Customer Services

Customer Services Guide
Promotional Support
Essential Services Map
Essential Services
Customer Services Guide

Whether yours is a group of 10 or 1,000, the Irving Convention and Visitors Bureau makes your event a priority with our award-winning customer services. While we may brag about our first-class meeting facilities and our great location, our favorite boast is the number of consecutive years we’ve been cited for first-class service by you, our customers. The following offers some of the services most frequently used by our customers. Whatever your unique needs, we’re happy to customize a program that best suits you.

Site Inspections
We’ll be happy to arrange personal site inspections of hotels, restaurants, off-site venues and attractions to suit your needs.

Guest Itineraries
Whether you’re looking for activities for spouses, families or VIP guests, we’ll customize an itinerary that best suits your interests, whether it’s for an afternoon, a day or a week. The Dallas/Fort Worth area offers a wide variety of activities, with many opportunities to satisfy everyone.

Registration Assistance
For groups of 10 or more, our seasoned personnel will make your group’s registration seamless and painless, including up to four hours of complimentary assistance. Our Convention Services staff also provides great local information for your attendees. Please contact us at least two weeks prior to your event to coordinate your staffing needs.

Unique Meeting Venues
If your group wants a break from the hotel, we’ll help you coordinate meetings in a wide variety of unique venues. AT&T Stadium, the Irving Arts Center, Texas Motor Speedway, National Scouting Museum and Trinity River Audubon Center are just the beginning of lots of great event ideas.

Language Services
The DFW area offers a wide range of linguistic and translation services; we will provide you with a list of resources to meet your needs.

Transportation
Whether your group needs a fleet of limousines, a convoy of buses or a source for antique convertibles, we’re happy to assist in providing customized resources to suit your transportation needs.

Other Meeting Needs
Multimedia, photographers, florists, entertainers, trophies, medical assistance, or whatever else your event needs to make it a success – just ask and we’ll help you make it all come together.

Media Assistance
Our staff of public relations professionals will help get the word out about your event, whether your goal is to increase awareness or attendance.

Speakers Associations
The DFW area is home to a wide range of accessible subject-matter experts. The National Speakers Association of North Texas is an incredible resource for DFW-based speakers and you can search extensive listings on their website at speaker.org. The Irving CVB also can assist you in working with the organization, as well as with many other local speakers bureaus.

Irving CVB Honored
With consecutive Gold Service Awards from Meetings & Conventions, consecutive Awards of Excellence from Corporate & Incentive Travel, and multiple Pinnacle Awards from Successful Meetings, the Irving CVB is poised to make your next meeting a success.
Promotional Services
Looking for ideas or images to help promote attendance? Could you use welcome bags, visitor brochures or name badges? Perhaps you’d like to create your own customized literature? With an array of promotional items readily available,* you can easily stretch your budget.

Photography
We’ll be happy to provide you with complimentary photography for your promotional use. View our selection of images on our website at irvingtexas.com, or we can provide you a flash drive filled with an array of files/formats.

Digital Art
Digital versions of the Irving, Texas logo, the Irving Convention Center logo and the magnificent Mustangs of Las Colinas sculpture are available upon request. Images and graphics are available in high-resolution JPEG, TIFF and EPS formats.

Video
This complimentary video is ideal for promoting event attendance, showcasing not only Irving’s excellent meeting facilities but all the excitement the Dallas/Fort Worth area offers.

Complimentary Brochures
- Traveler’s Guide [includes area attractions, dining, shopping, sports, etc.]
- Dallas/Fort Worth Area Visitors Guide
- Mustangs of Las Colinas Sculpture and Exhibit

Name Badges/Badge Holders/Lanyards
Complimentary 3” x 4” inserts, imprinted with the Irving logo, as well as complimentary plastic clip-on badge holders and lanyards are available.

Pens
Complimentary, imprinted with Irving logo.

Lapel Pins
Complimentary.

Registration Bags
Complimentary 15” x 22” white plastic bags imprinted with Irving logo.

Welcome Banner
8’ x 3’ welcome banner customized for your event and including the Irving logo, provided at cost. A minimum of 10 working days is needed to accommodate this request; cost estimates will be provided to you in advance for your authorization.

*Fulfillment of all materials may be handled via first class mail or courier delivery to your headquarters hotel, unless you prefer to pick up materials in person at the ICVB offices. Please allow at least 10 working days for mail delivery, or two working days for courier service.
Off-site Activities
The Dallas/Fort Worth Metroplex offers a wide array of unique activities, whether you’re looking for ideas for spouse tours, off-site venues or a weekend getaway to tag on to the end of your event. The Irving Convention and Visitors Bureau’s complimentary customer services include assistance in helping you develop the off-site activities customized for and best suited to your group. The selection below represents a starting point of the many options available.

The Arts
- Amon Carter Museum
- Bass Performance Hall
- Casa Mañana
- Dallas Museum of Art
- Dee and Charles Wyly Theater
- Irving Arts Center
- Jaycee Park Center for the Arts
- Kimbell Art Museum
- Margot and Bill Winspear Opera House
- Modern Art Museum of Fort Worth
- Morton H. Meyerson Symphony Center
- Music Hall at Fair Park
- Nasher Sculpture Center
- Norman Rockwell Collection at the National Scouting Museum
- Verizon Theatre at Grand Prairie

History/Science
- African American Museum
- American Airlines C.R. Smith Museum
- Cavanaugh Flight Museum
- Commemorative Air Force, Dallas/Fort Worth Wing
- Dallas Heritage Village
- Dallas Holocaust Museum/Center for Education and Tolerance
- Fair Park
- Fort Worth Museum of Science and History
- Fort Worth Stockyards Historic District
- Frontiers of Flight Museum
- George W. Bush Presidential Library and Museum
- Irving Heritage District
- Jackie Townsell Bear Creek Heritage Center
- Latino Cultural Center
- National Cowgirl Museum and Hall of Fame
- National Scouting Museum
- Perot Museum of Nature and Science
- Sixth Floor Museum at Dealey Plaza
- Texas Civil War Museum

Tours
- American Airlines C.R. Smith Museum
- American Airlines Flight Academy
- Gondola Adventures
- Grapevine & Dallas Wine Tours
- National Scouting Museum
- Ruth Paine House Museum

Sightseeing
- Fort Worth Stockyards Cattle Drive
- Founders Plaza DFW Airport
- Mustangs of Las Colinas Sculpture
- Pioneer Plaza
- Sixth Floor Museum at Dealey Plaza

Shopping
- Bass Pro Shops Outdoor World
- Cabela’s
- Gallery
- Grapevine Mills
- Highland Park Village
- IKEA
- Irving Mall
- Neiman Marcus Flagship Store
- North East Mall
- NorthPark Center
- Sam Moon Trading
- Southlake Town Square
- Stockyards Station
- Stonebriar Centre
- Sundance Square

Nightlife
- Bishop Arts District
- Fort Worth Stockyards
- Gexa Energy Pavilion
- Lower Greenville Avenue
- Sundance Square
- Victory Park
- West Village

Professional Sports
- Dallas Cowboys football and AT&T Stadium tours
- Dallas Mavericks basketball
- Dallas Stars hockey
- FC Dallas soccer (outdoors)
- AT&T Byron Nelson Championship
- Lone Star Park at Grand Prairie horse racing
- Mesquite ProRodeo at Mesquite Arena
- Texas Motor Speedway
- Texas Rangers baseball and Globe Life Park in Arlington tours
- Crowne Plaza Invitational at Colonial

Ranches
- Austin Ranch
- Circle R Ranch
- Double D Ranch
- The Ranch of Lonesome Dove
- River Ranch – Fort Worth Stockyards Historical District
- Southfork Ranch

Recreation/Theme Parks
- NRH2O Family Water Park
- The Palace of Wax/Ripley’s Believe It Or Not!
- Six Flags Hurricane Harbor
- Six Flags Over Texas
- SpeedZone Dallas
Promotional Support

The Irving Convention and Visitors Bureau supplies a wide variety of promotional materials to assist in building excitement for your upcoming event. These images are available to be shipped to you on a flash drive upon request, or downloaded from our website at irvingtexas.com.
Additional images are available to assist with the production of brochures, slideshows and other promotional needs. Contact the communications department at (972) 252-7476 for assistance or check our website at irvingtexas.com.

Note: The vertical images (v) are the same actual size as the horizontal images.

1. Irving Convention Center
2. ICC Cafe Terrace (v)
3. ICC Grand Ballroom Foyer (v)
4. ICVB Boardroom
5. ICC Boardroom
6. ICC Meeting Room
7. ICC Grand Ballroom Lobby
8. Panoramic View from ICC Grand Ballroom Lobby
9. Williams Square
10. Las Colinas Panoramic
11. Irving at Night (v)
12. Las Colinas at Twilight
13. Las Colinas Urban Center
14. Las Colinas Cowboys
15. Four Seasons Resort
16. Omni Mandalay Boardroom
17. Hotel Interior (v)
18. Mustang Vertical (v)
19. Mustangs at Sunset
20. Mustangs of Las Colinas
21. Mustangs at Night
22. Las Colinas Flower Clock
23. Mandalay Canal
24. Gondola Adventures
25. Gondola Adventures Vertical (v)
26. Las Colinas Polo Club (v)
27. Las Colinas Equestrian Center
Promotional Support

28. AT&T Byron Nelson Championship
29. Irving Golf
30. Big State Drugs
31. Millennium Fountain
32. Heritage Park Depot with Church (v)
33. Heritage Park Caster Cabin (v)
34. Downtown Clock Tower (v)
35. Downtown Antique Shopping (v)
36. Campión Trails
37. National Scouting Museum
Coffee/WiFi Spots
1. JavaMeUp, 401 Cimarron Trail
2. Starbucks Belt Line at I-635
3. Starbucks Las Colinas Village
4. Starbucks MacArthur
5. Starbucks Story at Hwy 183

Copies/Signs
6. FASTSIGNS, 4070 N Belt Line Rd #114
7. FASTSIGNS, 7017 W John Carpenter Frwy
8. FedEx Kinko’s, 841 MacArthur Park
9. FedEx Kinko’s, 3201 W Airport Frwy
10. FedEx Office, 5455 N MacArthur Blvd
11. Minuteman Press, 940 N Beltline Rd

Cyber/Wireless Access
FedEx Kinko’s (8, 9)

Drug Stores/Pharmacies (National)
12. CVS, 934 E Irving Blvd
13. CVS, 1333 S Story Rd
14. CVS, 410 W Rochelle Rd
15. CVS, 2222 N Story Rd
16. CVS, 5500 N MacArthur Blvd
17. CVS, 3401 W Walnut Hill Ln
18. Walgreens, 1050 W Shady Grove Rd
19. Walgreens, 1330 N Belt Line Rd
20. Walgreens, 3400 N Belt Line Rd
21. Walgreens, 5310 MacArthur Blvd
22. Walgreens, 10001 N MacArthur Blvd

Hardware Stores (National)
23. The Home Depot, 3200 W Irving Blvd
24. The Home Depot, 8555 Home Depot Dr
25. Lowe’s, 3500 W Airport Frwy

Hospitals
26. Baylor Medical Center at Irving
27. Irving Coppell Surgical Hospital
28. Las Colinas Medical Center

Retailers (National)
29. Target, 3333 W Airport Frwy
30. Target, 7845 N MacArthur Blvd
31. Wal-Mart Supercenter, 4100 W Airport Frwy
32. Wal-Mart Supercenter, 1635 Market Place Blvd
Essential Services

Event professionals working away from home will find easy access to the wide range of essential services from the brand names you know and need most often: hardware stores, print and sign shops, 24-hour pharmacies, hospitals, general retail, and of course, that late night cup of coffee.

Additionally, Irving offers a wide range of “home-owned” resources. Let us know what you’re looking for, and we’ll provide you the most updated and comprehensive resource list.

Coffee/WiFi Spots

**JavaMeUp**
401 Cimarron Tr, Irving 75063
(972) 409-6838
Hours: Monday to Saturday 7 am to 9 pm and Sunday 9 am to 7 pm.

**Starbucks Belt Line at I-635**
8450 N Belt Line Rd, Irving 75063
(972) 506-0577
Hours: Monday to Sunday 5 am to 10 pm.

**Starbucks Las Colinas Village**
5904 N MacArthur Blvd #160, Irving 75039
(972) 556-9871
Hours: Monday to Sunday 5 am to 11 pm.

**Starbucks MacArthur**
7979 N MacArthur Blvd, Irving 75063
(972) 444-9021
Hours: Monday to Sunday 5 am to 11 pm.

**Starbucks Story at Hwy 183**
2501 W Airport Frwy, Irving 75062
(972) 570-2491
Hours: Monday to Sunday 5 am to 10 pm.

FedEx Kinko’s

- 841 MacArthur Park, Irving 75063
  (972) 263-0042
  Fax: (972) 263-0798
  Hours: Open 24 hours

- 3201 W Airport Frwy #100, Irving 75062
  (972) 570-5110
  Fax: (972) 257-0409
  Hours: Monday to Friday 7 am to 11 pm and Saturday and Sunday 9 am to 9 pm.

FedEx Office Ship Center

- 5455 N MacArthur Blvd, Irving 75038
  (972) 518-2390
  Hours: Monday to Friday 9 am to 8:30 pm.

Minuteman Press

940 N Beltline Rd #133, Irving 75061
(972) 313-3428
Fax: (972) 313-3817
Hours: Monday to Friday 8:30 am to 5:30 pm.

Cyber/Wireless Access

FedEx Kinko’s

- 841 MacArthur Park, Irving 75063
  (972) 263-0042
  Fax: (972) 263-0798
  Hours: Open 24 hours

- 3201 W Airport Frwy #100, Irving 75062
  (972) 570-5110
  Fax: (972) 257-0409
  Hours: Monday to Friday 7 am to 11 pm, and Saturday and Sunday 9 am to 9 pm.

Copies/Signs

**FASTSIGNS**

- 4070 N Belt Line Rd #114, Irving 75038
  (972) 255-2022
  Fax: (972) 570-3111
  Hours: Monday to Friday 8 am to 5 pm.

- 7017 W John Carpenter Frwy, Dallas 75247
  (214) 267-0600
  Fax: (214) 267-0608
  Hours: Monday to Friday 9 am to 6 pm and Saturday 10 am to 2 pm.
Drug Stores/Pharmacies (National)

CVS
- 934 E Irving Blvd, Irving 75060
  (972) 579-0211
  Drive-Through Pharmacy
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 8 am to 6 pm and Sunday 10 am to 6 pm.
- 1333 S Story Rd, Irving 75060
  (972) 986-8588
  Drive-Through Pharmacy
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.
- 410 W Rochelle Rd, Irving 75062
  (972) 258-6015
  Drive-Through Pharmacy
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.
- 2222 N Story Rd, Irving 75062
  (972) 255-4155
  Drive-Through Pharmacy
  Pharmacy Hours: Open 24 hours.
- 5500 N MacArthur Blvd, Irving 75038
  (972) 518-1325
  Drive-Through Pharmacy
  Pharmacy Hours: Open 24 hours.
- 3401 W Walnut Hill Ln, Irving 75038
  (972) 443-0683
  Drive-Through Pharmacy
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.

Walgreens
- 1050 W Shady Grove Rd, Irving 75060
  (972) 253-8160
  (972) 254-0305
  Drive-Through Pharmacy
  Hours: Monday to Sunday 7 am to 12 midnight.
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.
- 1330 N Belt Line Rd, Irving 75061
  (469) 417-0943
  Pharmacy: (469) 417-0358
  Drive-Through Pharmacy
  Hours: Monday to Sunday 7 am to 12 midnight.
  Pharmacy Hours: Monday to Friday 9 am to 9 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.
- 3400 N Belt Line Rd, Irving 75062
  (972) 594-1648
  Hours: Open 24 hours
  Pharmacy: (972) 594-1648
  Drive-Through Pharmacy
  Pharmacy Hours: Monday to Sunday 8 am to 10 pm.
- 5310 N MacArthur Blvd, Irving 75038
  (972) 753-6506
  Drive-Through Pharmacy
  Hours: Monday to Friday 6 am to 12 midnight and Saturday to Sunday 8 am to 12 midnight.
  Pharmacy Hours: Monday to Friday 9 am to 9 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.
- 10001 N MacArthur Blvd, Irving 75063
  (972) 501-9202
  Drive-Through Pharmacy
  Hours: Monday to Sunday 7 am to 12 midnight.
  Pharmacy Hours: Monday to Friday 8 am to 10 pm, Saturday 9 am to 6 pm and Sunday 10 am to 6 pm.

Hardware Stores (National)

The Home Depot
- 3200 W Irving Blvd, Irving 75061
  (972) 513-2400
  Hours: Monday to Saturday 6 am to 10 pm and Sunday 8 am to 8 pm.
- 8555 Home Depot Dr, Irving 75063
  (972) 506-3006
  Hours: Monday to Saturday 6 am to 10 pm and Sunday 8 am to 8 pm.

Lowe's
3500 W Airport Frwy, Irving 75062
(972) 983-0170
Hours: Monday to Saturday 6 am to 10 pm and Sunday 8 am to 8 pm.

Hospitals

Baylor Medical Center at Irving
1901 N MacArthur Blvd, Irving 75061
(972) 579-8100
baylorhealth.com

Baylor Surgical Hospital at Los Colinas
400 W I-635 at MacArthur Blvd, Irving 75063
(972) 868-4000
ic-sh.com

Las Colinas Medical Center
6800 N MacArthur Blvd, Irving 75039
(972) 969-2000
lascolinasmedical.com
Essential Services

Retailers (National)

Target
- 3333 W Airport Fwy, Irving 75062
  (972) 252-9888
  Hours: Monday to Saturday 8 am to 10 pm and Sunday 8 am to 9 pm.
- 7845 N MacArthur Blvd, Irving 75063
  (972) 506-9924
  Hours: Monday to Saturday 8 am to 11 pm and Sunday 8 am to 10 pm.
  Pharmacy: (972) 869-0474
  Pharmacy Hours: Monday to Friday 9 am to 9 pm and Saturday and Sunday 9 am to 6 pm. Closed for lunch 1:30 pm to 2 pm.

Wal-Mart Supercenter
- 4100 W Airport Fwy, Irving 75061
  (972) 313-0707
  Pharmacy: (972) 313-0701
  Pharmacy Hours: Monday to Friday 9 am to 9 pm, Saturday 9 am to 7 pm and Sunday 10 am to 6 pm. Closed for lunch 1:30 pm to 2 pm.
- 1635 Market Place Blvd, Irving 75063
  (214) 574-4517
  Pharmacy: (214) 574-4522
  Pharmacy Hours: Monday to Friday 9 am to 9 pm, Saturday 9 am to 7 pm and Sunday 10 am to 6 pm. Closed for lunch 1:30 pm to 2 pm.