



## **Hilton Rosemont/Chicago O'Hare Hotel**

### **Meeting & Event Resource Guide**

Our goal is to be 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 Rosemont/Chicago O'Hare Airport**

**5550 N. River Road**  
**Rosemont, IL 60018**

**rosemont.hilton.com**

**[www.hilton.com](http://www.hilton.com)**

## **Table of Contents**

### **General Information**

- Hotel Overview

### **Resource Information**

- Hotel specifics listed alphabetically

### **GENERAL INFORMATION**

The Hilton Rosemont/ Chicago O'Hare is located in Rosemont. The 300 room eleven story hotel is convenient to the Donald E Stephens convention center, the elevated (L) train to Chicago, restaurants, Muvico Theater, and Allstate Arena.

### **FUNCTION SPACE AND BANQUETS**

- Catering Menus available separately.

At the Hilton Rosemont/Chicago O'Hare you will be connected to the Donald E Stephens Convention center via skybridge. The meeting facilities include 17 meeting rooms with 22,000 square feet of banquet and meeting space including two ballrooms that can seat up to 800 people. State of the art telecommunications, high-speed internet and audio visual systems are available with full conference capabilities.

### **RESOURCE INFORMATION**

[Advertising Opportunities](#)  
[Affiliates](#)  
[Airline Information](#)  
[Amenities](#)  
[Americans with Disabilities Act \(ADA\)](#)  
[Audio/Visual](#)  
[Automated Teller Machines](#)  
[Balloons](#)  
[Banks](#)  
[Banners](#)  
[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](#)  
[Coat Check Services](#)  
[Coffee Maker](#)  
[Concierge](#)  
[Convention Center](#)  
[Corkage](#)  
[Credit Cards](#)  
[Credit Policy](#)  
[Currency Exchange](#)  
[Dance Floor](#)  
[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  
Executive Meeting Packages  
Exhibits  
Fax Machines  
Fax Numbers  
Fire Codes  
Fitness Center  
Flags  
Food Donations  
Freight Elevator  
General Manager  
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  
HEAT  
Hospitality Desks  
Hospitality Suites Functions  
Hotel Facts/History  
Housekeeping  
In Conjunction With (ICW's)  
Indemnification  
In-Room Dining  
Internet Services  
Key Cards(meetings)  
Key Hotel Contacts  
Kosher  
Laundry/Valet  
Limousine Services  
Linen Selection  
Liquor Laws  
Load-In/Load Outs (Production, Decor, & Staging)  
Loading Dock  
Local Information  
Lost and Found  
Luggage Storage  
Manager on Duty (MOD)  
Mail Services

[Master Accounts](#)  
[Medical Facilities/Services](#)  
[Meeting Packages](#)  
[Meeting Room Capacities](#)  
[Meeting Room Deliveries](#)  
[Meeting Room Rental](#)  
[Meeting Room Set Standard](#)  
[Newspapers/Publications](#)  
[Office Equipment/Supplies](#)  
[Package Room](#)  
[Parking](#)  
[Personalized On-Line Group Page \(POG\)](#)  
[Pets \(policies\)](#)  
[Pianos](#)  
[Pools](#)  
[Post-Convention Meeting](#)  
[Post Event Report](#)  
[Pre-Convention Meeting](#)  
[Printing Services](#)  
[Production Guidelines](#)  
[Public Transportation](#)  
[Pyrotechnics](#)  
[Radios/Pagers/Nextels](#)  
[Recycling](#)  
[Registration Assistance](#)  
[Registration Desks](#)  
[Reservations \(RAPID!\)](#)  
[Restaurants/Lounges](#)  
[Restaurant Reservations](#)  
[Restrooms](#)  
[Resumes](#)  
[Ropes/Stanchions](#)  
[Rooming Codes/Rooming Lists](#)  
[Safes/Safety Deposit Boxes](#)  
[Security](#)  
[Shipping and Receiving](#)  
[Signage/Banners](#)  
[Site Inspection/Pre-planning](#)  
[Smoking](#)  
[Sound System](#)  
[Special Meal Requests](#)  
[SPORT](#)  
[Storage](#)  
[Suites](#)  
[Sustainability](#)  
[Taxes](#)

[Taxicabs](#)  
[Team Member Recognition](#)  
[Telephones/Telecommunications](#)  
[Tents](#)  
[Theme Parties](#)  
[Trash Removal](#)  
[Voice Mail](#)  
[Weather](#)  
[Wheelchairs](#)  
[Wired Payment](#)  
[Worship Services](#)  
[Zip-Out Checkout](#)

### **ADVERTISING OPPORTUNITIES**

The hotel offers groups and their affiliates 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:

- 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	1-800-426-0333
All Nippon Airways	1-800-235-9262
American Airlines	1-800-433-7300
America West Airlines	1-800-235-9292
Austrian Airlines	1-800-843-0002
British Airways	1-800-247-9297
Delta	1-800-221-1212
Frontier	1-800-432-1359
Japan Airlines	1-800-525-3663
Jet Blue	1-800-538-2583
KLM Royal Dutch Airlines	1-800-447-4747
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	1-800-227-4500
Singapore Airlines	1-800-742-3333
Southwest Airlines	1-800-435-9792
United Airlines	1-800-521-0810
US Air	1-800-428-4322
Varig	1-800-468-2744
Virgin Atlantic	1-800-862-8621

### **Airport Information**

The nearest airport is the O'Hare International Airport located 2 miles from the Hilton Rosemont/Chicago O'Hare Hotel. Click on [www.hiltonfamilychicago.com](http://www.hiltonfamilychicago.com) for a map. We offer complimentary shuttle to and from all terminals.

[Back to Resource Information](#)

### **AMENITIES**

The In Room Dining department is happy to service your group gift and amenity needs. You may choose from the list of amenities below or advise your 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 \$4.00.

### **Standard Amenities**

The utmost in convenience extends to our 300 deluxe guest accommodations. Each room has an executive desk and two phones each complete with data ports and voicemail. All rooms have high speed internet access. For added convenience, amenities in every room include a flat screen television, coffee maker, hair dryer, in room safe, iron and ironing board.

[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**

The Hilton Rosemont/Chicago O'Hare has PSAV Audio Visual available to assist you with your AV needs. Please contact your Event or Catering Manager directly to discuss any audio or visual needs.

[Back to Resource Information](#)

### **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located by the Front Desk. There are also ATM locations in O'Hare International Airport and at all major bank locations in Rosemont and downtown.

[Back to Resource Information](#)

### **BALLOONS**

There is a \$25.00-\$100.00 clean up fee for the use of helium balloons. All helium tanks must be in an approved safety stand or cart. There must be prior written approval for the use of all displays and/or decorations proposed by guest. Please see the Banquet Event Order (BEO) for other specific contractual information.

[Back to Resource Information](#)

### **BANKS / INSTITUTIONS.**

*Fifth Third Bancorp  
6111 N. River Road  
Rosemont, IL  
847-518-2001*

*USBank Illinois*



9575 W. Higgins Rd  
Rosemont, IL  
847-318-6300

[Back to Resource Information](#)

### **BANNERS**

The Hilton Rosemont/Chicago O'Hare 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 space areas. These signs can be used with easels or in sign stands. No handwritten signs or flipcharts are allowed outside of the meeting rooms.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks. Hotel personnel must provide the labor to hang the signs/banners at a fee of \$25.00 each.

[Back to Resource Information](#)

### **BANQUET BEVERAGE SELECTION**

The Hilton Rosemont/Chicago O'Hare offers a choice of standard and platinum 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.

Crown Brands- Kettle One, Bombay Sapphire, Captain Morgan, Patron Silver, Makers Mark, Crown Royal, Dewars White Label

Premium Brands –Smirnoff, New Amsterdam, Myer's Platinum Rum, Sauza Silver, Jim Beam, Seagrams7, Cutty Sark

Cordials –Hennessy V.S., Baileys Original, DiSaronno Amaretto

Beer- Amstel Light, Heineken, Corona, Miller Lite, Budweiser, Bud Light, Michelob Ultra, Sam Adams, Stella Artois

Wine – Acacia, Oyster Bay, Esperto, Greystone, Red Diamond, Hangtime, Canyon Road

Non-Alcoholic Beverages- Coke Products

All banquet bars serve wines by the glass, domestic and imported beers, soft drinks, juices, mineral water, and non-alcoholic beers. 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. For more information on banquet equipment, please see your Event or Catering Manager.

[Back to Resource Information](#)

## **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Event or Catering Manager 14 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 Event or Catering Manager in advance with any special dietary requirements.

[Back to Resource Information](#)

## **STANDARD BANQUET TERMS AND CONDITIONS**

- 1. ASSIGNMENT/CONFIRMATION OF FUNCTION SPACE:** The function space assigned indicates the space is tentatively being held and will be held on a definite basis upon signing of the Event Order (“EO”). The terms and conditions of any group sales or catering sales agreement previously signed regarding this event remain in force and the EO is intended to provide specific function/event information in support of the original agreement. If for any reason the function space reserved is not available for your event, you agree that we may substitute space of appropriate size and comparable quality for your event. If you plan to print or publish the assigned space, please contact us first to confirm the room assignment.
- 2. GUARANTEE OF ANTICIPATED REVENUE:** At least 72 hours (3 business days) before your event, you must inform us, in writing, of the exact number of people who will attend your event. The arrangements set forth on the reserve side of your EO will serve as the final arrangements for your event. The services, products, fees, etc. as noted will be provided at the time of your event and you will be charged based on the event guarantee that you give us or the number of people indicated at the time you signed the sales agreement or the EO, whichever is greater. We will not undertake to serve more than 5% more than this guaranteed minimum for groups of 50 or more.
- 3. OVERTIME:** You agree to begin your event promptly at the scheduled start time and agree to have your guests, invitees and other persons vacate the designated event space at the end time indicated on the final EO. You further agree to reimburse us for any overtime wage payments or other expense incurred by us because of your failure to comply with these regulations.
- 4. GRATUITY & SERVICE CHARGE:** 22% of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and service charge distributed to servers, and where applicable, bussers and/or bartenders assigned to the

Event. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

**5. PRICE INCREASES:** There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we, at our option, may in such event make reasonable substitutions in menus and you agree to accept such substitutions.

**6. SET UP CHARGES.** Should extensive meeting room set-ups or elaborate staging be required, there will be a set-up charge to cover Hotel costs and additional labor. If equipment is necessary that exceeds Hotel's inventory, then you agree to pay for the cost of renting this additional equipment. You agree to indemnify us for any damage caused to any Hotel property as a result of drayage related to your event, whether caused by you, your agents, employees, or contractors.

**7. OUTSIDE FOOD AND BEVERAGE:** Due to state law, you may not bring into the Hotel alcoholic beverages. You must obtain prior approval from us before you bring in any food or non-alcoholic beverages from outside sources. A Hold Harmless Agreement and Liability Insurance are required if food or beverage products not purchased and served by Hotel staff are brought in for consumption by your guests. Service fees will apply to any outside food or beverage served in our function space regardless if Hotel labor is required.

**8. AUXILIARY AIDS:** The Hotel represents and you acknowledge that the Hotel facilities being rented for you including guest rooms, common areas and transportation services will be in compliance with our public accommodation requirements under the Americans with Disabilities Act. You agree that you will furnish to us a list of any auxiliary aids needed by your attendees in meeting or function space at least two weeks prior to your event. You agree to pay all charges associated with the provision of such aids by the Hotel.

**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.

**10. CANCELLATION:** You may cancel this Agreement only upon giving written notice to us. The parties agree and understand that in the event of a cancellation, our actual damages would be difficult to determine. Therefore, you agree to pay the liquidated damages outlined in your sales agreement, if any, or the guarantee amount as set forth in paragraph 2, whichever is greater. As products and services must be purchased and scheduled in advance, notification seven (7) business days or less before the event will require all charges (including labor and service fees, rentals and applicable taxes) for the final guarantee or contracted number of guests will be charged. Additional damages may be owed for cancellation of your sleeping room contract.

**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 in-house AV provider or 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. Departure notices and bag pulls should be coordinated with your Event Manager.

[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 Event or Catering Manager in advance for any specific instructions on how you would like your bill organized. We recommend on-site daily review with the Accounts Receivable manager.

[Back to Resource Information](#)

### **BOX LUNCHES**

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

[Back to Resource Information](#)

### **BUSINESS CENTER**

We have connectivity station in the lobby with computers and a printer.

[Back to Resource Information](#)

### **BUS/BUS COMPANIES**

We recommend Windy City limo 847-916-9300 and Chicago Mini Bus 847-671-9080.

[Back to Resource Information](#)

### **CAR RENTAL AGENCIES**

Following are the four Hilton Chicago O'Hare Airport preferred companies, their locations, and contact numbers.

Hertz Rent-A-Car 800-654-3011

*Locations: Terminals 1,2,3 and 5*

Avis Rent-A-Car 800-321-3712

*Locations: Terminals 1,2,3 and 5*

Budget Rent-A-Car 800-527-0700

*Locations: Terminals 1,2,3 and 5*

Enterprise Rent-A-Car 847-233-7600

[Back to Resource Information](#)

### **\*CASH PAID OUTS**

*Please contact your service manager to coordinate this for you in advance.*

[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 Rosemont/Chicago O'Hare will require full payment in advance for room and tax charges. In addition, there will be a \$50.00 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 Rosemont/ Chicago O'Hare**. Identification will be required.

[Back to Resource Information](#)

### **CHECK-IN AND CHECKOUT**

Hotel check-in is 3p.m., and checkout is 12p.m. All guests arriving before 3p.m. 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 and for guests attending functions on departure day.

### **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 \$50.00 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.

### **Zip Checkout**

With zip 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 zero for the front desk. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

[Back to Resource Information](#)

### **COFFEE MAKER**

The Hilton Rosemont / Chicago O'Hare Airport have Lavazza two cup coffee makers with Lavazza coffee in our guest rooms.

[Back to Resource Information](#)

### **CONCIERGE**

*Please contact our Bell Desk for any concierge needs.*

[Back to Resource Information](#)

## **CONVENTION CENTER /ROSEMONT AND CHICAGO**

*Donald E. Stephens  
5555 N. River Road  
Rosemont, IL 60018  
847-694-2220  
Travel time 1 minute  
Connected via Skyway*

*McCormick Place  
2301 S. Lake Shore Drive  
Chicago, IL 60616  
312-791-7000  
Travel time: approximately 45 minutes  
Approximate Taxi Cost \$45.00*

[Back to Resource Information](#)

### **CORKAGE**

*Due to licensing restrictions, all food and beverage must be provided by Hilton Rosemont/Chicago O'Hare hotel.*

### **CREDIT CARDS**

The Hilton Rosemont/ Chicago O'Hare accepts most major credit cards including American Express, Master Card, Visa, Discover, and Diners Club.

[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 Sales or Catering Manager.

[Back to Resource Information](#)

### **CURRENCY EXCHANGE**

The front desk currently exchanges the following currency at the prevailing rate from *Japanese Yen, Canadian Dollars, Euros.*

Each guest is limited to a currency exchange of \$100.00 per day, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

[Back to Resource Information](#)

### **DANCE FLOOR**

The hotel does have dance floors available. Please contact your Event or Catering Manager to reserve.

[Back to Resource Information](#)

### **DECORATIONS**

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.

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

*Access Destination Services*  
27 E Monroe, Suite 400  
Chicago, IL 60603  
847-698-1413  
[www.accessdmc.com](http://www.accessdmc.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. Please contact your Event or Catering 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 if a special meal is required.

[Back to Resource Information](#)

## **DINE AROUND**

Your Event Manager can assist with ideas for your Dine Around.

[Back to Resource Information](#)

## **DIRECTIONS TO THE HOTEL**

The hotel has airport shuttles from 4a-2a each day picking up at the bus shuttle center for terminals 1, 2, &3. For International flights, the shuttle will pick up at Terminal 5 at door 5E upon request.

From O'Hare International Airport  
190 E to River Road South  
Exit, turn right at 2<sup>nd</sup> light Bryn Mawr Ave, then take 2<sup>nd</sup> left into Hotel entrance and parking



From the North

294 S. to 190 W.

Exit Mannheim S. to 190 E to River Rd S.

Exit, turn right at 2<sup>nd</sup> light Bryn Mawr Ave, then take 2<sup>nd</sup> left into Hotel entrance and parking

From the South

294 N. to 190 W.

Exit to River Rd, turn right at 2<sup>nd</sup> light Bryn Mawr Ave, then take 2<sup>nd</sup> left into Hotel entrance and parking

From the West

90 E. to 190 W.

Exit Mannheim S. to 190 E. to River Rd S.

Exit, turn right at 2<sup>nd</sup> light Bryn Mawr, then take 2<sup>nd</sup> left into Hotel entrance and parking.

From the East

90 W., 190 W. to River Rd exit, turn right heading south

Turn right to 2<sup>nd</sup> light Bryn Mawr Ave, then take 2<sup>nd</sup> left into Hotel entrance and parking.

[Back to Resource Information](#)

### **DRUG STORES**

*Walgreens*

4820 Cumberland                      708-583-2133

*Oscor Drug*

6430 W. Irving Park Rd              773-725-2900

[Back to Resource Information](#)

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

Laundry services are available by dialing extension 5118. Garments picked up Monday-Thursday prior to 9a.m. are returned to guests by 6p.m. the same evening. Garments picked up after 9a.m. will be returned the following day by 6p.m.

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year's.

[Back to Resource Information](#)

### **eEVENTS**

Hilton Family's online booking channel for small groups and meetings.

[Back to Resource Information](#)

### **ELECTRICAL**

The Engineering Department provides assistance with all your mechanical and electrical needs. Please contact your Event or Catering Manager if you require an electrical services request form to secure additional power.

[Back to Resource Information](#)

### **ELEVATORS**

The Hilton Rosemont/ Chicago O'Hare hotel has three guest elevators.

[Back to Resource Information](#)

### **EMERGENCY PROCEDURES**

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

- All house phones in the hotel are direct connect to the front desk in case of emergency. All guest room phones have an "Emergency" speed dial button.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, picking up any house phone or pushing the speed dial button on a guest room phone will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately (2) two minutes from the hotel.
- Some of our team members are training as First Responders, can perform CPR and can administer First Aid.
- Emergency evacuation routes and procedures are located on the inside of all guest room doors.
- Nearest hospital/emergency room: Resurrection Medical Center located at 7435 W Talcott Ave. Chicago, IL 60631 773-774-8000
- Nearest Urgent Care facility: Resurrection Immediate Care, 4900 N Cumberland Ave, Norridge, IL 60656 Phone 708-456-1600. Hours (subject to change) Monday-Friday 7a-10p, Saturday 8a-8p, and Sunday 8a-4p.

[Back to Resource Information](#)

### **ENVIRONMENTAL COMMITMENT**

At Hilton Hotels Corporation, protecting the Environment is a top priority. Responsible environmental activity is good for both our business and the community. Hilton has developed a comprehensive company-wide policy to promote business practices that help

preserve the environment. We provide guidelines for all of our facilities, and our goals are to “Reduce – Reuse – Recycle” as much as we can.

[Back to Resource Information](#)

### **EXECUTIVE MEETING PACKAGES**

We have several all day banquet packages that include breakfast, breaks and lunch. Please see our current banquet menus online.

[Back to Resource Information](#)

### **FAX MACHINES**

PSAV Audio Visual has fax machines to rent. Please contact your Event Manager to coordinate.

[Back to Resource Information](#)

### **FAX NUMBERS**

For Guests:	847-678-9756
Event Services office:	847-678-5710
Sales office:	847-678-5710
Reservations office:	847-678-5710

[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**

Hours of Operation:

24 hours/7 days a week

Complimentary

[Back to Resource Information](#)

### **FLAGS**

Our Banquet Department currently has two United States flags and two Illinois State flags. If you require additional flags, please discuss rental costs with your Event or Catering Manager.

[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**

The Freight Elevator services the back of the house. Please advise your Event or Catering Manager if use of the freight elevator is needed for your group.

[Back to Resource Information](#)

## **GENERAL MANAGER**

Paul Grande joined the Hilton Rosemont/Chicago O'Hare in July 2013 as General Manager. Paul is a 22 year veteran of Hilton Worldwide and previously worked at Hiltons of Chicago Oakbrook where he served as General Manager of the Dual Brand Complex. Paul is a native of Belleville, New Jersey and he holds a Bachelor of Science Degree in Hospitality Management from Johnson and Wales University.

[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 and can be found online at [www.americanexpress.com/hiltonterms](http://www.americanexpress.com/hiltonterms)

[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 Hilton Rosemont/ Chicago O'Hare is located on River Road in Rosemont. If you have any buses, please coordinate your bus loading and unloading with your Event or Catering Manager.

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 all of the rooms assigned in advance and key packets prepared. 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.

[Back to Resource Information](#)

### **GUEST ROOMS**

Our guest rooms each have an executive desk and a phone complete with flat screen television, data ports, voice mail, wireless high-speed internet access, coffee maker, hair dryer, iron and ironing board. .

The hotel's current bedding breakdown is as follows:  
Kings 234/ Doubles 66

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 [www.pacificcoast.com](http://www.pacificcoast.com) 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/room.

[Back to Resource Information](#)

### **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial 0. A hotel operator will direct your needs to the appropriate hotel contact.

[Back to Resource Information](#)

### **HOSPITALITY DESKS**

Your Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are usually located outside near your General Session room. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next day's use.

Should you require a larger area for an office, storage or hospitality, please consult your Event Manager for space availability.

Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance.

[Back to Resource Information](#)

### **HOSPITALITY SUITES FUNCTIONS**

Suites need to be confirmed in advance with your Event or Catering Manager. Your Event or Catering Manager will coordinate any food and beverage for your suite in addition to your group functions.

## **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Hilton Rosemont/Chicago O'Hare.

Location: In Rosemont across from convention center .

Address: 5550 N River Road, Rosemont, IL 60018

Telephone: 847-678-4488

Facsimile: 847-678-9756

Reservations: 800-865-5322

Website: [www.hiltonfamilychicago.com](http://www.hiltonfamilychicago.com)

Managed By: Hilton

Grand Opening: 1987

Last Renovation: 2010

Employees: 150

**Brief Description:** The hotel is the only hotel on River Road connected via skyway to the Donald E Stephens Convention Center in Rosemont. With 300 guest rooms, the eleven story property is convenient to O'Hare International Airport in minutes as it is only 2 miles away.

[Back to Resource Information](#)

## **HOUSEKEEPING**

Daily housekeeping services, which consists of general cleaning, take place between 8a.m. and 4p.m. Should one of your guests require special times of service, requests may be made directly with Housekeeping or your 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 14 days prior to the actual event, so that they can be individually contacted by the Event Services or 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 offered 24 hours for your convenience. We are happy to offer convenient doorknob ordering for breakfast service.

A variety of amenities are also available through in-room dining.

Room service gratuity is 21% and is posted automatically on all checks. There is also a delivery fee of \$4.00 per order.

[Back to Resource Information](#)

### **INTERNET SERVICES**

The Hilton Rosemont Chicago O'Hare provides numerous Internet Services. Please contact your Event or Catering Manager who will answer any questions concerning the systems.

[Back to Resource Information](#)

### **KEYS(MEETING ROOMS)**

Please contact your Event or Catering Manager if you would like keys to any of your meeting, office, or hospitality rooms. The request would need to be received a minimum of 48 hours prior to event. If you wish to have a lock changed there will be a \$125.00 per door/per room and you will be required to sign a hold harmless agreement.

[Back to Resource Information](#)

### **KEY HOTEL CONTACTS**

The *Hilton Rosemont/Chicago O'Hare Airport* Managing Committee consists of the following people:

General Manager

Paul Grande

Director of Food & Beverage  
Director of Finance  
Director of Rooms  
Executive Chef  
Director of Engineering  
Director of Sales and Marketing  
Director of Catering  
Director of Events  
Housekeeping Manager

Dante Nicastro  
Guy Faraci  
Sherif Soltan  
Octavio Ballesteros  
Nathaniel Henning  
Martin Heneghan  
Patricia Karas  
Stephanie Sullivan  
Estela Ramirez

[Back to Resource Information](#)

### **KOSHER**

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

[Back to Resource Information](#)

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

Complete laundry services are also available only Monday- Friday (no weekend)  
Garments picked up prior to 9 a.m. are returned to guests by 6 p.m. the same evening.

Please note that there is no service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

### **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Windy City Limo is our preferred service and can be reached at 847-916-9300.

[Back to Resource Information](#)

### **LINEN SELECTION**

A variety of table linens 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.

Linen colors:

Napkins  
*White*

Tablecloths  
*White*

[Back to Resource Information](#)

## **LIQUOR LAWS**

The State of Illinois has strict liquor laws that must be followed by the Hilton Chicago O'Hare Airport. Because the hotel is only licensed-authorized to sell and serve alcoholic beverages that were purchased by the Hilton Rosemont/Chicago O'Hare, no group may bring in their own alcohol to be served. The legal drinking age in Illinois is 21.

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

[Back to Resource Information](#)

## **LOAD-IN/LOAD/OUT (PRODUCTION, DÉCOR AND STAGING)**

Please refer to the Production Resource Guide.

[Back to Resource Information](#)

## **LOADING DOCK**

The loading dock is located along side the hotel. Please contact your Event Manager for access.

Dimensions:

Doorway      13'9" Wide  
                  14'4" Tall

Trucks no longer than 35 feet

Clearance to Service Elevators

Doorway      4'4" Wide  
                  7' Tall

[Back to Resource Information](#)

## **LOCAL INFORMATION**

The Hilton Rosemont / Chicago O'Hare is located across the street from the Donald E. Stephens Convention Center and approximately 2 miles from the Allstate Arena. The hotel is a quick 35 minute train ride away from downtown Chicago via the Chicago CTA L train system which is located two blocks the hotel.

Distances to Key Destinations:

Donald E. Stephens Convention Center, across the street

Allstate Arena, 2 miles

Rosemont Theater, .25 miles

Harlem and Irving Plaza (HIP) 3 miles

Botanical Garden in Glencoe, 10 miles

Woodfield Mall, 15 miles

Arlington Race Course, 16 miles

Wrigley Field, 13 miles

Downtown Chicago, 17 miles

Willis Tower, 18 miles

Navy Pier, 18 miles  
Comiskey Park, 23 miles  
Midway Airport, 25 miles

[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](#)

### **MAIL SERVICES**

Closest USPS collection service is located at Crown Plaza hotel, south on River Road.

[Back to Resource Information](#)

### **MASTER ACCOUNTS**

See Sales Agreement.

[Back to Resource Information](#)

### **MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

#### **Urgent Care/Emergency Room**

- Resurrection Memorial Hospital,  
7435 West Talcott Avenue,  
Chicago, IL  
773-792-5255

**\*\*Travel time from the hotel is about 10 minutes\*\***

### Hospital

- Resurrection Memorial Hospital,  
7435 West Talcott Avenue,  
Chicago, IL  
773-774-8000

**\*\*Travel time from the hotel is about 10 minutes\*\***

### Ambulance

- Rosemont Fire Station, located 2 minutes away.  
Available 24 hours a day

[Back to Resource Information](#)

### **MEETING PACKAGES**

There are several Food and Beverage packages available. Please see your Event or Catering Manager for details.

[Back to Resource Information](#)

### **MEETING ROOM CAPACITIES**

We have 5 rooms in our Conference Center that seat 18-36 people hollow square, 4 conference suites that seat up to 10 people, 8 meeting rooms that fit between 12-36 people hollow square and 1 ballroom that can seat up to 500 people for a banquet and 800 people theater. An additional ballroom that can seat up to 350 for a banquet and 600 theater.

[Back to Resource Information](#)

### **MEETING ROOM RENTAL**

Please see your Sales Agreement for any meeting room rental. Any additional space added after contract will be subject to additional rental.

[Back to Resource Information](#)

### **MEETING ROOM SET STANDARD**

Standard meeting rooms include the following items:

- Banquet or classroom tables and chairs
- Linens
- Pads and pens or pencils
- Ice water

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

[Back to Resource Information](#)

### **NEWSPAPERS/PUBLICATIONS**

The USA Today is in the lobby. Other newspapers are also available at the Front Desk Sundry Counter.

[Back to Resource Information](#)

### **PACKAGE ROOM**

Please contact your Event or Catering Manager concerning any shipments.

[Back to Resource Information](#)

### **PARKING**

The Hilton Rosemont / Chicago O'Hare offers self-parking in the parking garage behind the hotel at \$25.00 per car per day. The parking garage clearance is 7'3".

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

[Back to Resource Information](#)

### **PERSONALIZED ON-LINE GROUP PAGE (POG)**

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

[Back to Resource Information](#)

### **PETS (POLICY)**

Service animals are always welcome and must be accommodated. Non service animals-pets up to 50 pounds are allowed to stay in the hotel. A \$50.00 fee per day is charged and this includes the amenities (subject to change without notice):

*Organic treats*

*Pocket size packet of bio-degradable waste bags*

*Travel tote made of Crypton Super Fabric*

*Travel-sized bottle of disinfectant, deodorizer & one step cleaner to pet stains/smells*

*Hilton pet collar tag*

[Back to Resource Information](#)

### **PIANOS**

The Hilton Rosemont/ Chicago O'Hare has one piano for use in Banquet Space. Pianos are provided complimentary; however it is recommended that they be tuned prior to each use. The tuning fee is \$100.00 and requires advance notice. Please note that there is an additional labor fee of \$50.00 if you request a piano to be placed on top of portable staging.

If your group requires additional pianos or pianos in outdoor/alternate locations, your Event Manager can rent them from an outside source.

[Back to Resource Information](#)

### **POOLS**

The hotel has a pool located on our 10<sup>th</sup> floor. Hours are 6a-11p.

[Back to Resource Information](#)

### **POST-CONVENTION MEETING**

We encourage our customers to meet with our General Manager during or after the meeting to provide and review feedback. Your Event Manager will coordinate a convenient time.

[Back to Resource Information](#)

### **POST EVENT REPORT**

For meetings and conventions with more than 50 rooms on peak night, your Event Manager will complete a Post Event Report. This report details room pick-up and food and beverage revenues.

[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 Event Manager as to who will attend from your organization and what a convenient time would be for this meeting (time ranges from 20 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**

Please see information under Business Center.

[Back to Resource Information](#)

## **PRODUCTION GUIDELINES**

Your Event Manager will provide you with the hotel's Production Resource Guide.

[Back to Resource Information](#)

## **PUBLIC TRANSPORTATION**

The Hilton Rosemont/ Chicago O'Hare is two blocks from the Chicago CTA L Train station for Rosemont. The fare is \$2.50 per person per ride (subject to change without notice). The tickets can be bought by the train station via kiosk. Exact change is required.

Limos and Taxis are available from the hotel front door. Please allow 10-15 minutes for a taxi.

[Back to Resource Information](#)

## **PYROTECHNICS**

The Hilton Rosemont /Chicago O'Hare does not allow any pyrotechnics in the hotel.

[Back to Resource Information](#)

## **RADIOS/PAGERS/NEXTELS**

We are willing to assist you in obtaining walkie-talkie radios and/or Nextels for use during your program. Please consult your Event or Catering Manager for assistance.

[Back to Resource Information](#)

## **RECYCLING**

The Hilton Chicago O'Hare Airport recycles cardboard products.

[Back to Resource Information](#)

## **REGISTRATION ASSISTANCE**

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

[Back to Resource Information](#)

## **REGISTRATION DESKS**

Your Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located in front of your General Session. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Please note that all hospitality desks will be taken down each evening and reset for the next days use.

Should you require a larger area for an office, storage or hospitality, please consult your Event Manager for space availability.



Handwritten signs and flip charts are not allowed in any hotel public areas.  
Professionally printed signs may be ordered in advance.

[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**

Liberty Tavern, American Cuisine, Hours for Breakfast 6 a.m.-11 a.m., Lunch 11 a.m.-2 p.m. and Dinner 5 p.m.-10 p.m. Lounge hours 11:30 a.m.-1 a.m.

Lobby Cafe, 6 a.m.-9 p.m.  
(Hours scheduled to change)

### **RESTAURANT RESERVATIONS**

Reservations are strongly recommended for all restaurants in the hotel and in Chicago/Rosemont, whether it is for a table of four or a dine-around for 250.

[Back to Resource Information](#)

### **RESTROOMS**

Public restrooms are located in the following areas:

Conference Center

Lobby

By Grand Ballroom

2<sup>nd</sup> Floor

[Back to Resource Information](#)

### **RESUMES**

The hotel distributes group resumes for all groups.

[Back to Resource Information](#)

### **ROPES/STANCHIONS**

Ropes and Stanchions can be provided during the day. Please arrange with your Event Manager.

[Back to Resource Information](#)

### **ROOMING CODES/ROOMING LISTS**

The following are the room category and special service codes that are utilized by the hotel's reservations department. It will assist us greatly if you use these codes on the rooming lists you send to the Hilton Chicago O'Hare Airport.

N - no smoking

R - rollaway

C - connecting room

K1 – Standard king bed

D2- Standard Double

K1E- Executive Level King

D2E- Executive Double

K1J-Junior Suite

K1RRU1- One Bedroom Suite

[Back to Resource Information](#)

### **SAFES/SAFE DEPOSIT BOXES**

In addition to having in room safes, the Hilton Rosemont/Chicago O'Hare has safety deposit boxes available at the Front Desk. There is a fee charged if a key is lost/stolen.

[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.

[Back to Resource Information](#)

### **SHIPPING AND RECEIVING**

Packages for functions may be delivered to the hotel up to one week 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.

Conference Name

Event Dates

Client / Guest Name  
Hold for Arrival (arrival date)  
Attention (Event/Catering Manager contact)  
Hotel Name / Address / City State ZIP  
Phone  
Fax  
Number of packages in that shipment

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).

Shipping from the Hilton Rosemont/Chicago O'Hare

The Hilton Rosemont/Chicago O'Hare utilizes UPS and FedEx for our shipping needs. Please see your catering or service manager for pick-up and delivery schedules.

[Back to Resource Information](#)

**SIGNAGE/BANNERS**

The Hilton Rosemont/Chicago O'Hare Hotel 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.

No banners can be hung along the walls of the Public Areas. Banners may be hung from the skirting of the hospitality desks and at outdoor functions. Hotel personnel must provide the labor to hang the signs at a fee of \$25.00 each.

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 contact Sales to coordinate your site inspection of the property.

[Back to Resource Information](#)

## **SMOKING**

The Hilton Rosemont/Chicago O'Hare is a non smoking property. The hotel has no smoking rooms.

[Back to Resource Information](#)

## **SOUND SYSTEM**

Some hotel meeting rooms and ballrooms have a basic sound system. Please contact your Event or Catering Manager with questions. No outside power or sound can be patched into the hotel sound.

[Back to Resource Information](#)

## **SPECIAL MEAL REQUESTS**

Please consult with your Event or Catering Manager for any special meal requests. The 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 in the hotel. If you are anticipating shipping a large volume of materials, we suggest you consult your Event or Catering 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 hotel has three Junior Suites and 8 One Bedroom Suites. The Junior Suites are 565 sq. ft. One Bedroom Suites are 675 sq. ft. The Presidential Suite is 960 sq feet.

[Back to Resource Information](#)

## **SUSTAINABILITY**

Mission Statement: Hilton Worldwide will manage our business through a lens of sustainability to benefit this generation and those that follow. Through action and innovation we will lead our industry in projects and programs that:

- Enhance the guest experience
- Engage our employees
- Improve operational efficiency
- Advance building design
- Strengthen our partnerships
- Serve our communities
- Protect our global environment
- Enrich our Family of Hotels

[Back to Resource Information](#)

### **TAXES**

The current Illinois State current Hotel Tax is 13% (includes state tax). Food and beverage tax is 10.25%. Meeting Room Rental tax is 10.75% if food and beverage in the room, if not, it is 0%.

All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

[Back to Resource Information](#)

### **TAXICABS**

For the city of Rosemont, there are numerous taxi companies available to our guests. Please see the bellstand for assistance with taxis.

[Back to Resource Information](#)

### **TEAM MEMBER RECOGNITION**

Our Team Members are recognized in various ways. There are regular hotel recognition programs in addition to various corporate and seasonal programs.

[Back to Resource Information](#)

### **TELEPHONES/TELECOMMUNICATIONS**

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

#### **House phones**

- Used for in-house, local and toll-free calls only. There are house phones in each meeting room. Any phones would be an additional charge.

#### **DID Lines**

The installation fee is \$50.00 plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

#### **DID Lines**

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

Speaker Phone @ \$150.00 per day plus 22% service charge, hardware rental only, price does not include phone line.

#### **Internet Access**

High Speed internet connection is \$150.00 per day plus 22% service charge.

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

DSL (Call for price quote)

Devices – Please see the Audio Visual guide for pricing for Wireless and Wired Internet connections for meeting space. The charges apply even if there is a router.

### **Guest Room Calls**

<u>Type of Call</u>	<u>Instructions</u>	<u>Rates</u>
Direct Dial-Bill to Room		
EMERGENCY	9+911	No Charge
Room to Room		No Charge
Local	9+Number	Local Rate
\$ .10 per minute after 60 minutes		
800/888/8xx toll free	9+1+Number	Toll Free 1 <sup>st</sup> 60
minutes \$ .10 per minute thereafter		
Long Distance	9+1+Number	AT&T Operator
assisted rate less 50%		
International	9+011+CC+CC+Number	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.

### **Video Teleconferencing**

This is available through our Audio Visual provider PSAV.

[Back to Resource Information](#)

### **TENTS**

Please consult with your Catering or Event Manager.

[Back to Resource Information](#)

### **THEME PARTIES**

The Hilton Rosemont/Chicago O'Hare will work with your to develop a signature theme party.

[Back to Resource Information](#)

### **TRASH REMOVAL**

Banquets will coordinate cleaning of your meeting space after conclusion of your events daily.

[Back to Resource Information](#)

### **VOICE MAIL**

All guest rooms have a voice mail message service. Group voice mails may be left; however, please note that this process is time consuming as each room number needs to be programmed individually. Please discuss any specific requests with your Event Manager.

[Back to Resource Information](#)

### **WEATHER**

Depending on the season, the weather at the Hilton Rosemont/ Chicago O'Hare varies from a low of -15 degrees to a high of 95 degrees. Before visiting the hotel, we recommend that guests check the local listings to determine the weather conditions.

[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.

[Back to Resource Information](#)

## **WIRED PAYMENT**

If you would like to have payment wired, please notify your Event Manager, and instructions will be faxed to you.

[Back to Resource Information](#)

## **WORSHIP SERVICES**

The following is a list of nearby locations.

- *Baptist*  
*First Baptist Church of Park Ridge*  
*1266 N. Northwest Highway*  
*Park Ridge, IL*  
*847-692-6101*
- *Catholic*  
*Our Lady of Hope*  
*9711 W. Devon Ave*  
*Rosemont, IL*  
*847-825-4673*
- *Christian*  
*Christian Science Reading Room*  
*13 N Prospect*  
*Park Ridge, IL*  
*847-823-4647*
- *Episcopal*  
*St. Martin' Episcopal Church*  
*Margaret & Thatcher*  
*Des Plaines, IL*  
*847-824-2043*
- *Jewish*  
*Maine Township Jewish Congregation*  
*8800 Ballard Rd*  
*Des Plaines, IL*  
*847-297-2006*
- *Lutheran*  
*Immanuel Lutheran Church*  
*855 Lee Street*  
*Des Plaines, IL*  
*847-824-3652*
- *Lutheran*  
*St. Luke's Lutheran Church, ELCA*



205 N. Prospect Ave.  
Park Ridge, IL  
847-825-6659

- *Methodist*  
*First United Methodist Church*  
418 Touhy Ave  
Park Ridge, IL  
847-425-3144

Additional Congregations

- *Des Plaines Church of Christ*  
1794 Illinois  
Des Plaines,, IL  
847-824-8200
- First Church of Christ Scientist  
330 W Touhy Ave  
Park Ridge, IL  
847-823-3329

[Back to Resource Information](#)

**ZIP-OUT CHECKOUT**

With Zip Checkout, your room folio is at your door early in the morning of your departure. Simply verify the charges, use the television remote or dial extension 5246 to Checkout. Please leave your keys in the room. If you are not departing the hotel immediately, luggage storage can be arranged at the bellman's desk.

[Back to Resource Information](#)