

## Hilton Chicago

## Meeting & Event Resource Guide

Our goal is to be the Best to Do Business With. There are various stages when we interact with you, the customer. They are: solicitation and marketing, sales and booking, pre-planning, on-site and post-event. Through each of these stages, we focus on the following touch points: creativity, consistency, communication, flexibility and image.

To aid you in the planning process, we have compiled the following hotel information. It is a pleasure to assist you with coordinating the many details that are necessary for making the perfect meeting, convention or event a success. Please note that all pricing is subject to change.

We look forward to supporting you in planning a successful event.

Hilton Chicago 720 South Michigan Avenue Chicago, IL 60605

<u>www.Hilton.com</u> www.hiltonfamilychicago.com

## **Table of Contents**

## **General Information**

- Hotel Overview
- Suite Information and Descriptions
- Dining Information with Restaurant Descriptions
- Hotel Shop(s) Information

## **Function Space and Banquets**

- Function Space Diagrams with specification
- Catering Menus available separately

## **Resource Information**

• Hotel specifics listed alphabetically

#### **Forms**

- Credit Application
- Credit Card Authorization
- Electrical Form
- Internet Form
- Phone Form
- Planning Checklist
- Room Re-Key Form
- Shipping Form

## **GENERAL INFORMATION**

The Hilton Chicago hotel has achieved an unprecedented fusion of historic luxury and contemporary amenities. When you first step into our magnificent lobby, with its grand scale and splendid detail, you might think you've transported back to the early 20th Century, when great hotels were built with marble and granite, not glass and steel. An ideal location. With our position on renowned Michigan Avenue, virtually everything to see and do in Chicago is only a short walk or cab ride away. Just a few blocks away is LaSalle Street, the heart of the Financial District.

Each of our 1,544 spacious guest rooms provide unrivaled comfort. All are richly appointed with classic cherry furnishings, and many more have two bathrooms, complete with gleaming brass fixtures and exquisite Italian marble. Then there's the Executive Level, a hotel within a hotel, expressing the quintessence of luxury. Here, guests are provided with a lavish array of personalized services plus a separate registration area and private concierge.

A city within a city. With our range of amenities and services, you never have to leave the hotel. Dining options include Kitty O'Sheas, featuring authentic Irish food, spirits, and entertainment and Lakeside Green, an elegant lounge overlooking Michigan Avenue; and the Pavilion, our casual dining establishment located directly across from the Hotel Registration.

## **FUNCTION SPACE AND BANQUETS**

The Hilton Chicago, with over 234,000 square feet of functional meeting, banquet and exhibition space is truly the nation's premier meeting and convention hotel.

The Grand Ballroom features over 12,000 square feet of uninterrupted space for your main sessions or elegant banquets. Mirrored accents, 34 foot tall ceilings and gorgeous chandeliers highlight this exquisite ballroom.

Adjoining the Grand Ballroom is the International Ballroom, our largest space, which can comfortably accommodate 2,400 guests in theater seating or 1,800 in banquet seating. The four Exhibit Halls can accommodate any trade show or exhibition imaginable. Over 119,000 square feet of dedicated, versatile space is located on one floor and easily accessible by freight elevators for easy loading and unloading.

In 2001, the Northwest Hall was renovated to the tune of \$1.8 million. In addition to exhibits, it can also accommodate five separate meeting rooms with pre-function space, registration and catered events. This meeting space is appointed with decorative carpet, painted soffits and neutral patterned wall covering on the partitions, creating a feeling of individual rooms. The lighting allows for dimming of all rooms to accommodate audio-visual presentations along with individual sound systems.

Catering Menus available via the following website: Hilton Chicago Catering Website

## **RESOURCE INFORMATION**

Advertising Opportunities

**Affiliates** 

Airline Information

**Amenities** 

Americans with Disabilities Act (ADA)

Audio/Visual

**Automated Teller Machines** 

**Baby-Sitting Services** 

Banks

Banquet Beverage Selection

Banquet Equipment

Banquet Menu Selection

Banquet Terms and Conditions

Bell Services

Billing

Box Lunches

**Business Center** 

**Bus/Bus Companies** 

Car Rental Agencies

Cash Paid Outs

Cash Paying Guests

Celebrity/ Dignitary Visits

**Check Cashing Privileges** 

Check-In and Checkout

Coffee Maker

Concierge

**Convention Center** 

Credit Cards

Credit Policy

Decorations

Destination Management Companies (DMC)

Deposits

Diagrams

**Dietary Requirements** 

Dine Around

Directions to the Hotel

Drug Stores

Dry Cleaning

eEvents

Electrical

Elevators

**Emergency Procedures** 

**Environmental Commitment** 

**Exhibits** 

Fax Machines

Fax Numbers

Fire Codes

Fitness Center

Flags

Floral/Florist

Food Donations

Freight Elevator

Gift Certificates

Gift Ideas

Gratuities

Group Reservations Identification Program (GRIP)

Group Check-In, Arrival and Departures

Guest List Manager

Guest Rooms

**Guest Room Deliveries** 

Guest Service Hotline

Hair Salon

HHonors

**Hospitality Desks** 

**Hospitality Suites Functions** 

Hotel Facts/History

Housekeeping

In Conjunction With (ICW's)

Indemnification

In-Room Dining

**Internet Services** 

**Key Cards** 

**Key Hotel Contacts** 

Kiosks

Kosher

Labor

Laundry/Valet

Limousine Services

Linen Selection

Liquor Laws

**Local Information** 

Lost and Found

Luggage Storage

Manager on Duty (MOD)

Mail Services

Master Accounts

Medical Facilities/Services

Meeting Room Capacities

Meeting Room Deliveries

Meeting Room Rental

Meeting Room Set Standard

Music/Musicians

Natura Water

Newspapers/Publications

Office Equipment/Supplies

Package Room

Parking

Personalized Group Web Page

Pets (policies)

Pools

**Post-Convention Meeting** 

Post Event Report

Posting of Events

Pre-Convention Meeting

**Printing Services** 

Pyrotechnics

Radios/Pagers/Nextels

Registration Assistance

Reservations (RAPID!)

Restaurants/Lounges

Restaurant Reservations

Restrooms

Resumes

Ropes/Stanchions

Safes/Safety Deposit Boxes

Security

Shipping and Receiving

Signage/Banners

Site Inspection/Pre-planning

Smoking

Sound System

Special Meal Requests

Storage

Suites

Taxes

Taxicabs

**Team Member Recognition** 

Telephones/Telecommunications

Trash Removal

Tuxedo/Formalwear

Vendors

Voice Mail

Weather

Wheelchairs

Wired Payment

Worship Services

## **ADVERTISING OPPORTUNITIES**

The hotel offers groups and their affiliate's opportunities to sponsor/advertise during the specified dates of the meeting/exhibit. Your Event Services manager will provide detailed information and can discuss other ideas not listed below:

- Logo products, e.g., keycards, cocktail napkins, to go lunch boxes, etc.
- Video Channel
- Plasma Screens
- Banners/Signage

**Back to Resource Information** 

#### **AFFILIATES**

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space will work directly with our Event Services Department. All meeting space, if available, will be at the hotel's normal prevailing room rental rates and will be subject to the hotel's standard contract terms and conditions.

A listing of all affiliates should be sent to the hotel no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering/Event Services Department to set up food, beverage and billing arrangements.

Back to Resource Information

## AIRLINE INFORMATION

| <u>Airline</u>           | <u>Nationwide</u> |
|--------------------------|-------------------|
| Aero Mexico              | 1-800-237-6639    |
| Air Canada               | 1-888-247-2262    |
| Air France               | 1-800-237-2747    |
| Air India                | 1-800-223-7776    |
| Air Jamaica              | 1-800-523-5585    |
| Air New Zealand          | 1-800-262-1234    |
| Air Tran                 | 1-800-247-8726    |
| Alaska Airlines          | 1-800-252-7522    |
| All Nippon Airways       | 1-800-235-9262    |
| American Airlines        | 1-800-433-7300    |
| America West Airlines    | 1-800-428-4322    |
| Austrian Airlines        | 1-800-843-0002    |
| British Airways          | 1-800-247-9297    |
| Cathay Pacific Airways   | 1-800-233-2742    |
| Continental Airlines     | 1-800-523-3273    |
| Delta                    | 1-800-221-1212    |
| Frontier                 | 1-888-269-8379    |
| Japan Airlines           | 1-800-525-3663    |
| Jet Blue                 | 1-800-538-2583    |
| KLM Royal Dutch Airlines | 1-800-221-1212    |
| Korean Air               | 1-800-438-5000    |
|                          |                   |

| Lufthansa                    | 1-800-645-3880 |
|------------------------------|----------------|
| Midwest Airlines             | 1-800-452-2022 |
| Northwest (Domestic)         | 1-800-225-2525 |
| Northwest (International)    | 1-800-447-4747 |
| Qantas                       | 1-800-227-4566 |
| Royal Jordanian              | 1-800-223-0470 |
| Singapore Airlines           | 1-800-742-3333 |
| Southwest Airlines           | 1-800-435-9792 |
| Swiss International Airlines | 1-877-359-7947 |
| United Airlines              | 1-800-864-8331 |
| US Air                       | 1-800-428-4322 |
| Varig                        | 1-800-468-2744 |
| Virgin Atlantic              | 1-800-821-5438 |

## **Airport Information**

When taking public transportation to from O'Hare International Airport: Take CTA BLUE LINE TRAIN (TO 54TH/CERMAK) to JACKSON/DEARBORN. Take CTA BUS # 7 HARRISON EASTBOUND to CONGRESS PLAZA & MICHIGAN. Walk 0.1 mile S to 720 S MICHIGAN AVE.

Cab fare is approximately \$40.00 - \$45.00 one way and drive time can range from 45 minutes to an hour.

When taking public transportation from **Midway Airport**:

Take CTA ORANGE LINE TRAIN (ORANGE LINE - CLOCKWISE) to STATE/VAN BUREN CTA (BRN/ORNG/PRPL).

Take CTA BUS # 62 ARCHER SOUTHBOUND from VAN BUREN & STATE.

Arrive: BALBO & STATE. Walk 0.2 mile E to 720 S MICHIGAN AVE.

Cab fare is approximately \$30.00 - \$35.00 one way and drive time is approximately 35-45 minutes.

O'Hare International Airport and Midway International Airport Web Sites click here.

For Airport Shuttle Information and reservations please click here.

Back to Resource Information

## **AMENITIES**

The Room Service department is happy to service your group gift and amenity needs. You may choose from the list of amenities below or advise your Catering/Event Manager of your specific preferences or budgeting guidelines.

All amenity pricing excludes state sales tax, gratuity, and delivery fee. Room service gratuity is currently 21%. For a standard delivery, the fee is \$4.25.

| Fruit Amenity – Assortment of Seasonal Fresh Fruit (serves 1-2 guests)   | \$20 |
|--|------|
| Cheese Amenity – Assortment of Three Cheeses, Dried Fruits and Water Crackers (serves 1-2 guests)  | \$30 |
| <b>Fruit &amp; Cheese Amenity</b> – Assortment of Seasonal Fresh Fruit, Three Cheeses, Dried Fruits and Water Crackers (serves 2-4 guests) | \$45 |
| Sweet & Spicy Snack Tray – Wasabi Peanuts, White Chocolate Espresso Beans, Sonoma Mix, Milk Chocolate Raisins, Hot & Spicy Mix             | \$35 |
| <b>Sweet Dream Amenity</b> – Assortment of Two Dessert Shooters, Two Chocolate Covered Strawberries, Three Assorted Dessert Tarts          | \$30 |
| Romance Amenity – Choice of Sparkling Wine or Champagne, Four Chocolate Truffles, Six Chocolate Covered Strawberries                       | \$65 |
| Kid's Candy Amenity – Jelly Bellies, Sour Patch Kids, Construction Candy   | \$25 |
| Amenity of the Month or Season – Seasonal Themed Amenity, Ask your Event Manager for Details   | ТВА  |

#### **Back to Resource Information**

## **AMERICANS WITH DISABILITIES (ADA)**

The Hotel represents that the Hotel facilities being rented or reserved by you including guest rooms, common areas and transportation services are, and will be, in substantial compliance with applicable public accommodation obligations under the Americans with Disabilities Act. You agree that one week in advance of your event; you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space. You agree that you will be responsible for the procurement and payment of all charges for any and all auxiliary aids. We will, upon your request, furnish you with the names of businesses you can contact to obtain these aids. You also agree to be responsible for compliance with the ADA in the set up and conduct of meetings for your event.

#### Back to Resource Information

#### **AUDIO/VISUAL**

Presentation Services Audio Visual boasts many years of experience in the field of audio visual to your meeting at the Hilton Chicago and is our onsite preferred vendor. Please contact Presentation Services (PSAV) directly at (312) 663-6524.

## **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located on the lobby level of the Hilton Chicago next to the elevator banks to the guest rooms. There are also ATM locations in Chicago at all major bank locations.

Back to Resource Information

#### **BABY-SITTING SERVICES**

The fees for babysitting services vary by vendor and holiday rates may also apply. Direct payment is required to the vendor. No room charges or master billing for babysitting services is permitted. None of the babysitting agencies are affiliated with the hotel, and as such, the hotel is not responsible for the services rendered by these agencies.

A listing of individual babysitting services is available from our Concierge Desk by dialing Extension 4151.

For Convention related Child Care services please contact the below:

Kiddie Corp National Headquarters 8961 Complex Drive San Diego, CA 92123 858-455-1718 – phone 858-455-5841 – fax info@kiddiecorp.com – email www.kiddiecorp.com

Back to Resource Information

#### **BANKS**

CHASE 🗅

850 S Wabash Chicago, IL 60605 (312) 922-3930 Directions



231 S. La Salle St. Chicago, IL 60604 <u>Driving Directions</u> Hours and Phone Number

## **BANQUET BEVERAGE SELECTION**

The Hilton Chicago offers a choice of standard and premium beverages on banquet bars. The following is a list of beverages currently offered by our beverage department for banquets. As the availability of some of the items vary, this list may or may not be complete and is subject to change. Specialty items are available upon request.

#### **Liquor Brands**

|          | Premium                | Platinum Brands                 |
|----------|------------------------|---------------------------------|
| Vodka    | Absolut or Stolichnaya | Belvedere or Grey Goose         |
| Gin      | Tanqueray or Beefeater | Bombay Sapphire or Tanqueray 10 |
| Rum      | Bacardi Select         | Bacardi Select                  |
| Scotch   | Dewar's or Cutty Sark  | Chivas or Johnny Walker Black   |
| Bourbon  | Jim Beam               | Maker's Mark or Jack Daniels    |
| Canadian | Canadian Club          | Crown Royal                     |

#### Cordials

A variety of cordials are available for the perfect ending to your event. Please contact your Catering/Event Manager to obtain the most current listing.

#### Beer

We serve a large selection of domestic and imported beers.

#### Wine

A large wine selection is available to compliment your reception or dinner. Please refer to your catering menu for our most updated listing of offerings.

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers and wines. Blended drinks and champagne by the glass are available upon request.

Back to Resource Information

#### **BANQUET EQUIPMENT**

Items in our banquet inventory are for your use at no additional charge. Any equipment requested not in inventory, which have associated costs, will be passed on to your group.

Please note the hotel carries very limited quantities of the following item:

High Boys

Please note the hotel does not carry the following item:

• Round 30" Tables

For more information on banquet equipment, please see your Catering/Event Manager.

## BANQUET MENU SELECTION

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 90 days prior to your conference date. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

Specialty and theme parties may be designed to meet your particular needs. Special meal requests can be accommodated. Please advise your Catering/Event Manager in advance with any special dietary requirements. Catering Menus available via the following website: Hilton Chicago Catering Website

Back to Resource Information

## HILTON BANQUET GUIDELINES

- 1. GUARANTEE OF ANTICIPATED REVENUE: A final confirmation or "guarantee" of your anticipated number of guests is required by 12:00 noon, (3) business days before any function. If this guarantee is not received, the original guarantee will be used. The maximum set will be 3% above the guarantee, not to exceed 30 guests. Increases in guarantees within 72 hours are subject to approval and to additional delivery fee charges. The hotel will make every effort to provide an equivalent menu item.
- **2. SERVICE CHARGE/TAXES:** A service charge, administrative fee and applicable taxes will be added to all prices and are subject to change.
- **3. UNFORSEEN PRICE INCREASES:** All prices are subject to increase due to unforeseen increases in operational expenses related to your function. Such increases may result from, but are not limited to: increases in food and beverage costs, labor costs, taxes and/or reasonable substitutions of menu items.
- **4. ALCOHOLIC BEVERAGES:** Hilton Chicago is governed by the Illinois State Division of Alcohol and Tobacco and does not permit any alcoholic beverages to be brought onto the property from any outside source.
- **5. CITY OF CHICAGO SMOKING ORDINANCE:** Smoking is prohibited in all public areas and meeting/banquet rooms.
- **6. DECORATIONS:** Arrangements for floral, linens, etc. can be made through Eved Services, our in-house special events company. All decorations must meet the approval of the Chicago Fire Department (no open flame candles/no helium balloons).
- **7. COAT CHECK:** We will arrange for host-sponsored or C.O.D Checkroom service for your event at a rate of \$2.00 per coat/item with a \$200.00 minimum per attendant.
- **8. SERVICE RATIOS:** Standard double-sided breakfast buffets will serve 200 guests in one hour. Double-sided lunch and dinner buffets will serve 150 guests in one hour. An additional 20% menu price surcharge will apply for additional lines. Should you require additional servers for plated meal functions, additional fees will be quoted by your Catering/Event Manager. Bartenders are staffed one per 100 attendees for Hosted Bars; Ticket Bars are staffed one per 200 attendees. Cashiers are required for all Tickets Bars and are staffed at one per 200 attendees.

- **9. PROMOTIONAL CONSIDERATIONS:** We have the right to review and approve any advertisements or promotional materials in connection with your function which specifically reference the Hilton name or logo. Hilton does not offer or accept any terms or conditions which provide commissions, rebates, HHonors points or other forms of compensation related to revenue for food, beverage, room or equipment rental.
- 11. CONDUCT OF EVENT: Group agrees to comply with all applicable federal, state and local laws including health and safety codes and federal anti-terrorism laws and regulations including compliance with the provisions of 29 CFR part 470, and our rules, copies of which are available from the hotel's sales department. Group agrees to cooperate with Hotel and any relevant governmental authority to ensure compliance with such laws. You assume full responsibility for the conduct of all persons in attendance at your event and for any damage done to any part of our premises during the time of your event. Should you require any rigging services for this event, all such services must be arranged through the Hotel and you will be responsible for all costs associated therewith.

**Back to Resource Information** 

#### **BELL SERVICES**

Our bell services department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and golf bag handling/storage. Porterage charges will be set forth in your contract. The current rate is \$4.00 per bag, and is subject to change. Departure notices and bag pulls should be coordinated with our Bell Captain. Room distribution prices are as follows:

\$2.00 per piece in front of the door, \$2.25 per piece under the door, \$4.00 per piece in the room

There will be an additional \$1.00 per piece charge if the same organization needs to add an additional piece to what they are delivering. Any oversized items – call for a quote.

**Back to Resource Information** 

#### **BILLING**

Should you require a master account for billing purposes, please complete and return our credit application. Upon approval, master accounts will be assigned per your instructions. Please be sure to advise your Catering/Event Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily review with the Group Billing Coordinator.

Back to Resource Information

## **BOX LUNCHES**

Box lunches are available through your Catering Manager. We can help you create your own customized lunch. If you wish to order box lunches for your group, your Catering/Event Manager will arrange the order for you and provide delivery to your specified location on the property.

## **BUSINESS CENTER**

Whatever your business needs, they can all be accommodated through our in-house FedEx Kinko's located at the South end of our hotel lobby near the 8th Street Entrance. FedEx includes a self-service vestibule accessible 24 hours with your guest room key card for simple printing/copying needs.

FedEx Office Business Center 720 S. Michigan Avenue Chicago, IL 60605 Hotel Extension: 4160

Phone: 312-663-1149 Fax: 312-663-1341



Hours of Operation Monday - Friday: 7:00am - 7:00pm Saturday: 8:00am - 5:00pm Sunday: 8:00am - 5:00pm Latest Express Drop Off Monday - Friday: 6pm Saturday: 4pm Sunday: No Pick Up Latest Ground Drop Off Monday - Friday: 6pm Saturday: No Pick Up Sunday: No Pick Up

#### **Back to Resource Information**

## **BUS/BUS COMPANIES**

Eved Services, our in-house preferred vendor, can assist you in arranging offsite transportation.

Eved Services Hilton Chicago 720 South Michigan Avenue, 4<sup>th</sup> Floor Chicago, IL 60605 312-786-6267 www.eved.com

Back to Resource Information

#### **CAR RENTAL AGENCIES**

Following are the three Hilton Chicago preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 720 S. Michigan Avenue (Hotel Lobby) Chicago, IL 60605 312-588-0903 (local); 800-654-3131 (toll free) M-F 07:00AM-05:30PM; Sat 07:00AM-12:00PM; Sun Closed

Avis Rent-A-Car 214 N Clark St (Clark & Wacker) Chicago, IL 60601

312-782-6825 (local); 800-331-1212 (toll free)

Mon-Fri 06:30AM-08:30PM; Sat 08:00AM-04:00PM; Sun 07:00AM-08:00PM

Budget Rent-A-Car 714 South Wabash Chicago, IL 60605

312-960-3100 (local); 800-527-0700 (toll free)

Mon-Fri 07:00AM-05:30PM; Sat 08:00AM-12:00PM; Sun 09:00AM-12:00PM

Back to Resource Information

## **CASH PAID OUTS**

Please contact your Catering/Events Manager for specific inforamtion regarding a paid out.

Back to Resource Information

## **CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Hilton Chicago will require full payment in advance for room and tax charges. In addition, there will be a \$100.00 per day refundable deposit for incidental charges. If the guest does not wish to establish credit for incidental charges, the guest room phone will be restricted to room-to-room calls. All room folio charges from the Food and Beverage outlets and movie charges will also be restricted.

Back to Resource Information

## **CELEBRITY/DIGNITARY VISITS**

Rest assured your celebrities or dignitaries will be treated with the utmost confidentiality. Your Catering/Event Manager is happy to work with you to accommodate any needs you have.

Back to Resource Information

#### CHECK CASHING PRIVILEGES

Hotel guests may cash checks at the Front Office. The check must be imprinted with the guest's name and address and made out to Hilton Chicago. Identification will be required along with a major credit card.

Personal check cashing is limited to \$100.00 per day.

Meetings that require checks cashed on site will require prepayment of the total amount 14 business days prior to the group arrival. All checks must be made payable to the Hilton Chicago. Third party checks cannot be accepted due to banking regulations.

## CHECK-IN AND CHECKOUT

Hotel check-in is 3:00pm and checkout is 11:00am. All guests arriving before 3:00pm will be accommodated as rooms become available. Our Guest Service Department can arrange to check luggage for those guests arriving early when rooms are not available. For departing guests, Coat/Luggage Check is typically located at the 8th Street Entrance to the Hotel. Please check the Daily Events for any change in Coat Check location.

#### **Early Departure**

Your guests will have the opportunity to confirm their departure date at check-in. Once this departure date has been confirmed, there will be a one night's room and tax early departure fee assessed in the event the guest departs prior to their confirmed departure date.

#### **Late Departure**

Late checkouts are available upon request and subject to availability. Please contact the Front Desk directly to discuss availability and associated fees.

## **Zipout Checkout**

With zipout checkout, your room folio is provided at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 4345 to check-out. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be stored at our Coat Check, typically located at the 8<sup>th</sup> Street Entrance to the Hotel. Please check the Daily Events for any change in Coat Check location.

#### Kiosks

The Hilton Chicago offers a complimentary Kiosk to print airline boarding passes. Our kiosks are user friendly and located adjacent to the Concierge desk.

**Back to Resource Information** 

## **COFFEE MAKER**

Each of the 1544 guest rooms and suites is complimented with in room self service coffee makers for your convenience.

**Back to Resource Information** 

#### **CONCIERGE**

Our award winning Concierge is available to assist you with a variety of activities in the Chicagoland area. Please dial extension 4151 for concierge assistance.

**Back to Resource Information** 

## **CONVENTION CENTER MCCORMICK PLACE**

McCormick Place 2301 S. Lake Shore Drive Chicago, Illinois 60616 Phone: 312-791-7000 Fax: 312-791-6543

www.mccormickplace.com

TRAVEL TIME: 5-7 MINUTES

Cab Fare: \$8-10 one way

**Back to Resource Information** 

## **CREDIT CARDS**

The Hilton Chicago accepts most major credit cards including:

- Visa
- MasterCard
- American Express
- Discover

Back to Resource Information

#### **CREDIT POLICY**

Unless you have established credit in advance with us, you will pay the entire contract price in cash or by certified check at least three business days prior to your function or by personal bank check two weeks prior to your function. If you would like to establish credit, please contact your Catering/Event Manager.

Back to Resource Information

## **DECORATIONS**

Please contact your Catering/Event Manager for a description of items available as well as complete party package menus. We are happy to suggest ideas on novel favors, souvenir menus, printed programs, creative ice carvings, theme food presentations, and room accent decor and specialty linens. Pleased note the Hilton Chicago does not permit open flame or Helium balloons.

We are not responsible for any loss or damage to property belonging to you or your attendees and do not maintain insurance covering it. All displays and/or decorations will be subject to our written approval and we reserve the right to contract and charge for hotel staff to provide the labor for any installations or removals of such.

Back to Resource Information

## **DESTINATION MANAGEMENT COMPANIES (DMC)**

Preferred vendors that have successfully worked with the hotel are listed below for your reference.

Eved Services Hilton Chicago 720 South Michigan Avenue, 4th Floor Chicago, IL 60605 312-786-6267 www.eved.com

Back to Resource Information

### **DEPOSITS**

Required group Cash Deposits are outlined in your sales contract. Cash Deposits may be made at anytime throughout your stay and placed to your master account balance. Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in.

**Back to Resource Information** 

## **DIAGRAMS**

Diagrams are available on our website or personalized diagrams can be arranged by contacting your Catering/Event Manager.

Back to Resource Information

## **DIETARY REQUIREMENTS**

Our Chef will provide meals for your attendees with special dietary requirements. Please advise your Catering/Event Manager in advance if a special meal is required.

Back to Resource Information

#### DINE AROUND

Dine Arounds for your group can be scheduled through Eved Services.

Eved Services Hilton Chicago 720 South Michigan Avenue, 4<sup>th</sup> Floor Chicago, IL 60605 312-786-6267 www.eved.com

Back to Resource Information

#### **DIRECTIONS TO THE HOTEL**

From O'Hare and Midway Airports:

## O'Hare International Airport

Total Est. Time: 28 minutes Total Est. Distance: 19.20 miles



1:

Start out going NORTHEAST.

0.8 miles

| <b>198</b>      | 2: | Merge onto I-190 E toward CHICAGO LOOP.  | 3.0 miles  |
|-----------------|----|--|------------|
| 58              | 3: | I-190 E becomes I-90 E / KENNEDY EXPY E.   | 13.6 miles |
| 51H-I<br>EXIT   | 4: | Take the EISENHOWER EXPY / I-290 W / CONGRESS PKWY exit- EXIT 51H-I- toward WEST SUBURBS / CHICAGO LOOP. | 0.1 miles  |
| 51I<br>EXIT     | 5: | Take the CONGRESS PKWY exit- EXIT 51I- on the LEFT toward CHICAGO LOOP.                                  | 0.3 miles  |
| 290             | 6: | Merge onto I-290 E / EISENHOWER EXPY E.  | 0.3 miles  |
| 1               | 7: | I-290 E / EISENHOWER EXPY E becomes W CONGRESS PKWY.   | 0.6 miles  |
| $ \rightarrow $ | 8: | Turn RIGHT onto S MICHIGAN AVE.  | 0.1 miles  |
| END             | 9: | End at <b>Hilton &amp; Towers Chicago:</b><br>720 S Michigan Ave, Chicago, IL 60605, US                  |            |

Total Est. Time: 28 minutes Total Est. Distance: 19.20 miles



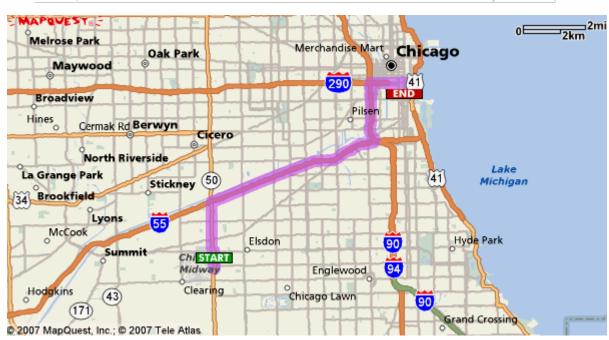
Start: Chicago O'Hare International Airport (ORD): 773-686-2200

10000 Bessie Coleman Dr, Chicago, IL, 60666, US

End: **Hilton Chicago:** 312-922-4400 720 S. Michigan Avenue, Chicago, IL 60605, US

## **Midway International Airport**

|             | 1: Start out going SOUTH on S CICERO AVE / IL-50 S toward W 59TH ST.   | 0.2 miles |
|-------------|--|-----------|
| NORTH<br>50 | 2: Make a U-TURN at W 59TH ST onto IL-50 N / S CICERO AVE  | 2.2 miles |
| 'EE'        | 3: Merge onto I-55 N / STEVENSON EXPY N.   | 4.8 miles |
| <b>93</b>   | <b>4:</b> Merge onto I-90 W / I-94 W / DAN RYAN EXPY W via EXIT 292A toward WISCONSIN.                           | 2.2 miles |
| 51H<br>EXIT | <b>5:</b> Take the EISENHOWER EXPY / I-290 W exit- EXIT 51H- toward WEST SUBURBS / CONGRESS PKWY / CHICAGO LOOP. | 0.4 miles |
| 250         | <b>6:</b> Merge onto I-290 E / EISENHOWER EXPY E toward CONGRESS PKWY / CHICAGO LOOP.                            | 0.5 miles |
| 1           | 7: I-290 E / EISENHOWER EXPY E becomes W CONGRESS PKWY.  | 0.6 miles |
| <b>(-)</b>  | 8: Turn RIGHT onto S MICHIGAN AVE.   | 0.1 miles |
| END         | 9: End at Hilton & Towers Chicago:<br>720 S Michigan Ave, Chicago, IL 60605, US                                  |           |
|             | Total Est. Time: 20 minutes Total Est. Distance: 11.41 miles   |           |



Start: Chicago Midway International Airport (MDW): 773-838-0600 5700 S Cicero Ave, Chicago, IL 60638, US

#### End: **Hilton Chicago:** 312-922-4400 720 S. Michigan Avenue, Chicago, IL 60605, US

#### Back to Resource Information

## **DRUG STORES**

Walgreens Store Phone: 312-212-1583

2 E. Roosevelt Road Location: NEC of State & Roosevelt

Chicago, IL 60605 www.walgreens.com

Hours: M-F 7am - 12am; Sat 7am - 12am; Sun 8am - 12am

Pharmacy Hours: M-F 8am - 10pm; Sat 9am - 5pm; Sun 10am - 6pm

**CVS/Pharmacy** Store Phone: 312-697-0021

520 S. State Street Location: SEC of State & Congress

Chicago, IL 60605 www.cvs.com

Hours: M-F 7am - 12am; Sat 7am - 12am; Sun 7am - 8pm

Pharmacy Hours: M-F 7am - 9pm; Sat 9am - 5pm; Sun 9am - 5pm

#### **Back to Resource Information**

## **DRY-CLEANING – SEE LAUNDRY/VALET**

Laundry services are available by dialing extension 53. Garments picked up prior to 9:00am are returned to guests that evening. Garments picked up after 9:00am will be returned the following day.

Please note that there is no service on the following holidays: Thanksgiving and Christmas.

Back to Resource Information

#### **eEVENTS**

eEvents is Hilton Family's online booking channel for small groups and meetings. Meetings of up to (50) people can be booked via eEvents.

e-events.hilton.com

Back to Resource Information

#### **ELECTRICAL**

The Engineering Department provides assistance with all your sound, lighting mechanical and electrical needs. Please contact your Catering/Event Manager to secure power and/or labor services.

A complete production package is also available through your Catering/Event Manager. Back to Resource Information

## **ELEVATORS**

The Hilton Chicago hotel has 14 guest elevators located on the lobby level. In addition, there are 2 parking garage elevators located in the parking garage at the Porte Cochere entrance on Balbo and Wabash.

**Back to Resource Information** 

## **EMERGENCY PROCEDURES**

The Hilton Chicago is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

- The hotel internal emergency number is 55 which can be dialed from any house phone.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number 55 will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5-7 minutes from the hotel.
- Our Security Department, as well as several managers, are trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest Emergency Room/Hospital:

# Northwestern Memorial Hospital (312) 926-2000

www.nmh.org 251 E Huron St # 676-72 Chicago, IL 60611

**Back to Resource Information** 

## **ENVIRONMENTAL COMMITMENT**

At Hilton Worldwide, protecting the Environment is a top priority. Hilton has developed a comprehensive company-wide policy to promote responsible business practices that promote sustainability. The Hilton Chicago has received several awards and certifications for our efforts in sustainability, please contact your Catering/Event Manager for more details.

## **EXHIBITS**

Please request the hotel's Exhibit Resource Guide from your Catering/Event Manager.

Back to Resource Information

#### **FAX MACHINES**

Fax machines may utilized in the 24-Hour guest room key card accessible FedEx Office vestibule Business Center located in the Lobby of the Hotel.

Back to Resource Information

## FAX NUMBERS

 For Guests:
 312-922-5240

 Catering/Event office:
 312-663-6538

 Sales office:
 312-422-1412

 Reservations office:
 312-663-6538

Back to Resource Information

#### FIRE CODES

The following are a few general regulations that typically fall under local fire authorities' specifications. They should be considered when planning and coordinating space, decorations, etc., in the ballrooms and meeting rooms, as well as all other applicable laws, codes, and regulations.

Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles or corridors shall be maintained leading directly to every exit and shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel. The aisle needs to be as wide as or wider than the exit to which they are leading.

There will not be any setup permitted in front of any exit doors. Staggering of dining tables is not permitted. All room sets must be in compliance with the local Fire Department regulations pertaining to occupancy load, mandatory aisles and ceiling clearance fire exits. Any event which has vehicle displays, fog machines, fueled cooking demonstrations, laser exhibits (including tabletop) or extensive productions with staging and props must have a certified permit from the local Fire Marshall. All associated fees for permits, floor plan approval and stand-by fire watch are your responsibility and final approved copies must be received at least three days prior to the event.

Every required exit, exit access or exit discharge shall be continuously maintained free of all obstructions or impediments to full instant use of fire or other emergency.

No furnishings, decorations, or other objects shall be placed so as to obstruct exits, access thereto, egress there from, or visibility thereof.

Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.

No open flame devices shall be used in any meeting rooms. When necessary for ceremonial or religious purposes, the fire marshal having jurisdiction may permit open flame lighting under such restrictions as are necessary to avoid danger of ignition of combustible materials or injury to occupants.

Any furnishings, decorations, and stage settings shall be fire retardant treated and must display certificate of proof. Local fire authorities in advance of event set-up shall approve all extensive production plans.

Distance between tables must be equal to or greater than the required aisle width plus 19" for chairs on one or 38" for chairs on both sides.

It is ultimately the group's responsibility to ensure that your event complies with all applicable laws, including, but not limited to fire and safety codes, rules and regulations.

**Back to Resource Information** 

#### FITNESS CENTER

The full-service health club completely renovated in September 2008, available to guests for a small fee, is housed in a bright, spacious room with state-of-the-art cardio equipment and weight-training machines. The indoor pool, complete with palm trees, poolside food service, two spas and a sundeck offers a wonderful place to relax. Locker rooms, a tanning bed, and a sauna are also available and our property is surrounded by a running track.

## Hours of Operation:

Monday – Thursday: 5:00am-9:00pm Friday: 5:00am-10:00pm Saturday: 6:00am-10:00pm Sunday: 6:00am-9:00pm

**Back to Resource Information** 

## **FLAGS**

Our Banquet Department currently has several United States flags. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

Back to Resource Information

## **FLORAL/FLORIST**

Eved Services is our florist featuring florals and plants. They can provide beautiful table and buffet centerpieces for your special event. Their hours are 8:30am-5:30pm daily.

Please contact Eved Services extension 6267 for further information, or consult your Catering/Event Manager for assistance with a proposal for your special event.

Back to Resource Information

#### FOOD DONATIONS

Hilton is committed to assist our communities in the effort to alleviate hunger in this country. Our hotels often have prepared food available from over-production that can be donated to charitable organizations for service to their constituencies. We ask you to cooperate with us in this endeavor.

Back to Resource Information

#### FREIGHT ELEVATOR

| <u>r keig</u> | HIELEVATOR       |                |             |             |
|---------------|------------------|----------------|-------------|-------------|
| #25           | Freight Elevator | Loading Dock   |             |             |
|               | Dimensions:      | 9' 5" wide     | 9' 6" high  | 27' long    |
|               | Door way:        | 9' wide        | 9' 6" high  |             |
|               | Capacity:        | 20,000 lbs.    |             |             |
|               |                  |                |             |             |
| #28           | Freight Elevator | Northwest Hall |             |             |
|               | Dimensions:      | 12' 5" wide    | 9' 10" high | 26' 9" long |
|               | Door way:        | 9' 10" wide    | 12' 5" high |             |
|               | Capacity:        | 20,000 lbs.    |             |             |

| #27 | Freight Elevator | Southwest Hall |         |             |
|-----|------------------|----------------|---------|-------------|
|     | Dimensions:      | 11' 10" wide   | 9' high | 26' 6" long |
|     | Door way:        | 11' 10" wide   | 9' high |             |
|     | Capacity:        | 20,000 lbs.    |         |             |

| Serv | ice Elevators | Floors 3B - 14 |         |             |
|------|---------------|----------------|---------|-------------|
|      | Entrance      |                |         |             |
|      | Dimensions:   | 5' wide        | 7' high |             |
|      | Elevator      |                |         |             |
|      | Dimensions:   | 5' wide        | 7' high | 6' 10" long |
|      | Capacity:     | 3,000 lbs.     |         |             |

## South entrance between the Southeast and Southwest Halls Clearance: 9' 10" wide 6' 10" high

| Back hall between the Northwest and Southwest Halls |            |            |         |  |  |  |  |  |
|---|------------|------------|---------|--|--|--|--|--|
|   | Clearance: | 5' 6" wide | 8' high |  |  |  |  |  |

**Back to Resource Information** 

#### **GIFT CERTIFICATES**

A gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase through Catering Department and are designated for restaurants, lounges, logo shops and guest room charges. Gift certificates are not honored at our retail shops; however, purchases may be made in certain retail

shops and signed to the guest room. A gift certificate can be used as a credit to the guest room account. Please contact your Catering/Event Manager for further details.

**Back to Resource Information** 

## **GIFT IDEAS**

http://www.hiltontohome.com/ - The Hilton Serenity Collection

http://www.hilton.corplogoware.com/?rep=hilton - Olympic Merchandise

http://www.waldorfcollection-hotelsathome.com/home.html - The Waldorf Collection

**Back to Resource Information** 

## **GRATUITIES**

Informally known as tipping, in the United States tipping is voluntary. Tips are supposed to be rewarded for services performed as well as a supplement to an employee's income (gratitude). Recommendations for housekeeping - \$1.00-2.00 per day, Bellman - \$1.00 per bag and discretionary for above and beyond services provided for you. *Disclosure:* all gratuities not outlined in the contract are discretionary.

Back to Resource Information

## **GROUP RESERVATIONS IDENTIFICATION PROGRAM (G.R.I.P.)**

Manage room blocks proactively with automated cross-reference of group registration lists against hotel reservations.

- Automates the process of all reservations booked within or around an associated group block
- Reduces exposure to attrition
- Ability to monitor booking pace
- No charge it's FREE

Back to Resource Information

## GROUP CHECK-IN, ARRIVALS AND DEPARTURES

The 8<sup>th</sup> Street Entrance has a specially designed group entrance to accommodate the needs of your group. It has a semi covered entrance and ample room for bus loading and unloading. It is also conveniently located near the ballrooms and meeting rooms. This area may be reserved and set up for satellite check-in and convention registration, depending on your arrival pattern.

All coach arrivals will be directed to the group entrance, as the front entrance becomes easily congested and large movements can be more efficiently accommodated at the group entrance.

Your guests will be asked to remit credit or a cash deposit upon arrival for their incidental charges, unless we have agreed to accept a letter of guarantee from your organization, and it is on file at time of check-in.

If your guests are arriving via group transportation and an arrival manifest has been supplied, we will be happy to have assign rooms in advance. If your guests will be arriving at scattered times throughout the day with no transportation arrangements made or arrival manifest, we will assign rooms on a first-come, first-serve basis.

**Back to Resource Information** 

#### **GUEST LIST MANAGER**

An on-line tool provided by Hilton to group customers that allows them to manage their group's reservations on-line and provides on-line guest list information.

Guest List Manager

**Back to Resource Information** 

## **GUEST ROOMS**

The hotel's current bedding breakdown is as follows: 560 King; 924 Doubles.

Illinois state law and local enforcement of national fire codes mandate that there is a maximum of four guests per room (adults/children).

Hilton is pleased to present "The Serenity Collection", today's premier bedding package including pillow top mattress and luxury linens. Did you enjoy your night's sleep? Visit <a href="http://www.hiltontohome.com/">http://www.hiltontohome.com/</a> to order your own Serenity bed.

Back to Resource Information

## **GUEST ROOM DELIVERIES**

Bell Services delivers non-food or packaged deliveries to the guest rooms. The charge for deliveries is as follows: under the door - \$2.00 per item deliveries outside of a guest room door - \$2.25 per envelope slid underneath a guest room door - \$4.00 per item placed inside the guest room. Our Front Office can also distribute envelopes to your group attendees as they check-in for \$1.00 per envelope.

Back to Resource Information

## **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 50. A hotel operator will direct your needs to the appropriate hotel contact.

## HAIR SALON

Basia Hair Design
720 South Michigan Avenue
Hilton Chicago
Lower Lobby
Chicago, IL 60605
Extension: 4254
Monday – Friday – 9:00am-6:00pm
Saturday – 9:00am-5:00pm
www.basiahairdesign.com

**Back to Resource Information** 

#### **HHONORS**

Please notify the Front Desk that you are a HHonors member upon check-in so you may receive points for your stay with us.

Back to Resource Information

#### HOSPITALITY DESKS

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance through your Catering/Event Manager.

**Back to Resource Information** 

## **HOSPITALITY SUITES FUNCTIONS**

Please contact our Hospitality Department/Catering Department to arrange for in Suite entertaining by dialing extension 6225.

Back to Resource Information

#### HOTEL FACTS/HISTORY

The following is a fact sheet for the Hilton Chicago:

This hotel was destined to be different. From the start, its founding father, James W. Stevens, envisioned a rather ambitious undertaking. His plan was simply this: to create the world's largest hotel – to build a hotel which would be large enough and capable of providing the world's most extensive convention facilities for a half century or more.

In May of 1927, Mr. Stevens' dream became a reality. The Stevens opened its impressive doors...It measured 28 stories, boasted 3,000 luxurious rooms, 5 subbasements, an 18 hole roof-top golf course with real grass, a three story laundry, its own hospital and a 1,200 seat theatre with "talking motion picture" equipment. Two "Towers"

floors were dedicated to some of the most magnificent guest rooms ever created with luxuries and amenities that were to set industry standards for years to come.

Today, Hilton Chicago is one of the best examples of traditional Grand Hotel architecture brought into the best interpretation of contemporary hospitality.

Convenient for delegates to major city-wide conventions, as well as tourists who desire to be amongst the city's attractions and business travelers who need the access to the bustling commerce of the loop.

#### Back to Resource Information

#### HOUSEKEEPING

Daily housekeeping services, which consist of general cleaning, take place between 8:30am and 5:00pm. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your Catering/Events Manager.

The suggested housekeeping gratuity is \$1.00 per day. Some groups may have the gratuity rate predetermined in the contract and billed to the master account.

Each guest room is provided with several special service amenities either at no charge or for a nominal fee. These items include: an iron and ironing board, coffee makers, hairdryers, in-room safe, bath/shower amenities, and extra pillows. Additional bedding available for children: cribs and rollaways. Please note there is a maximum of four persons (including children) allowed per room.

#### Back to Resource Information

## **IN CONJUNCTION WITH (ICW'S)**

Any group hosting an In-Conjunction with Event is solely responsible for all charges and activities. The hosting convention must authorize all arrangements for meeting space, assignments, food, beverage, etc.

Groups meeting in conjunction with a conference, but not part of the official convention program who require meeting space and separate billing, are subject to credit approval. All meeting space, if available, will be at the hotel's normal prevailing room rental rates and will be subject to the hotel's standard contract terms and conditions.

A listing of all ICW's should be sent to the hotel no later than 90 days prior to the actual event, so that they can be individually contacted by the Catering Department to set up food, beverage and billing arrangements.

#### Back to Resource Information

## **INDEMNIFICATION**

To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless the Hotel, Hilton, and the Owner, and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney's fees), arising out of or connected with

your function, except those claims arising out of the sole negligence or willful misconduct of the hotel.

Back to Resource Information

## **IN-ROOM DINING**

Our In-room Dining is open daily from 5:30am-1:00am for breakfast, lunch, dinner, snacks and beverage service. In-Room Dining can be reached at extension 52 in-house.

A variety of amenities are also available through room service.

Room service gratuity is 21% and is posted automatically on all checks. There is also a delivery fee of \$4.25 per order.

**Back to Resource Information** 

## **INTERNET SERVICES**

The Hilton Chicago provides numerous Internet Services. Hilton Worldwide is our Internet Service Provider for all guests' networks and will answer any questions concerning your system. Should you like to arrange internet service for your group, please contact your Catering/Event Manager.

Back to Resource Information

#### **KEY CARDS**

Please contact your Catering/Event Manager if you would like keys to any of your meeting, office, or hospitality rooms. If you wish to have a lock changed there will be a \$125.00 charge per core/per room and you may be required to sign a hold harmless agreement. Customized guest room key cards for your group are an excellent way to market your organization and can be ordered through your Catering/Event Manager.

**Back to Resource Information** 

#### **KEY HOTEL CONTACTS**

The Hilton Chicago's Executive Committee consists of the following people:

General Manager John Wells, 6507

Hotel Manager Damien McArdle, 6519 Director of Food & Beverage Michelle Lee, 6913 Director of Finance Andrew Finn, 6536 Director of Rooms Jennifer Bergeson, 6503 Mario Garcia, 6995 **Executive Chef** Craig McCarthy, 6982 Director of Housekeeping Director of Sales Alison Wallace, 7342 Edward Chen, 6917 Director of Catering Director of Events / Kathy Heneghan, 6511

**Executive Assistant Manager** 

#### **Back to Resource Information**

#### KIOSKS

The Hilton Chicago offers a complimentary Kiosk to print airline boarding passes conveniently located near the Concierge desk in the North end of the Lobby.

Back to Resource Information

#### **KOSHER**

We offer a variety of Kosher Meals to our guests. Please ask your Catering/Event Manager for Kosher suggestions.

Back to Resource Information

#### **LABOR**

The Hilton Chicago is represented by a number of local unions. Please contact your Catering/Event Manager for specific information.

Back to Resource Information

## LAUNDRY/VALET - SEE DRY CLEANING

Complete laundry services are also available by dialing extension 53 in-house. Garments picked up prior to 9:00am are returned to guests the same evening. Garments picked up after 9:00a.m., will be returned the following day.

Please note that there is no service on the following holidays: Thanksgiving Day, and Christmas Day.

Back to Resource Information

## LIMOUSINE SERVICES

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Eved Services is our preferred service and can be reached at 312-786-6267.

**Back to Resource Information** 

#### **LINEN SELECTION**

White table linens and napkins are available for your various functions. If you desire specialty linen, or would like quotes on theme-coordinated linens and chair covers, please consult your Catering/Event Manager.

Back to Resource Information

#### LIQUOR LAWS

The State of Illinois has strict liquor laws that must be followed by the Hilton Chicago. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that

were purchased by the Hilton Chicago, no group may bring in their own alcohol to be served. The legal drinking age in Illinois is 21.

Your Catering/Event Manager may provide a copy of some of the applicable State of Illinois liquor laws upon request.

Back to Resource Information

### **LOCAL INFORMATION**

Please click on the below link for activities that are located close to the Hilton Chicago:

Things to do, Chicago attractions, and more

Back to Resource Information

## **LOST AND FOUND**

It is the policy of Hilton Hotels Corporation to make every effort to return any found property to its rightful owner. All found property in the hotel will be recorded, stored, and disposed of, whether it is found in a guestroom, public space, or any other area of your hotel. We will make every attempt to determine the legitimate owner and return the found property. If the owner cannot be determined within ninety days (or other time period specified by local law), the found property will be disposed of in accordance with the state law. If no local or state law exists, or these agencies decline involvement, the property shall be returned to the finder. This policy does not apply to minor items found on the property such as a toothbrush, ladies hosiery, cigarettes, etc.

Back to Resource Information

#### **LUGGAGE STORAGE**

Based upon availability, a banquet/meeting room may be set aside to store hand carry luggage for individuals leaving later in the day. It is requested that the travel staff supervise these items, as they will be stored at your own risk.

Back to Resource Information

#### MANAGER ON DUTY (M.O.D.)

For your convenience, a manager on duty is available 24 hours a day, 7 days a week and can be accessed via the guest service hotline at extension 50.

**Back to Resource Information** 

#### MAIL SERVICES

Stamps are for sale, and our Parcel Center offers shipping services. Our Parcel Center, located on the Lower Lobby, offers overnight and large shipment services to meet all of your needs.

# MASTER ACCOUNTS See Sales Agreement

Back to Resource Information

## MEDICAL FACILITIES/SERVICES

Medical Services facilities nearby:

## **Northwestern Memorial Hospital** (312) 926-2000

www.nmh.org

251 E Huron St # 676-72

Chicago, IL 60611

Open 24 hours a day
\*\*Travel time from the hotel is about 10 minutes\*\*

Back to Resource Information

## **MEETING ROOM CAPACITIES**

|                           | Total Sq Ft |                    | Ceiling Ht | Classroom  | Theater   | Banquet 10C | onference | U-Shape | H-Square | 10 x 10's |
|---------------------------|-------------|--------------------|------------|------------|-----------|-------------|-----------|---------|----------|-----------|
| Astoria Room              | 1518        | 33.33' x<br>46.25' | 8.5        | 51         | 100       | 90          | 36        | 0       | 0        | 0         |
| Boulevard A               | 1152        | 38.75' x<br>30.67' | 9          | 54         | 100       | 80          | 28        | 0       | 0        | 0         |
| Boulevard B               | 928         | 30.67              | 9          | 54         | 96        | 60          | 28        | 0       | 0        | 0         |
| Boulevard C               | 1216        | 38.83' x<br>30.67' | 9          | 60         | 130       | 80          | 34        | 0       | 0        | 0         |
| Boulevard Foyer           | 1080        | 34' x 30.08'       | 9          | 0          | (         | 0           | 0         | 0       | 0        | 0         |
| Boulevard Room A, B and C | 3296        | 30.67              | 9          | <u>201</u> | 380       | 220         | 0         | 0       | 0        | 0         |
| Conference Room 4A        | 480         | 14.75' x<br>31.25' | 8.07       | <u>27</u>  | <u>50</u> | <u>30</u>   | <u>28</u> | 0       | 0        | 0         |
| Conference Room 4B        | 432         | 15.67' x<br>26.08' | 8          | 21         | 43        | 30          | 22        | 0       | 0        | 0         |
| Conference Room 4C        | 728         | 13' x 51.92'       | 8.17       | 45         | 50        | 50          | 40        | 0       | 0        | 0         |
| Conference Room 4D        | 960         | 40.92' x<br>23.83' | 8.07       | 45         | 85        | 50          | 34        | 0       | 0        | 0         |
| Conference Room 4E        | 462         | 26' x 14.75'       | 8          | 24         | 50        | 30          | 22        | 0       | 0        | 0         |
| Conference Room 4F        | 680         | 16.83              | 8.07       | 24         | 50        | 30          | 22        | 0       | 0        | 0         |
| Conference Room 4G        | 448         | 29.17' x<br>15.92' | 8          | 21         | 45        | 30          | 22        | 0       | 0        | 0         |
| Conference Room 4H        | 368         | 23.08' x<br>15.67' | 7.92       | 18         | 45        | 20          | 22        | 0       | 0        | 0         |
| Conference Room 4I        | 322         | 23.17' x<br>14.42' | 7.92       | 18         | 36        | 5 20        | 16        | 0       | 0        | 0         |
| Conference Room 4J        | 375         | 24.83' x           | 7.92       | 18         | 32        | 20          | 22        | 0       | 0        | 0         |

|  |       | 14.83'              |      |             |             |             |           |   |   |   |
|--|-------|---------------------|------|-------------|-------------|-------------|-----------|---|---|---|
| Conference Room 4K                     | 600   | 39.08' x<br>14.92'  | 7.92 | 33          | 63          | 40          | 34        | 0 | 0 | 0 |
| Conference Room 4L                     | 435   | 29 67' v            | 7.75 | 24          | 43          | 30          | 22        | 0 | 0 | 0 |
| Conference Room 4M                     | 765   | 44.08' x<br>17.17'  | 7.92 | 45          | 80          | 50          | 40        | 0 | 0 | 0 |
| Conference Room 5A                     | 260   | 20.08' x 15'        | 7.75 | 12          | 18          | 20          | 14        | 0 | 0 | 0 |
| Conference Room 5B                     | 260   | 20.83' x<br>14.92'  | 7.82 | 12          | 18          | 20          | 14        | 0 | 0 | 0 |
| Conference Room 5C                     | 312   | 19.33' x<br>12.67'  | 7.75 | 12          | 18          | 20          | 14        | 0 | 0 | 0 |
| Conference Room 5D                     | 312   | 19.75' x<br>12.58'  | 7.75 | 12          | 18          | 20          | 14        | 0 | 0 | 0 |
| Conference Room 5E                     | 299   | 25.25' x<br>14.42'  | 7.57 | 18          | 25          | 20          | 20        | 0 | 0 | 0 |
| Conference Room 5F                     | 336   | 24.92' x<br>15.42'  | 7.75 | 18          | 30          | 30          | 20        | 0 | 0 | 0 |
| Conference Room 5G                     | 322   | 14.25' x<br>23.67'  | 7.67 | 18          | 36          | 20          | 20        | 0 | 0 | 0 |
| Conference Room 5H                     | 375   |                     | 7.75 | 21          | 32          | 30          | 20        | 0 | 0 | 0 |
| Conference Room 5I                     | 299   |                     | 7.57 | 18          | 25          | 20          | 20        | 0 | 0 | 0 |
| Conference Room 5J                     | 322   |                     | 7.75 | 18          | 36          | 20          | 20        | 0 | 0 | 0 |
| Continental A                          | 3360  | 46' x 70.92'        | 11   | 210         | 380         | 300         | 52        | 0 | 0 | 0 |
| Continental B                          | 3360  | 46.67' x<br>70.92'  | 11   | 210         | 380         | 300         | 52        | 0 | 0 | 0 |
| Continental C                          | 3360  | 46.83' x<br>70.92'  | 11   | 210         | 380         | 300         | 52        | 0 | 0 | 0 |
| Continental Foyer                      | 3600  | 139.08' x<br>28.33' | 14   | 0           | 0           | 0           | 0         | 0 | 0 | 0 |
| Continental Room A, B and C            | 10080 | 140.17' x<br>70.92' | 11   | <u>630</u>  | <u>1200</u> | <u>900</u>  | 0         | 0 | 0 | 0 |
| Grand Ballroom                         | 12640 | 164.75' x<br>79.67' | 34   | <u>801</u>  | <u>1400</u> | <u>1100</u> | 0         | 0 | 0 | 0 |
| Grand Ballroom<br>Balcony              | N/A   | 164.75' x<br>79.67' | 21   | 0           | 100         | 160         | 0         | 0 | 0 | 0 |
| Grand Ballroom Foyer                   | 2494  | 86' x 28.83'        | 18   | 0           | 0           | 0           | 0         | 0 | 0 | 0 |
| Grand Tradition Room                   | 1432  | 70.25' x<br>21.75'  | 9.32 | 0           | 0           | 30          | 20        | 0 | 0 | 0 |
| International Ballroom North           | 13395 | 94.5' x 137'        | 23   | 855         | 1500        | 1060        | 0         | 0 | 0 | 0 |
| International Ballroom North and South | 21996 | 155.5' x<br>137'    | 23   | <u>1380</u> | <u>2450</u> | <u>1880</u> | 0         | 0 | 0 | 0 |
| International Ballroom South           | 8601  | 61' x 137'          | 23   | 450         | 920         | 680         | 0         | 0 | 0 | 0 |
| Joliet Room                            | 1058  | 22.83' x<br>46.33'  | 7.25 | 50          | 120         | 90          | 36        | 0 | 0 | 0 |
| Lake Erie                              | 1178  | 37.75' x<br>28.75'  | 7.92 | 75          | 130         | 100         | 34        | 0 | 0 | 0 |
| Lake Huron                             | 930   | 26.33               | 7.57 | 54          | 108         | 80          | 28        | 0 | 0 | 0 |
| Lake Michigan                          | 1240  | 39.92' x<br>29.42'  | 7.92 | 75          | 140         | 110         | 36        | 0 | 0 | 0 |
| Lake Ontario                           | 930   | 29' x 29'           | 8.07 | <u>54</u>   | <u>108</u>  | <u>80</u>   | <u>28</u> | 0 | 0 | 0 |

| Marquette Room                | 2015  | 64.58' x<br>29.83'   | 7.92 | 126        | 250        | 170        | 46        | 0   | 0   | 0   |
|-------------------------------|-------|----------------------|------|------------|------------|------------|-----------|-----|-----|-----|
| McCormick<br>Boardroom        | 595   | 37.58' x<br>15.25'   | 7.75 | 0          | 0          | 0          | 22        | 0   | 0   | 0   |
| Mobley Room                   | 1872  | 58' x 33.83'         | 8.5  | 70         | 100        | 80         | 40        | 0   | 0   | 0   |
| Normandie Lounge              | 3640  | 130.25' x<br>26.5'   | 24   | 0          | 0          | 250        | 0         | 0   | 0   | 0   |
| Northeast Exhibit Hall        | 4200  | 168' x 250'          | N/A  | 0          | 0          | 0          | 0         | 0   | 0   | 0   |
| PDR1                          | 640   | 39.33' x<br>16.25'   | 7.42 | 36         | 50         | 50         | 32        | 0   | 0   | 0   |
| PDR2                          | 1120  | 38.58' x<br>28.25'   | 7    | 72         | 160        | 80         | 34        | 0   | 0   | 0   |
| PDR3                          | 600   | 39.42' x<br>15.25'   | 7.17 | 36         | 70         | 50         | 32        | 0   | 0   | 0   |
| PDR4                          | 1647  | 50.42' x 24'         | 7.17 | 51         | 50         | 50         | 32        | 0   | 0   | 0   |
| PDR5                          | 360   | 14.75' x<br>24.58'   | 7.42 | 21         | 30         | 20         | 16        | 0   | 0   | 0   |
| PDR6                          | 360   | 15.5' x<br>24.33'    | 7.42 | 21         | 30         | 20         | 16        | 0   | 0   | 0   |
| PDR7                          | 336   | 14' x 24.33'         | 7.42 | <u>21</u>  | <u>30</u>  | <u>20</u>  | <u>16</u> | 0   | 0   | 0   |
| Pullman Boardroom             | 510   | 29.33' x<br>16.75'   | 7.92 | 0          | 0          | 0          | 20        | 0   | 0   | 0   |
| Southeast Exhibit Hall        | 29906 | 194.67' x<br>142.33' | 12.5 | 0          | 0          | 0          | 0         | 0   | 0   | 96  |
| Southwest Exhibit Hall        | 34884 | 164.5' x<br>162'     | 11   | 0          | 0          | 0          | 0         | 0   | 0   | 130 |
| Northwest Hall                |       | 195' x 200'          | 12   | 700        | 1250       | 2000       | 0         | 0   | 0   | 0   |
| Northwest Hall 1              | 3844  | 55' x 62'            | 12   | 180        | 350        | 300        | 40        | 50  | 60  | 129 |
| Northwest Hall 1 and 2        | 6762  | 137' x 46'           | 12   | 360        | 700        | 320        | 40        | 50  | 60  | 0   |
| Northwest Hall 1, 2, 3, and 4 | 20727 | 137' x 141'          | 12   | 895        | 1230       | 1045       | 145       | 175 | 210 | 0   |
| Northwest Hall 1, 2, and 3    | 14700 | 137' x 100'          | 12   | 495        | 975        | 830        | 115       | 140 | 170 | 0   |
| Northwest Hall 2              | 3772  | 82' x 46'            | 12   | 180        | 350        | 300        | 40        | 50  | 60  | 0   |
| Northwest Hall 2 and 3        | 6688  | 82' x 100'           | 12   | 340        | 700        | 525        | 50        | 60  | 70  | 0   |
| Northwest Hall 3              | 2916  | 54' x 54'            | 12   | 160        | 325        | 275        | 40        | 50  | 60  | 0   |
| Northwest Hall 3 and 4        | 5130  | 54' x 95'            | 12   | 285        | 475        | 475        | 65        | 80  | 95  | 0   |
| Northwest Hall 4              | 2214  | 54' x 41'            | 12   | 140        | 275        | 225        | 30        | 35  | 40  | 0   |
| Northwest Hall 5              | 3965  | 65' x 61'            | 12   | 200        | 400        | 320        | 40        | 50  | 60  | 0   |
| Waldorf Room                  | 3456  | 46.42' x<br>71.17'   | 9.07 | <u>177</u> | <u>400</u> | <u>290</u> | <u>46</u> | 0   | 0   | 0   |
| Williford A                   | 2108  | 34.42' x<br>62.17'   | 7.82 | 102        | 180        | 160        | 40        | 0   | 0   | 0   |
| Williford B                   | 2108  | 35.33' x<br>62.17'   | 7.82 | 51         | 50         | 50         | 40        | 0   | 0   | 0   |
| Williford C                   | 2976  | 47.42' x<br>62.17'   | 7.82 | 150        | 300        | 280        | 46        | 0   | 0   | 0   |
| Williford Room A, B<br>and C  | 7192  | 117.83' x<br>62.17'  | 7.82 | 300        | 700        | 650        | 0         | 0   | 0   | 0   |

#### **Back to Resource Information**

#### MEETING ROOM DELIVERIES

For small exhibits, when a drayage company is not being used, standard boxes or packages to and from the exhibit area will be delivered by the Parcel Center staff. For a specific quote please contact your Catering/Event Manager for additional information.

Back to Resource Information

## MEETING ROOM RENTAL

Please refer to your Sales Agreement

**Back to Resource Information** 

#### MEETING ROOM SET STANDARD

Basic meeting room set up in complimentary and includes the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens or pencils
- Lectern

Depending upon the extent of the setup requirements, additional charges may be incurred. Please contact your Catering/Event Manager for miscellaneous/electrical charge price sheets. All meeting rooms are set non-smoking.

Back to Resource Information

#### MUSIC/MUSICIANS

Eved Services, our onsite preferred vendor, has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact Eved Services at (312)786-6267 for a specific quote.

Back to Resource Information

#### **NATURA WATER**

The Natura Water system is an environmentally friendly alternative to the waste associated with conventional water service provided for meetings. As one of the only eco-friendly water solutions on the market today, Natura plays a key role in helping our customers achieve their Green and sustainable initiatives. The Natura System eliminates the waste of energy and water produced by traditional water service and helps to reduce the carbon impact of Hilton Chicago.

This system allows us to reduce our energy use, cut back on water waste, and provide better tasting water. It's proprietary filtration technology, which uses both "high tech" active carbon filters and a UV radiation chamber, removes bacteria, eliminates impurities while retaining healthy, thirst-quenching minerals. This water service is provided in water stations throughout

your meeting space and is accompanied by cups made from corn that will decompose in 60 days in a landfill. Cost is \$1.00 per person, per day.

Back to Resource Information

## NEWSPAPERS/PUBLICATIONS

Newspapers available in our Gift Shop are:

- New York Times
- Chicago Tribune
- Chicago Sun Times
- Financial Times
- USA Today

They are delivered to the Gift Shop at 6:00am daily.

**Back to Resource Information** 

## **OFFICE EQUIPMENT/SUPPLIES**

Whatever your business needs, they can all be accommodated through our in-house FedEx Kinko's located at the South end of our hotel lobby near the 8th Street Entrance. FedEx includes a self-service vestibule accessible 24 hours with your guest room key card for simple printing/copying needs.

FedEx Office Business Center 720 S. Michigan Avenue Chicago, IL 60605 Hotel Extension: 4160

Phone: 312-663-1149 Fax: 312-663-1341



Hours of Operation

Monday - Friday: 7:00am - 7:00pm

Saturday: 8:00am - 5:00pm

Sunday: 8:00am - 5:00pm

Sunday: No Pick Up

Sunday: No Pick Up

Back to Resource Information

#### PACKAGE ROOM

The Parcel Center, located in the Lower Lobby will handle all shipping and receiving to/from the hotel. Shipping, receiving and delivery fees may apply. Please contact your Catering/Event Manager for current hours of operation and price list.

**Back to Resource Information** 

## **PARKING**

The Hilton Chicago offers self-parking on premise. Self-parking is \$43.00 and Valet is \$55.00.

If you are planning a large movement or delivery of rental cars for a specific group event or activity, please advise your Catering/Event Manager so that specific parking may be reserved.

**Back to Resource Information** 

## PERSONALIZED GROUP WEB PAGE

POG is a personalized web page for your attendees to book reservations directly online.

- Available at all Hilton Family properties
- Customize with your program
- Customize with your logo
- No charge it's FREE

## Personalized Online Group Page

**Back to Resource Information** 

## PETS (POLICY)

The Hilton Chicago is a pet-friendly Hotel. Please notify the Front Office that your pet will be accompanying you and they can make all necessary arrangements as well as notify you of any additional fees.

Back to Resource Information

## **POOLS**

The Hilton Chicago offers an indoor pool located on the 8<sup>th</sup> Floor within the Fitness Center. This amenity is provided complimentary to all guests.

Back to Resource Information

## **POST-CONVENTION MEETING**

We encourage our customers to meet with our Hotel Manager and Director of Events during or after the meeting to provide and review feedback. Your Catering/Event Manager will coordinate a convenient time.

Back to Resource Information

#### POST EVENT REPORT

For meetings/conventions with more than 100 rooms on peak night, your Catering/Event Manager will complete a Post Event Report. This report details room pick-up and food and beverage revenues and will be sent to you at the conclusion of your program.

#### Back to Resource Information

## POSTING OF EVENTS

All Events will be posted unless otherwise specified.

**Back to Resource Information** 

## PRE-CONVENTION MEETING

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Catering/Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 30 minutes to one hour).

Please note that for smaller groups, a smaller more personalized meeting may be set up involving key operational department heads.

Back to Resource Information

#### PRINTING SERVICES

All printing needs can be accommodated through FedEx Kinko's located at the South end of our hotel lobby near the 8th Street Entrance. FedEx includes a self-service vestibule accessible 24 hours with your guest room key card for simple printing needs.

FedEx Office Business Center 720 S. Michigan Avenue Chicago, IL 60605 Hotel Extension: 4160

Phone: 312-663-1149 Fax: 312-663-1341



Hours of Operation

Monday - Friday: 7:00am - 7:00pm

Saturday: 8:00am - 5:00pm

Sunday: 8:00am - 5:00pm

Sunday: No Pick Up

Sunday: No Pick Up

Latest Ground Drop Off

Monday - Friday: 6pm

Monday - Friday: 6pm

Saturday: No Pick Up

Sunday: No Pick Up

**Back to Resource Information** 

#### **PYROTECHNICS**

The use of pyrotechnics is strictly prohibited with in the Hilton Chicago.

Back to Resource Information

#### RADIOS/PAGERS/NEXTELS

We can assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Catering/Event Manager for more information.

#### Back to Resource Information

## **REGISTRATION ASSISTANCE**

If additional staffing is needed for your activity or hospitality desk, please consult with your Catering/Event Manager. Registration attendants are easily scheduled with sufficient notice.

Back to Resource Information

# RESERVATIONS RAPID! RESERVATIONS AUTOMATED PROCESSING INPUT AND DELIVERY SYSTEM

Expedited reservation processing straight from your rooming list into our system.

- Eliminates dual entry process
- Accurate and efficient reservations
- Supports 3<sup>rd</sup> Party Clearinghouses
- No charge it's FREE

**Back to Resource Information** 

## **RESTAURANTS/LOUNGES**

**Hilton Chicago** 



#### Kitty O'Sheas

"Cead Mile Failte" and enjoy a bit of old Ireland in our authentic Irish pub. Open since 1986, Kitty's is as close as you'll come to the Emerald Isle featuring Irish fare like fish & chips, Shepard's pie, Bailey's cheese cake just to name a few delights. Irish spirits and live Irish entertainment nightly.

# Kitty O'Sheas is open for:

Lunch Dinner

**Attire:** Casual

Hours: Sunday-Thursday 11:00AM-01:00AM; Friday-Saturday 11:00am-02:00AM

\*\* Hours may vary depending on occupancy



# **Lakeside Green Lounge**

A relaxing, naturally lit atrium lounge located at the North end of the main lobby with floor to ceiling views of the famed Grant Park and Michigan Avenue. Start your day with a freshly brewed cup of Starbucks coffee and fresh hotel pastries, read the morning paper or work on-line. By night, it evolves into the hip meeting place in the South Loop for cocktails. 100% Smoke Free.

**Attire:** Casual

Hours: Monday-Sunday 05:00PM-01:00AM

\*\*\* Hours may vary depending on Hotel occupancy



#### The Pavilion

A casual all day dining restaurant with an extensive menu and our ever changing weekly specials. The Pavilion accepts all major credit cards. Open daily serving breakfast, lunch and dinner. We offer dining options ranging from a quick continental breakfast to a full casual dinner. 100% smoke free.

# The Pavilion is open for:

Breakfast

Lunch Dinner

**Attire:** Casual

Hours: Monday-Sunday 05:30AM-11:00PM

**Back to Resource Information** 

## **RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the hotel and in Chicago, whether it is for a table of four or a dine-around for 250. Please contact our Concierge for assistance in local restaurant reservations at extension 4151.

**Back to Resource Information** 

## **RESTROOMS**

Public restrooms are located in the following areas:

Lower Lobby – East Side of Building near Basia Hair Design and the NE Exhibit Hall

Lobby Level – Across from Gift Shop and Next to Lake Side Green

Second Floor – Near the Grand Ballroom and Boulevard Rooms

Third Floor – Across from the Joliet Room and PDR 3

4<sup>th</sup> Floor – Across from 4M and 4K

**Back to Resource Information** 

## **RESUMES**

Your Catering/Event Manager will coordinate the development of your specific groups convention resume for distribution to the hotel to prepare for your groups arrival. All information should be gathered for hotel distribution 10 days prior to group arrival.

**Back to Resource Information** 

#### **ROPES/STANCHIONS**

Ropes and stanchions are available to your group in limited quantities. For more information on banquet equipment, please see your Catering/Event Manager.

Back to Resource Information

#### SAFES/SAFE DEPOSIT BOXES

The Hilton Chicago does not offer in room safes. However, safe deposit boxes are provided on a complimentary to all guests. The safe deposit boxes are located in the Security Office located on the Lobby Level next to the Front Desk and are available 24 hours a day.

Back to Resource Information

# **SECURITY**

If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will provide, at your expense, security

personnel supplied by a reputable licensed guard or security agency doing business in the city or county in which we are located, which agency will be subject to our approval. Such security personnel may not carry weapons. Only Hotel approved vendors may be used at the Hilton Chicago. Please contact Eved Services at (312) 786-6267, for assistance in arranging security for your event.

**Back to Resource Information** 

#### SHIPPING AND RECEIVING

Packages for functions may be delivered to the hotel up to two days prior to the event/convention. Arrangements must be made through your Catering/Event Manager for storage. Please note that the hotel storage facilities are extremely limited.

Please do not ship valuables. We cannot be responsible for contents.

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage.

(Your name)
c/o Hilton Chicago
720 S. Michigan Avenue
Chicago, IL 60605
(Convention Group Name)
(Convention Group Dates)
(Room to be delivered)
(Box \_ of\_)

We also recommend that you have a packing slip both inside and outside of each package. Guests will be responsible for the packing and return of all packages.

Receiving, handling and shipping charges may apply. No COD packages will be accepted. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

Back to Resource Information

# **SIGNAGE/BANNERS**

The Hilton Chicago takes pride in the condition and aesthetic appearance of our facility. In order to maintain a quality image for all Hotel guests, there are a few things we ask of you during your stay:

Only professionally printed signage is allowed in the meeting/convention areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside the meeting rooms.

In addition, nothing is to be placed over exit doors or located to conceal or obscure any exit.

**Back to Resource Information** 

# **SITE INSPECTION/PRE-PLANNING**

Please refer to your Sales Agreement of site inspections and preplanning meetings. Tastings must be coordinated with your assigned Catering/Event Manager.

Back to Resource Information

#### **SMOKING**

Smoking is not permitted in any meeting space or public area and must be restricted to only the following areas of the hotel:

- 15 feet from any entrance outside of the hotel
- The privacy of your designated smoking accommodation (limited accommodations available).

**Back to Resource Information** 

#### **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Catering/Event Manager with questions. There may be fees assessed for certain hookups as well as hourly labor charges. If you are interested in using an external audio system, please contact Presentation Services (PSAV) for more information at (312) 786-6524.

**Back to Resource Information** 

## SPECIAL MEAL REQUESTS

Please consult with your Catering/Event Manager for any special meal requests. The Hilton Chicago Executive Chef is pleased to accommodate your requests to the best of his abilities.

Back to Resource Information

## **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the Hilton Chicago. If you are anticipating shipping a large volume of materials, we suggest you consult your Catering/Event Manager as soon as possible to reserve a room or plan to utilize an area in your office or hospitality room set up. Hotel cannot provide security. If shipping valuables, please make arrangements to hire and pay for outside security.

Back to Resource Information

## **SUITES**

The Hilton Chicago offers 105 suites for meet any need for in suite entertaining. Please contact your Catering/Event Manager for specific availability and menu needs.

#### **Back to Resource Information**

#### **TAXES**

The current Illinois State Hotel Tax is 15.4% (includes state tax) and is subject to change.

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities. Food and Beverage tax is 11.5%, 3% soft drink tax. Room rental is taxed at 3.5% or 15% with Food and Beverage in the room. All subject to change.

Back to Resource Information

#### **TAXICABS**

For the city of Chicago there are a total of 10 taxi companies available to our guests. Taxicabs are available 24 hours a day, 7 days a week at our Michigan Avenue entrance. If you need assistance in securing a taxicab, please contact the Front Desk. The standard rate for transfers from the O'Hare and Midway Airports to the Hilton Chicago is approximately \$35.00 and \$45.00 plus gratuity respectively.

Back to Resource Information

## **TEAM MEMBER RECOGNITION**

The Hilton Chicago participates in a number of Employee Recognition programs to include Manager of the Quarter, Employee of the Month, and the Spirit Award.

Back to Resource Information

#### TELEPHONES/TELECOMMUNICATIONS

The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise oour Telecommunications Department or your Catering/Event Manager, if you need the use of a phone for your program.

## **House phones**

Used for in-house, local and toll-free calls only. Price is \$95.00 for the first day and 50.00 each additional day + tax.

#### **DID Lines**

DID lines can be used for Long Distance, minimal PC and fax can work as well. Price is \$225.00 for the first day and \$50.00 for each additional day plus tax and the price of all calls.

## **DID Lines**

The following are enhancements that can be added to a DID Line:

*Speaker Phone* @ \$250.00 for the first day, \$50.00 each additional day hardware rental only, and price does not include phone line.

*Voicemail Capabilities* @ \$50.00 per line, enhancement price only, does not include phone line.

## **Internet Access**

Broadband Access – T1.5 or greater (Call for price quote)
DSL (Call for price quote)
Devices (Call for price quote)

#### **Guest Room Calls**

| Type of Call               | Instructions   | Rates                       |
|----------------------------|----------------|-----------------------------|
| Direct Dial-Bill to Room   |                |                             |
| EMERGENCY                  | 9+911          | No Charge                   |
| Room to Room               |                | No Charge                   |
| Local                      | 9+Number       | \$1.50 for the first 60 min |
|                            |                | \$.10 each add'l min        |
| 800/888/8xx toll free      | 9+1+Number     | \$1.50 for the first 60 min |
|                            |                | \$.10 each add'l min        |
| Long Distance              | 9+1+Number     | AT&T Operator               |
| assisted rate less 50%     |                |                             |
| International              | 9+011+CC+CC+Nu | ımber AT&T Operator         |
| assisted rate (by country) |                |                             |

Local, Long Distance and International Calls will be billed to your account only when the call is answered.

Applicable Taxes will be added. Rates subject to change.

You may obtain free rate information at any time by dialing 9+00 and ask the AT&T Operator for the rate of an Operator Assisted Call. Hilton subscribes to AT&T Long Distance and Operator Services. AT&T is our local carrier. You have the right to reach other long distance carriers from the telephone, and you may do so by dialing the access code provided by that carrier. Direct Complaints to:

Federal Communications Commission, FCC Enforcement Division; CCB Room 6202; Washington, DC 20554. State of New York Dept. of Public Service; 3 Empire State Plaza; Albany, NY 12223 800-342-3377

## **Voice Mail**

Voice Mail enables you to receive your messages when you are outside the hotel and even after you have checked out.

To hear messages, if the red light is flashing on your guest room telephone:

- 1. Lift the receiver
- 2. Press MESSAGE key.
- 3. Follow recorded instructions.

Should you require assistance while using Voice Mail, simply press the "\*" key at any time.

## Integrated Services Digital Network (ISDN)/T1 Speeds

| 128kb lines for Internet access   | (Inquire) |
|-----------------------------------|-----------|
| Higher speed ISDN lines available | (Inquire) |
| 1.5 megabyte (options)            | (Inquire) |

## **Video Teleconferencing**

We have video conferencing equipment - can be installed in all public space rooms, please ask your Catering/Event Manager for more details.

Back to Resource Information

#### TRASH REMOVAL

Please contact your Catering/Event Manager should you require shredding services or require special handling of trash services. Extraordinary amounts of trash may require additional fees to cover the cost of dumpster removal and replacement.

Back to Resource Information

## TUXEDOS/FORMAL WEAR

If you are anticipating a large delivery of tuxedos on site, please advise your Catering/Event Manager in advance.

The following companies offer tuxedo rentals:

Men's Wearhouse 112 S. State Street Across from the Palmer House Hilton Chicago, IL 60603 312-781-0817

Hours: M-F 9:00-7:00; Sat 9:30-8:00; Sun 11:00-6:00

**Back to Resource Information** 

#### **VENDORS**

It is our goal to make the load in and out for vendors as smooth and efficient as possible so the Hilton Chicago utilizes VendorCheckin to manage the process. Each vendor doing business at the Hilton Chicago must carry a subscription to VendorCheckin.

Vendors are required to register on <a href="www.VendorCheckin.com/hiltonchicago">www.VendorCheckin.com/hiltonchicago</a> prior to the date of event set up and before entering the building through our loading dock. During the registration process, vendors will be required to provide their approximate arrival and departure times, the number of trucks entering the loading dock area or unloading on the street and the number of employees entering the building. During the registration process, Vendors will be required to accept the Hotel's terms and conditions and verify their insurance coverage.

Vendors will also be required to list what products and services they are bringing into the hotel. It is our hope that receiving this information in advance will enable the hotel to verify compliance with our policies and procedures. For example, pyrotechnics are not allowed at the Hilton Chicago, nor are helium balloons allowed in the ballrooms.

Fees apply to register events and are charged to the vendor for each event (event is defined as your program, not per day). The fees are collected directly from your vendors during the registration process. Should you utilize any of our preferred vendor partners (PSAV, Freeman and Eved Services), these fees do not apply.

Effective January 5, 2009, all vendors must enter The Hilton Chicago through the loading dock and provide a unique VendorCheckin badge. Vendors will be able to go online and print their badges after they have properly registered their event information.

Back to Resource Information

#### **VOICE MAIL**

All guest rooms have a voice mail message service. Group voice mails cannot be left.

**Back to Resource Information** 

## **WEATHER**

Depending on the season, the weather in Chicago varies from a low of -2 degrees to a high of 100 degrees. Before visiting the Hilton Chicago, we recommend that guests check the local listings to determine the weather conditions.

http://www.weather.com/

**Back to Resource Information** 

#### WHEELCHAIRS

If a guest requires a wheelchair, we can arrange a rental for them at their own expense. If a guest requests that we rent a wheelchair, please note that we can coordinate the rental, but will be unable to cover the expense.

The following companies have wheelchairs for rent and will deliver to the Hilton Chicago:

Eved Services
Hilton Chicago
720 South Michigan Avenue, 4th Floor
Chicago, IL 60605
312-786-6267
www.eved.com

**Back to Resource Information** 

## WIRED PAYMENT

If you would like to have payment wired, please notify your Catering/Event Manager in advance and instructions will be sent to you.

Back to Resource Information

## **WORSHIP SERVICES**

The following is a list of nearby locations.

#### Armitage Baptist Church

2451 N. Kedzie

Chicago IL Phone: 773-384-6800

Armitage church is an inner city multi-ethnic congregation nationally known for its

aggressive efforts to deal with contemporary issues and urban needs.

# Bahai Temple - House of Worship

100 Linden Avenue

Wilmette, IL 60091

Since its completion in 1953, more than five million people have been attracted by the splendid architecture and lovely gardens of the Bahá'í House of Worship.

#### Chicago Tabernacle

**United Pentecostal Church** 

2625 N. Talman Avenue

Chicago, IL 60647 Phone: (773) 278-4444

Come and connect with us here in the City of Chicago as we exalt Jesus. At Chicago Tabernacle you will find a city mix of warm people. No matter what your level of interest, please join us. Helping Chicagoans connect to God, family, church and the world is our mission.

#### Chicago Tabernacle Church

4201 N. Troy / 3539 W. Grace Chicago, IL 60618

Phone: 773-583-7344

info@chicagotabernacle.org

## Christ Community Church of Plainfield

12410 South VanDyke Road

Plainfield, IL 60544 Phone: 815-254-3800

Christ Community Church of Plainfield is a church dedicated to helping people discover meaningful community and a place to connect as they take the next step in a maturing relationship with Jesus Christ.

#### Christian Family Faith Center

10714 South Wentworth, Chicago, IL 60628

773-785-0412, email: cfamilyfaithcenter@yahoo.com

Our mission is to share this message by:

Exalting God, Encouraging Christians toward spiritual maturity, Equipping Christians for

Ministry, Evangelizing the World for Christ.

Whether you are around the corner or live down the street. We are so excited to share with you our love for Jesus Christ and what CFFC is all about. Come and Let us greet you with a warm smile!

## Church of Jesus Christ of Latter Day Saints

402 Longwood Drive, Chicago Heights, IL 60411 (708) 756-1280 725 West 43rd Street, Chicago, IL 60609 (773) 924-0567 5100 North Springfield Avenue, Chicago, IL 60625 (773) 583-4702 1750 West 103rd Street, Chicago, IL 60643 (773) 429-1062

## The Church of Wrigleyville

3712 N. Southport, Chicago, IL 60613

(773) 244-8269, email: info@cowrigleyville.com

The Church of Wrigleyville meets Sunday, 10:30 a.m. at The Blaine School, which is located at 1420 W. Grace (Grace & Southport).

## DuPage African Methodist Episcopal Church

Dr. James F. Miller, Pastor Rev. Lana Miller, Assistant Pastor 4300 Yackley Avenue, Lisle, IL 60532 Church 630-969-9800 Fax 630-696-9807

Email: info@dupageamec.org

#### **Edgewater Baptist Church**

1401 W Hollywood Ave Chicago, IL 60660-4214 Phone: (773) 784-3040 Email: ebc@edgebapt.com

#### **Epworth United Methodist Church**

5253 North Kenmore Avenue

Chicago, IL 60640 Phone: (773) 561-6422

We are committed to spreading the unconditional and inclusive love of Christ Jesus. Visitors always welcome! Convenient to CTA Red Line. Sunday Service 11:00 am.

#### First Christian Church of Chicago

3600 W. 79th St. Chicago, IL 60652 Phone: 773-778-2266 fccchicago@prodigy.net

A multi-ethnic, family-oriented, non-denominational congregation in the city.

## The Fourth Presbyterian Church of Chicago

126 E. Chestnut St.

Chicago, Illinois 60611-2094

Phone: (312) 787-4570 Voicemail: (312) 787-2729

# God's Army Ministries (Chicago)

647 N. Kedzie Avenue Chicago, IL 60612 - USA Phone: 773-638-1163

## Holy Innocents Episcopal Church

425 Illinois Blvd Hoffman Estates IL Phone: 847-885-7900

webmistress@holy-innocents.org

Find a big welcome at the little Episcopal church in Hoffman Estates

## India Christian Evangelical Free Church

1101 Manchester Avenue Westchester, IL 60154 Phone 708-338-0493

e-mail: ddevadatta@wideopenwest.com

Church Service Sunday at 5:00 PM; Engaging Time of Music, Teaching, and Networking

#### Makom Shalom

Chicago's Original Jewish Renewal Congregation

47 W. Polk, #543, Chicago 60605

Rabbi: Chava Bahle

Phone: 312-458-9040. email: jqg4444@sbcglobal.net

Makom Shalom is Chicago's original Jewish renewal congregation.

#### Midwest Bible Church

3441 N. Cicero Avenue Chicago, IL 60641

Phone: 773-685-6500

email: info@midwestbiblechurch.net

## New Original Church of God in Christ

1750 East 78th Street, Chicago, Illinois 60649

Phone: 773-375-1666

email: talk2us@finestwheat.com

Bible believing, Holy-Ghost filled ministry where you can use all of your God-give gifts.

## North Shore Baptist Church

5244 N Lakewood Ave

Chicago, IL 60640 Phone: 773-728-4200

For all of its nearly one hundred years, North Shore Baptist Church has welcomed in the name of Christ neighbors who have come to Chicago from all over the world. The result

is a multicultural community that worships in three languages, and is committed to our city and its needs. We are freedom-loving Baptists who respect and nurture each individual's unique journey toward God.

## Northwest Baptist Church

6015 N. Francisco

Chicago, IL 60659-2507

Phone: (773) 338-1111 Fax: (773) 338-6272

## Revelation International Outreach Ministry

Dr. Arnella Elizabeth Pierce, Founder & Pastor

\* Nondenominational

127 N. Leamington

Chicago, IL. 60644

Phone: 773-287-4732 Fax: 773-287-4646

email: levite333@aol.com

All Mail: P.O. Box 125, Forest Park, IL. 60130

#### Rogers Park Community Church

1447 W. Pratt Ave.

Chicago, IL 60626

Phone: 773-401-3233

email: pastortim@rogersparkchurch.com

A Bible Teaching Church offering relevant messages, uplifting music and safe children's programs. We are concerned with bringing people together in a relationship with God.

#### St. Bartholomew Catholic Church

5000 W. Addison (Lavergne & Addison)

Chicago, IL

Phone: 773-286-7871

Masses: Sat 5PM. Sun 7:30AM, 9:30AM (choir), 11:30AM, 2PM Spanish (Choir)

## St. George Greek Orthodox Church

2701 N. Sheffield (& Schubert),

Chicago, IL 60614 Phone: 773-525-1793

email: StGeorgeChi@mail.goarch.org

## St. Gertrude Catholic Parish - Chicago

1420 West Granville Avenue Chicago, Illinois 60660-1810

Phone: (773) 764-3621

We value community, family, work, and spiritual nourishment as ways that draw us closer to God. We also struggle with such things as crime, racism, family stress, underemployment, and materialism, all of which make it more difficult to live peaceful lives. If you share our values or our struggles, then join us at one of our weekend services. If you prefer, give us a call. We will be glad to hear from you!

## St. John Cantius Church

825 N. Carpenter St. Chicago, IL 60622-5499

Phone: 312-243-7373 Fax: 312-243-4545

St. John Cantius is a Roman Catholic Church dedicated on December 24, 1893. It is well known on the City for its outstanding sacred music program. It is one of the few churches in the Archdiocese of Chicago that have permission to offer the Latin Tridentine Mass. The Church is easily reached from downtown Chicago on the CTA Blue Line or by cab.

## St. Luke's Episcopal Church

939 Hinman, Evanston, IL 60202-1801 Phone: 847-475-3630 Fax: 847-475-7932

#### St Pascal's Catholic Church

6143 W Irving Park Road

Chicago Ill 60634

Phone: (773) 736-8806 Fax (773) 725-9368

This is the Catholic church and school that I attended when I was a child from 1952-

1960. It is located on the northwest side of Chicago.

## First Saint Paul's Evangelical Lutheran Church

1301 North LaSalle Blvd.

Chicago, IL 60610

Phone: 312-642-7172

First St. Paul's was one of the very first German Lutheran churches in Chicago. The first congregation was formed in 1843, in a grocery store-during a blizzard. The Church has moved several times and even survived the Chicago Fire.

#### St. Peter's Old Catholic Cathedral

1650 West Foster Avenue

Chicago, IL.

Phone 312-994-2339

## St. Vincent de Paul Parish

1010 West Webster Avenue

Chicago, IL 60614

Phone: 773-327-1113 Fax: 773-327-2326

## The Rock of Chicago

**Restoration Outreach Center** 

Pastor Dale Hickey

Meeting at Hartford Business Center

765 Illinois Route 83, Suite 103

Bensenville, IL 60106

email: rockinfo@therockofchicago.com

847-885-1438

Sunday service 10:30 AM

# Vineyard of Humboldt Park

2145 North Maplewood Avenue

Chicago, Illinois 60647

Phone: (773) 276-7286 Fax: (773) 276-9878

## The Warehouse Church

Church service Sunday at 10:30 am. Coffee house Saturday nights 7-11 pm. Casual dress, come as you are!

## Wicker Park Lutheran Church

2112 West LeMoyne Avenue Chicago, Illinois 60622 (773) 276-0263 Pastor Ruth VanDemark Worship on Sunday at 10:30 am

## Willow Creek Community Church

67 East Algonquin Road South Barrington, IL 60010 (847) 765-5000

Back to Resource Information

## **FORMS**

- Credit Application
- Credit Card Authorization
- Electrical Form
- Internet Form
- Phone Form
- Planning Checklist
- Room Re-Key Form
- Shipping Form

Contact your Catering/Event manager for any of the above forms.