proudly serving Harris Ranch all Natural Prime Black Angus Beef, as well as menu items catering to all tastes. Open nightly for dinner. Evening resort attire recommended. Reservations recommended at (407) 996-9939. Located at The Rosen Shingle Creek Golf Club. 9939 Universal Blvd - www.RosenShingleCreek.com



For Even More Dining Options And Reservations Visit www.RosenHotels.com

SAFETY & SECURITY PROCEDURES

The safety and security of your personal property are the utmost concern to us. We urge you to take advantage of the following suggestions:

Electronic Safe

Do not leave money or valuables unattended in your room. We provide in-room electronic safes for your use. Keep your iPods, electronics, jewelry, passport, cash and valuables locked, even for a short while.

Double Locks and Safety Lock (Electronic Lock)

For additional security, utilize the deadbolt provided on your door upon entering. Be sure to lock your door when you are in the room as well as when you leave. Do not leave the door open while you are in the room. Do not allow persons into your room without first making identification. A peephole is provided in your door for your convenience. If there is any doubt about the person's true identity, please contact the Front Desk by dialing "0". For added protection, please utilize the night latch located on the back of the guestroom door.

Keys

Safeguard your key. Do not leave it in your room. Do not give your room key to others. When you are ready to check out, return all keys to the Front Desk or place in one of the key Return Boxes.

Fire

Please familiarize yourself with the location of the nearest fire exit stairway. In the unlikely event of a fire, please move quickly but calmly to the stairs. Avoid the use of elevators. Report fire or smoke to the Hotel Operator. Additionally, an emergency egress map is located on the back of the guest room door.

Additional Information

Always park in well-lighted areas, and remember to lock your car and to place cameras, packages, GPS and other valuables in the trunk. Carry traveler's checks instead of large amounts of cash and do not carry all checks and money in one place. Avoid carrying purses and wallets loosely. If you see any suspicious person or activity, notify hotel security. We hope that these procedures will contribute to your comfort and well being during your stay.

Pool Safety Tips

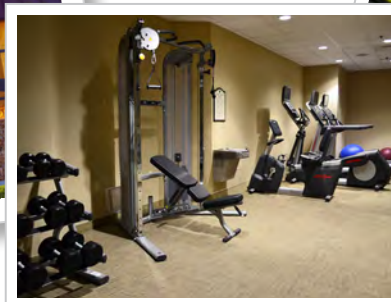
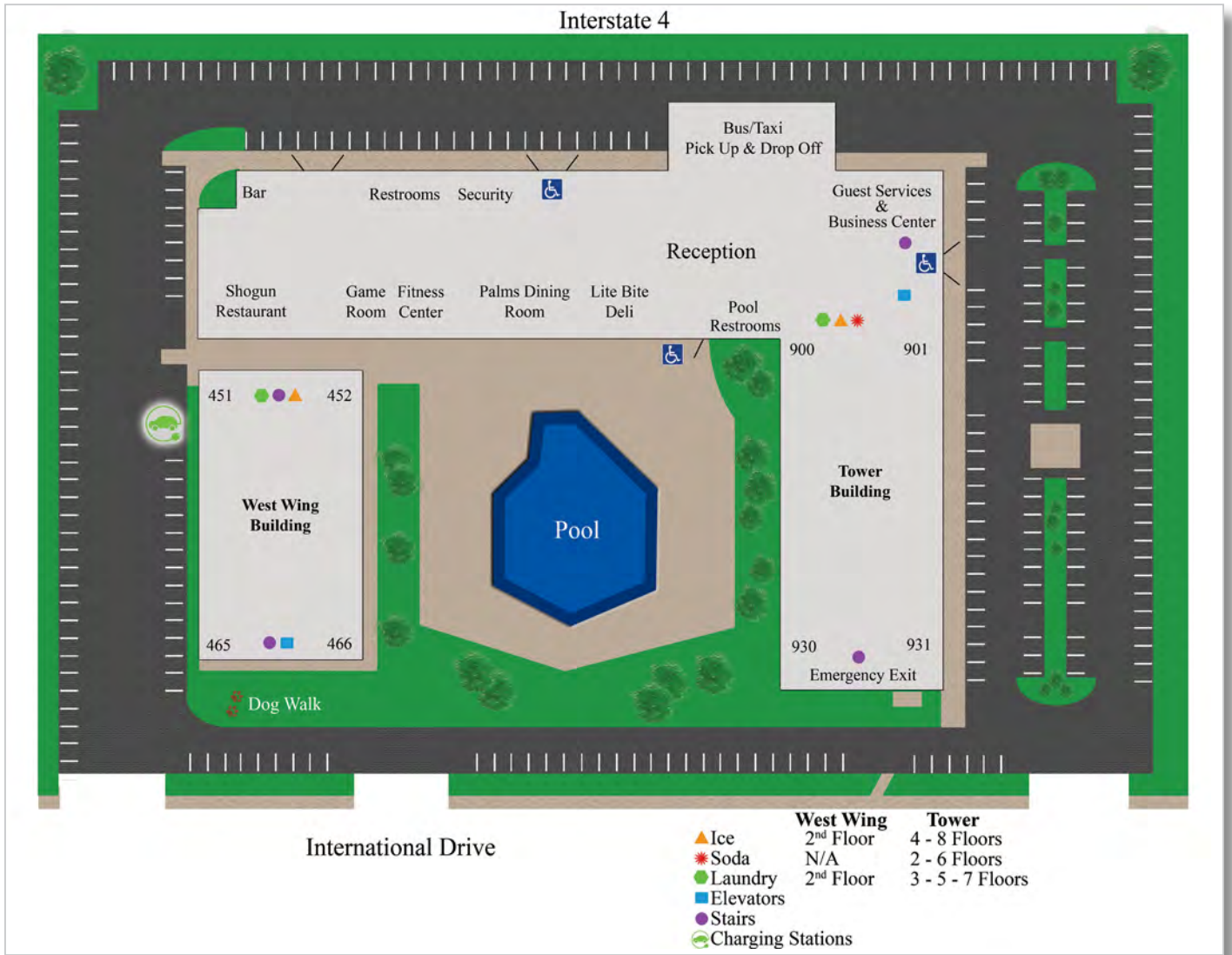
- Never leave a child alone or unsupervised in or near the pool, not even for a second.
- Young children should never be considered water safe, regardless of swimming skills, previous instruction or experience.
- Do not use flotation devices as substitutes for supervision.
- Do not allow your child to swim immediately after eating a heavy meal.
- No glass or pets are allowed in the pool area.
- For your safety, do not swim while under the influence of alcohol or narcotic substances.
- Please be aware that Emergency phones are located at each pool.

During Peak Periods of Extreme Heat:

- Please limit your heat exposure by wearing loose-fitting, lightweight, light colored clothing.
- While in direct sunlight, please keep as much of your skin covered as possible.
- Wear a hat or use an umbrella to protect your head and neck from the sun.
- Your body needs more water in hot weather. Do not wait until you are thirsty to drink.
- Please monitor and reduce alcohol consumption.
- Rest regularly to allow your natural "cooling system" to work.

If Heat Impairment occurs, stop and relax in the shade and wait for help. Drink plenty of water slowly. Fan or drench your body to avoid possible heat stroke. If condition persists for any length of time, notify Front Desk by dialing "0" or call a doctor.

HOTEL MAP



WELCOME

ROSEN INN, CLOSEST TO UNIVERSAL

TV Channel Programming

2-1	Rosen Inn	48	ESPN
3-1	Guia Local (Portuguese)	49	ESPN 2
4-1	Guia Local (English)	50	ESPN Classic
5-1	Tourist Channel	51	ESPN News
		53	Fox Sports
6	NASA	54	The Golf Channel
7	WDW (Walt Disney World Network)	70	Disney Channel
8	OVN (Orlando Visitors Network)	71	Cartoon Network
10	WFTV (ABC)	72	Nickelodeon
11	WKMG (CBS)	76	Discovery Channel
12	WESH (NBC)	79	TLC
13	Central Florida News 13	80	Food Network
14	WOFL (Fox)	82	HGTV
15	WMFE (PBS)	83	Lifetime
16	WKCF (CW)	89	History Channel
17	WRBW (MY 65)	90	A&E
18	WOPX (ION)	93	TBS
19	Trinity Broadcasting Network	94	TNT
20	WRDQ TV 27	95	USA Network
21	WTGL Good Life 45	99	Comedy Central
22	WACX Super Channel	100-1	HBO
23	C-SPAN	100-2	HBO Signature
24	The Weather Channel	100-3	HBO Family
36	HLN	106	Info Mas
37	CNN	107	WVEN (Univision)
38	CNBC	108	WTMO (Telemundo)
39	MSNBC	109	UniMas
41	FOX News	134	VH1
43	NY1	135	MTV
47	Bright House Sports		