



## Customer Services

Customer Services Guide

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Essential Services

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](http://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.



# Customer Services Guide



## 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](http://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 Wylie 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
- Galleria
- 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



The Palace of Wax/Ripley's Believe It Or Not!

### 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

- NRH<sub>2</sub>O 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](http://irvingtexas.com).



ICVB Logo – PMS 5395

ICVB Logo – 1 Color CMYK



ICVB Logo – PMS 5395 & 410

ICVB Logo – 2 Color CMYK



ICVB Logo – Black



ICVB Logo – Reversed



ICVB Helio Mustangs Black



ICVB Helio Mustangs Reversed



ICVB Solid Mustangs Black



ICC Logo Horizontal – PMS WG10 & Black

ICC Logo Horizontal – 2 Color CMYK



IRVING CONVENTION CENTER AT LAS COLINAS

ICC Logo Vertical – PMS WG10 & Black

ICC Logo Vertical – 2 Color CMYK



ICC Logo Horizontal – Grayscale



IRVING CONVENTION CENTER AT LAS COLINAS

ICC Logo Vertical – Grayscale



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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 out our website at [irvingtexas.com](http://irvingtexas.com).

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



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- 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



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# Promotional Support

- 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)



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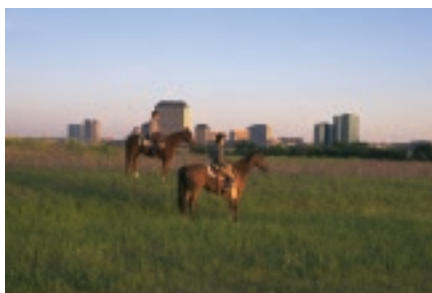
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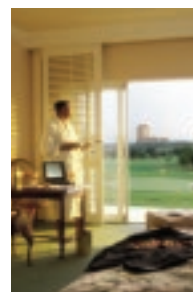
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- 19. Mustangs at Sunset
- 20. Mustangs of Las Colinas
- 21. Mustangs at Night
- 22. Las Colinas Flower Clock
- 23. Mandalay Canal
- 24. Gondola Adventures
- 25. Gondola Adventures Vertical (v)
- 26. Las Colinas Polo Club (v)
- 27. Las Colinas Equestrian 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. Campi3n Trails
- 37. National Scouting Museum



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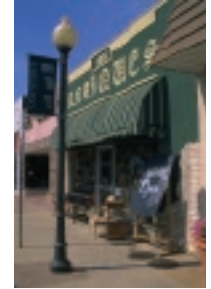
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## Coffee/WiFi Spots

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.

### 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.

#### 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.

## 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

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



## Retailers (National)

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### Target

- 3333 W Airport Frwy, 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 Frwy, 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.