



## **Palmer House Hilton**

# **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.

**Palmer House Hilton**  
**17 E. Monroe Street**  
**Chicago, IL 60603**

**[www.Hilton.com](http://www.Hilton.com)**  
**[www.Hiltonfamilychicago.com](http://www.Hiltonfamilychicago.com)**

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## **GENERAL INFORMATION**

The Chicago Hotel the World Knows Best! At the **Palmer House Hilton** hotel in Chicago, Illinois, guests enjoy the close proximity to the Art Institute of Chicago, Grant Park, Millennium Park and Navy Pier. State Street and Michigan Avenue shopping is just outside our hotel doors. Ideally located in the heart of the Chicago Loop, the Palmer House Hilton hotel offers modern conveniences combined with over one hundred years of elegance.

For the demanding traveler the Palmer House Hilton provides a fitness center (usage fee applies) and indoor pool. All of the guestrooms at the Palmer House Hilton in Chicago, Illinois offer comfortable and elegant surroundings as well as the modern conveniences you expect while taking care of business on the road, such as two phone lines, voicemail, high-speed internet access, and coffeemakers.

This Chicago, Illinois Palmer House Hilton has an Executive Level that offers virtually "a hotel within a hotel" with a long list of special amenities suited for that busy executive. The self-contained conference floor includes thirty-eight function rooms which can satisfy virtually every business need. With the fine service you require and Chicago's most popular attractions just outside your door, the Palmer House Hilton in Chicago, Illinois is ready to welcome and charm you.

## **FUNCTION SPACE AND BANQUETS**

At the Palmer House Hilton, you will find over 70 meeting rooms ranging in size from 300 sqf to 10,000 sqf. Our 7<sup>th</sup> floor conference floor has over 35 meeting rooms with State of the art telecommunications, high-speed internet and audio visual systems.

- Catering Menu's available separately.

## **SPA**

- **Coming fall of 2007**

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## **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

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## **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.

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## **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    |
| Continental Airlines     | 1-800-525-0280    |
| 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**

There are two major airports that serve the Chicago area: O’Hare International Airport located 19 miles, approximately 30-45 minutes and Midway International Airport located 11 miles, approximately 40-60 from the Hilton Palmer House. Click on this [O’Hare Airport](#) or [Midway Airport](#) for a map.

To see transportation and flight information at both O’Hare International Airport and Midway International Airport, click on this [www.flychicago.com](http://www.flychicago.com)

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**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 15%. For a standard delivery, the fee is \$4.00.

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**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.

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## **AUDIO/VISUAL**

PSAV/Presentation services, our in-House audiovisual company, brings over 45 years of experience in the audiovisual industry. PSAV has the resources to accommodate meeting planners and producers with exceptional services, equipment & support. As part of the leading audiovisual company in the industry, PSAV has extensive off-site staging, meeting & rental resources as well. No matter the size or scope of the meeting, PSAV is dedicated to ensuring success, from intimate meetings to elaborate stage productions. Please contact P.J McLaughlin at 312-609-1932 to begin planning your event.

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## **AUTOMATED TELLER MACHINES**

There is an ATM conveniently located on the lobby level, the street level near the Wabash Street entrance, and on the Executive Tower level on the 23<sup>rd</sup> floor. There are also ATM locations in Chicago at all major bank locations.

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## **BABY-SITTING SERVICES**

The following childcare companies are licensed, bonded, insured and CPR trained. Parents should arrange directly with the company selected. 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.

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.

### **American Childcare**

445 E. Ohio Ave. Suite 306

Chicago, IL 60611

312-644-7300

[hotelcare@aol.com](mailto:hotelcare@aol.com)

[www.ameicanchildcare.com](http://www.ameicanchildcare.com)

### **American Registry**

1425 N. Dearborn

Chicago, IL 60610

312-475-1515

877-601-BABY

[americanregistry@aol.com](mailto:americanregistry@aol.com)

[www.american-registry.com](http://www.american-registry.com)

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## **BALLOONS**

### **Eved Services**

*Palmer House Hilton*  
*Catering and Sales Office*  
*Mezzanine Level*  
*17 E. Monroe*  
*Chicago, IL 60603*  
[sales@eved.com](mailto:sales@eved.com)  
[www.eved.com](http://www.eved.com)

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## **BANKS**

Banking institutions located near the Palmer House Hilton.

### **Chase Bank**

*10 S Dearborn*  
*Chicago, IL 60670*  
*(312) 732-1164*  
[www.chase.com](http://www.chase.com)

Mon.-Fri. 7am-6pm, Closed Sat. & Sun.

### **LaSalle Bank**

*77 South Dearborn Street*  
*Chicago, IL 60603*  
*312-726-8910*

Mon.-Fri. 8am-5pm, Closed Sat. & Sun.

[www.lasallebank.com](http://www.lasallebank.com)

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## **BANQUET BEVERAGE SELECTION**

The *Palmer House Hilton* 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.

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.

**\*\*See contact your event or catering manager for beverage menu's\*\***

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## **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 Manager.

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## **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Manager 30 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.

**\*\*See contact your event or catering manager for banquet menu's\*\***

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## **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 business hours 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 3% more than this guaranteed minimum.
- 3. LABOR CHARGE:** If the guaranteed number for your event is less than 20 persons, we will add a \$100 labor charge to your account. This will be used to cover our costs of the event and will not be distributed as a service charge or gratuity to our employees working at your event.
- 4. 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.

**5. GRATUITY & SERVICE CHARGE:** 17.50 % of the food and beverage total plus applicable state or local tax will be added to your account as a gratuity and fully distributed to servers, and where applicable, bussers and/or bartenders assigned to the Event. 17.50 % of the food and beverage total, plus any applicable state or local tax, will be added to your account as a service charge. This service charge is not a gratuity and is the property of the Hotel to cover discretionary costs of the Event.

**6. 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.

**7. 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.

**8. 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.

**9. 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.

**10. 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. 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.

**12. 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.

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### **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 \$2.75 per bag, plus state tax, and is subject to change. Departure notices and bag pulls should be coordinated with our Catering/Event Manager.

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### **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.

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### **BOX LUNCHES**

Box lunches are available through the catering department. 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.

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## **BUSINESS CENTER**



Whatever your business needs are, they can all be accommodated through our in-house UPS Business Center.

Prices are quoted on an individual basis, depending on the type of equipment needed as well as the scope of the job requested. In order to address your specific group's needs, please refer to the UPS Business Center or discuss them with your Catering/Event Manager. Whether you require a fully operational office setup on property or various limited services, the Business Center is designed with everyone's needs in mind.

Business hours are:

6:00am-9:00pm Monday through Friday  
8:00am- 4:00p.m. Saturday  
8:00am – 4:00pm Sunday

For large quick printing or copying jobs, we recommend calling:

Carrie Taylor  
The Palmer House Hilton  
17 East Monroe Street  
Chicago, IL 60603  
Phone: 312-917-1705  
Fax: 312-917-1707  
Web address: [store5905@theupsstore.com](mailto:store5905@theupsstore.com)

Please ask for the price guide.

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## **BUS/BUS COMPANIES**

For group transportation and business needs, please contact:

### **Eved Services**

*Palmer House Hilton  
Catering and Sales Office  
Mezzanine Level  
17 E. Monroe  
Chicago, IL 60603  
[sales@eved.com](mailto:sales@eved.com)  
[www.eved.com](http://www.eved.com)*

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### **CAR RENTAL AGENCIES**

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

#### **Hertz Rent-A-Car 800-654-3011**

Local phone number: (312) 726-1476

Location: 181 W Washington St., Chicago, IL 60602

#### **Avis Rent-A-Car 800-321-3712**

Local phone number: (312) 782-6825

Location: 214 N Clark St, Chicago, IL 60601

#### **Budget Rent-A-Car 800-527-0700**

Local phone number: (312) 834-0943

Locations: 714 S Wabash, Chicago, IL 60605

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

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

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### **\*CASH PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure his/her room, the Palmer House Hilton will require full payment in advance for room and tax charges. In addition, there will be a \$50.00 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.

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### **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.

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### **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 The Palmer House Hilton. Identification will be required.

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## **CHECK-IN AND CHECKOUT**

Hotel check-in is 3PM., and checkout is 11AM. (All guests arriving before 3PM 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 your event manager 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 extension 26 to check-out. 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.

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## **COFFEE MAKER**

The Palmer House Hilton has a Cuisinart two cup coffee maker with Lavazza coffee in our guest rooms.

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## **CONCIERGE**

The Palmer House Concierge Department is excited at the prospect of introducing you to Chicago's rich tapestry. Whether it is transportation to get you to and from, reservations at the country's finest restaurants, tickets to the best theatre, massage, cultural and sporting events or flowers for a loved one, please do not hesitate to call us at **EXT. 27**. A team of seasoned professionals, to include Clef d'Or accredited concierge, are at your disposal daily from 7:00 am to 11:00 pm.

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## **CONVENTION CENTER**

McCormick Place  
2301 S. Lake Shore Drive  
Chicago, IL 60616  
312-791-7000  
2 miles from hotel  
\$10 cab ride

Donald E. Stephens  
5555 N River Road

Rosemont, IL 60018  
847-694-2220  
17 miles from hotel  
\$35 cab ride

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### **CORKAGE**

Due to licensing restrictions, all food and beverage must be provided by The Palmer House Hilton hotel.

### **CREDIT CARDS**

The Palmer House Hilton accepts most major credit cards including American Express, Master Card, Visa, & Diners Club.

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### **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.

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### **CURRENCY EXCHANGE**

The front desk currently exchanges the following currency at the prevailing rate from the Foreign Currency Exchange Corporation.

Australian Dollars  
Bahamas Dollars  
Canadian Dollars  
Danish Kronen  
English/Scottish Pound  
Euro  
Irish/N. Ireland Pound  
Japanese Yen  
Mexican New Peso  
Norwegian Kroner  
Swedish Kroner  
Swiss Francs

Each guest is limited to a currency exchange of **\$100.00** per day and **\$300.00** per stay, with identification. If a large amount of money is to be exchanged, we strongly recommend handling the exchange through your home bank.

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## **DANCE FLOOR**

The Palmer House Hilton does have dance floors available for your use, please contact your event service manager for details.

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## **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.

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.

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

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

Eved Services  
4811 W. Oakton Street, Suite 250  
Skokie, IL 60077  
773-764-7000  
www.eved.com

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## **\*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.

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## **DIAGRAMS**

Please contact your event service manager for custom diagrams of our meeting space

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## **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.

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### **DIRECTIONS TO THE HOTEL**

#### **From O'Hare Airport or from the North via Highway 90/94 (Approx. 18 miles)**

- Take *Highway 90/94 East (Kennedy Expressway)* to downtown Chicago
- Exit at *Monroe Street* (exit # 51E- immediately after Madison St. exit), turn left
- Proceed approximately 11 stop lights down Monroe Street
- The Palmer House Hilton will be on your right side as you cross State Street

#### **From Midway Airport or from the South via Highway 55 (Approx. 11 miles)**

- From Midway, take *Cicero Ave.* North 2 miles to *Hwy 55 (Stevenson Expressway)* North
- Take Hwy 55 North approx. 6 miles to the interchange for *Hwy 90/94 West (Wisconsin)*
- Continue on *Hwy 90/94 West* approx. 2.5 miles
- Exit at *Monroe Street* (exit # 51E), turn right
- Continue approximately 11 stop lights down Monroe Street
- The Palmer House Hilton will be on your right side as you cross State Street

#### **From the South via Highways 65, 80, 57 or 90/94 (West)**

- Take *Hwys 65, 80 or 57* to *Hwy 90/94 West (Dan Ryan Expressway)* to Chicago
- Exit from 90/94 West at *Monroe Street* (exit # 51E), turn right
- Continue approximately 11 stop lights down Monroe Street

#### **From the West via Highways 290**

- Take *Hwy 290 (Eisenhower Expressway)* East to downtown Chicago
- *Hwy 290* becomes *Congress Parkway* as you enter downtown
- You will first pass under two buildings: US Post Office and Chicago Stock Exchange
- Five traffic lights past the Chicago Stock Exchange is *State Street*, turn left
- Proceed 4 traffic lights to *Monroe Street*, turn right
- The Palmer House Hilton is immediately on your right

#### **From Lake Shore Drive North or South**

- Exit at *Randolph Street Exit* (located just south of Navy Pier)
- Drive West on Randolph (From the *North*: turn right...From the *South*: turn left)
- Continue on *Randolph* approx. 6 traffic lights until you reach *Clark Street*, turn left
- Proceed 4 traffic lights to *Monroe Street*, turn left
- The Palmer House Hilton is 2 traffic lights down Monroe on right, just past State Street

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### **DOCTORS ON CALL**

#### **Inn House Doctor**

Dr. Richard Kasufkin

40 East 9<sup>th</sup> Street

Chicago, IL

773-734-1944

1-888-AM DOC or 1-888-PM DOC

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## **DRESSING/GREEN ROOMS**

Our current meeting rooms can act as a Green Room upon request.

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## **DRUG STORES**

### **Walgreen's Drug Store**

16 W Adams Street  
Chicago, IL 60603  
Store: 312-223-0797

### **CVS Pharmacy (24hrs)**

105 S. Wabash St.  
Chicago, IL 60603  
Store: 312-244-1520  
Pharmacy: 312-244-1521

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

Laundry services are available by dialing extension **23**. Garments picked up prior to **9a.m.** are returned to guests by **7p.m.** the same evening. Garments picked up before **9p.m.** will be returned the following day by **7a.m.** 1hr pressing is available from **6 a.m.** to **8 p.m.**

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

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## **eEVENTS**

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

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## **ELECTRICAL**

The Engineering Department provides assistance with all your mechanical and electrical needs. Please contact your Catering/Event Manager if you require an electrical services request form to secure additional power and/or labor services. All requests for power requirements are to be communicated to your Catering/Event Manager.

A complete production package is also available through your Catering/Convention Services Manager.

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## **ELEVATORS**

The Palmer House Hilton hotel has 15 guest elevators located in the lobby that service the street level to the 23<sup>rd</sup> floor.

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## **EMERGENCY PROCEDURES**

The Hilton Palmer House 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 **66**.
- The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number **66** will initiate the appropriate response.
- Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel.
- Our Security Department, as well as a small number of other employees, 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: Northwest Memorial Hospital
- Nearest hospital: Northwest Memorial Hospital

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## **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.

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## **EXECUTIVE MEETING PACKAGES**

Please contact your Event service manager for details

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## **EXHIBITS**

The Palmer House Hilton has 25,000 sq feet of Exhibit space broken into two different halls, the salons on the 3<sup>rd</sup> floor and the upper exhibit hall on 4<sup>th</sup> floor.

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## **FAX MACHINES**

Fax Machines can be ordered by your Event Manager upon request.

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## **FAX NUMBERS**

|                                      |               |
|--------------------------------------|---------------|
| For Guests:                          | 312-917-1705  |
| Catering/Convention Services office: | 312-726-7500  |
| Sales office:                        | 312-609-1956  |
| Reservations office:                 | 1-800-hiltons |

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## **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.

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### **FITNESS CENTER**

Pool and Jacuzzi use is complimentary to our guests during the hours listed below. Fitness equipment, aerobics, steam, sauna and locker facilities are available at a rate of \$11 person per day. Special extended day packages are also available at a reduced rate.

#### Hours of Operation:

Mon-Fri—5:30AM-9PM

Sat-6AM-7:30PM

Sun-7AM-6PM

Personal Training Available by Appointment

Children under 14 are NOT permitted to use the facilities. Children between the ages of 14-17 must be accompanied by an adult.

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### **FLAGS**

Our Facilities Department currently has United States flags, Illinois State flags and European Flags in inventory. If you require additional flags, please discuss rental costs with your Catering/Event Manager.

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### **FLORAL/FLORIST**

**Daniel’s Florist** is our in-house florist featuring floral arrangements and plants. They can provide beautiful table and buffet centerpieces for your special event. For further information, they may be contacted at 312-492-9930, or consult your Catering/Event Manager for assistance with a proposal for your special event.

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### **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.

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### **FREIGHT ELEVATOR**

The Freight Elevator services the dock to the 4<sup>th</sup> floor. Please contact your Event Manager for details. The principal freight elevator is 18'5"x8'x7'6" and has a capacity of 5,000lbs.

The hotel requires an elevator operator be hired during load in and load

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### **GENERAL MANAGER**

J. Peter Lynn joined the Palmer House Hilton in the month of May 2005 as General Manager. He has been in the hotel industry since 1981, previously holding positions as General Manager at the Hilton Chicago O'Hare Airport and General Manager at the Hilton Seattle Airport.

J. Peter Lynn is thrilled to welcome your group to the Palmer House Hilton and is accessible as needed.

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### **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 our Executive Office 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.

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### **GIFT IDEAS**

<http://www.hilntohome.com/> - The Hilton Serenity Collection

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

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## **GOLF COURSE INFORMATION**

Authentic Scottish links-style layout boasts plenty of mounds, moguls and bunkers. The two new 18-hole public courses offer contrasting views of Chicago's skyline and an old industrial landscape. No trees to get in your way here. Located east of the Bishop Ford Freeway (I-94) at 111th Street, 16 minutes from the Loop near the Pullman Historic District. Facilities include a lighted driving range, putting green, sand and chipping area and golf school.

Harborside International Golf Center  
11001 S. Doty Avenue East  
Chicago, IL 60628  
Hours: Sunrise-Sunset April 1<sup>st</sup>- Nov. 30<sup>th</sup>  
[Harborside3@aol.com](mailto:Harborside3@aol.com)  
[www.harborsideinternational.com](http://www.harborsideinternational.com)

### **Golf Course Information**

|   |                        |         |
|---|------------------------|---------|
| Green Fees                              | Mon.-Thurs.            | \$80.00 |
|   | Fri. - Sun. & Holidays | \$92.00 |
| Twilight Rate                           | after 3p.m.            | \$55.00 |
| Club Rental (1 set per player required) |                        | \$40.00 |

18-Hole individual rates include golf cart, bucket of balls, yardage books and tee pack

- All reservations are secured by Visa, MasterCard or American Express.
- Cancellation is required a minimum of 48 hours in advance.
- Harborside is a non-metal spike (spikeless) facility.
- Proper golf attire required: collared shirts, golf slacks or walking shorts

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## **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 - \$2.00 per bag and discretionary for above and beyond services provided for you. *Disclosure: all gratuities not outlined in the contract are discretionary.*

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## **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

- Please provide the list in Excel format.

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### **GROUP CHECK-IN, ARRIVALS AND DEPARTURES**

The *Palmer House Hilton* has a specially designed group entrance to accommodate the needs of your group. It has a porte cochère and ample room for bus loading and unloading.

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 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.

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### **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.

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### **GUEST ROOMS**

The original, and still among the very best, of the Chicago luxury hotels, Palmer House Hilton literally shines due to the ongoing restoration. Everything, from the Beaux Arts ceiling - meticulously restored by a Florentine artisan noted for his work on the Sistine Chapel - to the addition of an entire floor of deluxe-tech conference and meeting facilities. With more than 1,600 deluxe rooms and 88 suites all warmly residential, you can be sure there's a room that's perfectly suited to your needs.

There are spacious double rooms, many with two baths. One, two and three-bedroom suites, and the palatial eleven-room Penthouse Suite. On the Palmer House Hilton Executive Levels privacy is one of the many things you can take for granted. Life on the Executive Level is purposefully removed. It has a staff and style all its own. And a level of service that ensures the least possible distraction.

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.

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### **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 - \$2.50 per envelope deliveries inside the room - \$3.50 for the first item & \$0.50 for each additional item after the first two pieces.

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### **GUEST SERVICE HOTLINE**

Guests with specific needs or requests may pick up a house phone and dial extension 22. A hotel operator will direct your needs to the appropriate hotel contact.

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### **HAIR SALON**

Coming fall 2007

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### **HHONORS FLOOR**

Inviting and luxurious: the sleeping accommodations, furnishings, appointments, services, and amenities clearly make the statement of elegance and superior quality.

Executive Rooms are decorated in the French Empire style, as favored by Bertha Palmer herself.

In addition to the standard room amenities, Executive Level Amenities include:

- Private Elevators
- Private Check-in
- Bath robes
- Complimentary, deluxe Continental Breakfast served from 6:30am - 10:00am, Monday through Friday and 6:30am - 11:00am Saturday and Sunday.
- Complimentary hors d'oeuvres daily from 5:00pm - 7:00pm.
- Complimentary coffee, tea, non-alcoholic beverages and snacks available all day.
- Executive Lounge is open from 6:30am - 11:00pm daily.
- Bartender service for alcoholic beverages daily from 4:00pm - 11:00pm. Alcoholic beverages may be charged to your room account if you wish.
- A private concierge is available to serve you from 6:30am - 11:00pm, daily. They will be happy to assist you with restaurant reservations, answer any questions, or expedite your check in and check out process.
- In Room Entertainment

- DVD player and 32" television.
- Complimentary DVD rental
- Fit Kit Work Out package
- High-speed internet is available for a fee

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### **HOSPITALITY DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located near the group's registration or 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 day's use.

Should you require a larger area for an office, storage or hospitality, please consult your Catering/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.

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### **HOTEL FACTS/HISTORY**

The following is a fact sheet for the Palmer House Hilton:

Location: Chicago Loop  
 Address: 17 East Monroe St. Chicago, IL 60603  
 Telephone: 312-726-7500  
 Facsimile: 312-917-1705  
 Reservations: 1-800- Hiltons  
 Website: www.hilton.com  
 Managed By: Hilton Hotels Corporation  
 Grand Opening: September 26, 1871  
 Last Renovation:  
 Architects: Please contact your Event Service Manager  
 Employees (Full-Time, Part-Time):

**Brief Description:** The Palmer House was built in 1871 by Potter Palmer who built the hotel as a gift to his wife, Bertha Palmer. Thirteen days later, the Great Chicago Fire reached the Palmer House. Potter Palmer began reconstructing his many properties, among them, the Palmer House. Less than a year later, July 1873, it was opened to the public, making it the longest running hotel in North America.

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## **HOTEL MAP**

Attendees may receive a map in their key packet when they arrive at the hotel. Your Catering/Event Manager can customize the map for your guests to state your group name and show locations and directions for your special functions.

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## **HOUSEKEEPING**

The Housekeeping department is open 24 hours. Daily housekeeping services, which consists of general cleaning, take place between 7:00a.m. and 4:00p.m. 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 \$3.00 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, 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.

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## **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.

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## **IN-ROOM DINING**

Our In-room Dining is open 6:00am-2:00am for breakfast, lunch, dinner, snacks and beverage service. We are happy to offer convenient doorknob ordering for breakfast service. In-Room Dining can be reached at extension 21 in-house.

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## **INTERPRETATION/TRANSLATION SERVICES**

### **Transperfect**

150 North Michigan Avenue

Chicago, IL 60601

312-578-0887

[Chicago@transperfect.com](mailto:Chicago@transperfect.com)

[www.transperfect.com](http://www.transperfect.com)  
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### **INTERNET SERVICES**

The *Palmer House Hilton* provides numerous Internet Services. Please contact your Event Manager who will answer any questions concerning your system.

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### **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 \$150.00 charge per room and you may be required to sign a hold harmless agreement.

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### **KEY CARDS**

Please contact your Catering/Event Manager if you would like custom keys for your group. They are an excellent way to market your organization.

### **KEY HOTEL CONTACTS**

The Palmer House Hilton Managing Committee consists of the following people:

|                                 |                             |
|---------------------------------|-----------------------------|
| General Manager                 | Peter Lynn 312-621-7321     |
| Resident Manager                | Dean Lane 312-621-7328      |
| Director of Food & Beverage     | Deanne Kelly 312-621-7316   |
| Director of Finance             | Stephen Flach 312-621-7302  |
| Director of Front Office        | Wendy Romero 312-612-7372   |
| Executive Chef                  | Stephen Henry 312-621-7397  |
| Director of Housekeeping        | Karen Mitchell 312-621-7320 |
| Director of Engineering         | Marty Gerbac 312-917-7383   |
| Director of Sales and Marketing | David Sargent 312-609-1901  |
| Director of Catering            | David Brandt 312-621-7343   |
| Director of Events              | DT Love 312-621-7336        |

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### **KOSHER**

We offer a variety of Kosher Meals to our guests. These meals are prepared for us and are "Glatt Kosher". Please ask your Catering/Event Manager for kosher suggestions.

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### **LABOR**

Please contact your Event Service Manager for details.

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

Complete laundry services are also available by dialing extension 23 or extension 5475 in-house. Garments picked up prior to 9:00a.m. are returned to guests by 7:00p.m. the same evening. Garments picked up after 9:00pm, will be returned the following day by 7:00am. There is an additional 25% extra service charge for this service.

Please note that (based on occupancy levels) there is service on the following Holidays: Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

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### **LIMOUSINE SERVICES**

Arrangements may be made to have a group VIP transported by our hotel limousine or town car, or through an outside service. Please contact your event manager to make arrangements.

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### **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.

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### **LIQUOR LAWS**

The State of Illinois has strict liquor laws that must be followed by the *Palmer House Hilton*. Because the hotel is only licensed/authorized to sell and serve alcoholic beverages that were purchased by the Palmer House, no group may bring in their own alcohol to be served. The legal drinking age in Illinois is 21 yrs. old.

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

All load-in/Load-out requests must be arranged through your event service manager

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### **LOADING DOCK**

The loading dock is located off Wabash just north of Adams Street.

Our loading dock is equipped with 2 bays for your use and all trucks must be no longer than 48 feet long and 11 feet high.

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## **LOCAL INFORMATION**

[Chicago Museums](#)

[Chicago Entertainment](#)

[Chicago Theaters](#)

[Chicago Parks](#)

[Chicago Sports](#)

[Chicago Dining](#)

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## **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.

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## **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.

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## **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 26.

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## **MAIL SERVICES**

Stamps are for sale, and Business Center offers shipping services. If you have a large number of items that need to be mailed, or require shipping materials, we suggest UPS. They are located on the 7<sup>th</sup> floor and offer complete mail services as well as materials.

They are open Monday through Friday from 6 a.m.-10 p.m., and Saturday from 8 a.m.-4 p.m. They can be reached at 312-917-1705 and by fax at 312-917-1707. Please refer to your Catering/Event Manager if you would like to arrange an on-site service for your group.

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### **MASSAGE THERAPY**

Massage is well known for its ability to relax muscle spasms and relieve tension from the body. Reservations are suggested. For booking massages as a group activity option, you may consult your Catering/Convention Services Manager.

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### **MASTER ACCOUNTS**

See Sales Agreement.

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### **MEDICAL FACILITIES/SERVICES**

Medical Services facilities nearby:

#### Urgent Care/Emergency Room

- Northwest Memorial Hospital  
251 E. Huron  
Chicago, IL  
312-908-2000  
312-908-3222 emergency  
24 hours  
\*\*Travel time from the hotel is about 5 minutes\*\*

#### Medical Center

- First Care Medical Center  
1158 W. Taylor Rd  
Chicago, IL 60603  
312-455-8640  
Monday through Friday 8 a.m.-4 p.m., Weekends 9 a.m. - 2p.m.

#### Hospital

- Northwest Memorial Hospital  
251 E. Huron  
Chicago, IL  
312-908-2000  
312-908-3222 emergency

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## **MEETING ROOM CAPACITIES**

The Palmer House Hilton can accommodate the needs of the small corporate and industry meetings market and permit small meeting availability during major convention commitments. 40,000 square feet of meeting space occupies the entire seventh floor of The Palmer House Hilton. Offering a wide range of meeting accommodations, the space consists of 37 custom meeting rooms within six distinct areas or “wings.” Large general session conference rooms, deluxe board rooms, and smaller breakout rooms are equipped with the finest available furnishings and provide the ultimate in comfort, function, and convenience for meeting programs. The State Ballroom is majestically regal. Used in conjunction with the Grand Ballroom, it can provide an unparalleled space for a lavish dinner seating as many as 1,300 guests. The Red Lacquer Room rivals the great halls of a fine European palace. This richly decorated room has an adjoining foyer, as well as a comprehensive lighting and sound system. The Empire Room is the signature of The Palmer House Hilton. Known virtually throughout the world as one of the purest expressions of the High French Empire architectural design, its emerald green and gold motif is set ablaze in the beveled mirrors and crystal chandeliers. Any function will take on significance when it is held in this venue, which has been called “the most beautiful room in all of Chicago,” and continues to be one of the city’s most sought-after facilities for private parties.

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## **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 UPS Package room staff for a charge based on weight per item/per move.

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## **MEETING ROOM RENTAL**

Please see your Sales Agreement for any meeting room rental.

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## **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 Catering/Event

Manager for miscellaneous/electrical charge price sheets. All meeting rooms are non-smoking.

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### **MUSIC/MUSICIANS**

The Palmer House Hilton has key contacts in the entertainment industry which make it possible to secure the best local, national, and international talents. Please contact your Catering/Event Manager for assistance in booking entertainment.

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### **NEWSPAPERS/PUBLICATIONS**

Newspapers available in our gift shop are:

Chicago Tribune

Chicago Sun-Times

New York Times

Wall Street Journal

New York Post

Financial Times

Investor's Business

They are delivered to the Feelings Gift Shop at **7a.m.** daily.

The *USA Today* is delivered to guest rooms Monday- Friday.

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### **OFFICE EQUIPMENT/SUPPLIES**

Our PSAV Department offers a complete range of services including rental of computer systems, copier machines, facsimile machines, just to name a few.

Prices are quoted on an individual basis depending on the type of equipment needed as well as the scope of the job requested. Discuss your group's needs with your Catering/Event Manager.

For large quick printing or copying jobs, we recommend calling:

Carrie Taylor

The UPS Store

The Palmer House Hilton

17 East Monroe Street  
 Chicago, IL 60603  
 Phone: 312-917-1705  
 Fax: 312-917-1707  
 Web address: store5905@theupsstore.com

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**OFF PREMISE CATERING**

Off premise catering is available for special request; please contact your catering manager for additional information and cost.

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**PACKAGE ROOM**

Our package room is located in the UPS Store on the 7<sup>th</sup> floor. Open Monday-Friday from 6am-10pm.

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**PARKING**

The Palmer House Hilton offers self-parking and valet parking. Both options include in-and-out privileges for overnight parking. Self Parking is located at 55 E. Monroe.

|                    |         |
|--------------------|---------|
| <b>Overnight</b>   |         |
| Valet              | \$38.00 |
| Self               | \$30.00 |
| <b>Daily Rates</b> |         |
| Less than 1/2 hour | \$22.00 |
| 1/2 hour - 1 hour  | \$22.00 |
| 1 hours - 2 hours  | \$22.00 |
| 2 hours - 6 hours  | \$26.00 |
| 6 hours-10 hours   | \$36.00 |
| 12 hours-18 hours  | \$38.00 |
| 18 hours-24 hours  | \$38.00 |

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.

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**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

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### **PETS (POLICY)**

Service animals are always welcome and must be accommodated.

Pets are permitted at the Palmer House Hilton

Maximum weight: 85lbs.

A pet agreement form must be signed at check-in

Pet must be caged in order to receive housekeeping service

Pet must be leashed at all times while in the public space

Guest agrees to be responsible for any damage caused by the animal

In the event that excess noise is caused by the animal while the room is unoccupied, the pet will be removed and placed in security.

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### **PIANOS**

The *Palmer House Hilton* has pianos for use in the hotel. Please contact your Event Service Manager for details.

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

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### **POOLS**

Pool and Jacuzzi use is complimentary to our guests during the hours listed below.

Mon-Fri—5:30AM-9PM

Sat—6AM-10PM

Sun—7AM-10PM

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### **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.

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### **POST EVENT REPORT**

For meetings and conventions with more than 100 rooms on peak night, your Event Manager will complete a Post Event Report. This report details room pick-up and food and beverage revenues.

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### **POSTING OF EVENTS**

The Palmer House Hilton has electronic plasma screens that will post your meetings location and times; these screens are located on Street level, Lobby level and on the meeting floors.

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### **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.

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### **PRINTING SERVICES**

Carrie Taylor  
The UPS Store  
The Palmer House Hilton  
17 East Monroe Street  
Chicago, IL 60603  
Phone: 312-917-1705  
Fax: 312-917-1707  
Web address: store5905@theupsstore.com

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### **PRODUCTION GUIDELINES**

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

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### **PRODUCTION CREW MEALS**

Please contact your Catering/Event Manager regarding production crew dining in the hotel employee cafeteria.

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## **PUBLIC TRANSPORTATION**

The City of Chicago has a very integrated train and bus system. Current rates are \$2.00 per ride and passes may be purchased at a kiosk at every train station. The train system goes to both O'Hare International Airport and Midway International Airport.

### **O'Hare Airport,**

The Blue Line Train is located at the airport

Take CTA BLUE LINE TRAIN (BLUE LINE – SOUTHBOUND-LOOP)

Get off at MONROE/DEARBORN stop.

This will leave you 1 BLOCK WEST OF THE PALMER HOUSE AT MONROE AND DEARBORN

### **Midway Airport**

The Orange Line Train is located at the airport

Take CTA ORANGE LINE TRAIN (ORANGE LINE – NORTH-LOOP)

Get off at the STATE/VAN BUREN CTA stop.

WALK .26 miles on N STATE ST.

TURN RIGHT on E MONROE

Visit to Chicago Transit Authority Website to plan a trip around Chicago using public transportation. [CTA Website](#)

During the spring and summer months, downtown Chicago has a free trolley service to some popular attractions. Visit the website below to see the route for the trolley.

[City of Chicago Free Trolley](#)

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## **PYROTECHNICS**

The Palmer House Hilton does not allow any pyrotechnics in the hotel.

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## **NEXTELS**

We are willing to assist you in obtaining Nextel's for use during your program. Please consult your Catering/Event Manager for assistance.

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## **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.

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## **REGISTRATION DESKS**

Your Catering/Event Manager is happy to arrange a hospitality desk for your group. Hospitality desks are located near the group's check-in or 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 Catering/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.

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## **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

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## **RESORT FEE**

Not applicable to the Palmer House

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## **RESTAURANTS/LOUNGES**

Bigtown Restaurant open from 6am-2am.

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## **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.

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## **RESTROOMS**

Public restrooms are located in the following areas:

Lobby, 3<sup>rd</sup> floor, 4<sup>th</sup> floor, 6<sup>th</sup> floor, 7<sup>th</sup> floor

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## **RESUMES**

Group resumes will be sent to the planner 14 day's prior to first night arrival

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### **RIGGING**

Your Event Services Manager will provide you with the Production Resource Guide.

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### **ROBES**

Robes are provided in Suites and on Hilton Honor floors at no additional charge.

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### **ROPES/STANCHIONS**

Ropes and Stanchions can be provided if necessary.

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

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### **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 Palmer House Hilton.

|       |                               |
|-------|-------------------------------|
| D1    | 1 Full Bed                    |
| Q1    | 1 Queen Bed                   |
| K1    | 1 King Bed and 1 Bathroom     |
| K1    | 1 King Bed and 2 Bathrooms    |
| D2    | 2 Full Beds and 1 Bathroom    |
| D2RRX | 2 Full Beds and 2 Bathrooms   |
| K1J   | Junior Suite with 1 King Bed  |
| D2J   | Junior Suite with 2 Full Beds |
| Q2    | 2 Queen Beds and 1 Bathroom   |
| K1RRC | Accessible Room with King Bed |

|        |  |
|--------|--|
| Q1RRC  | Accessible Room with Queen Bed               |
| D2RRC  | Accessible Room with 2 Double Bed            |
| RRRRS  | Studio Room                                  |
| K1RRU1 | Suite with 1 King Bed                        |
| D2RRU1 | Suite with 2 Double Beds                     |
| RRRRP  | Parlor                                       |
| D1T    | 1 Full Bed in the Towers                     |
| K1T    | King Bed in the Towers                       |
| D2T    | 2 Full Beds in the Towers                    |
| D2ERX  | 2 Double Beds with 2 Bathrooms in the Towers |
| K1TRU1 | Suite with 1 King Bed in Towers              |
| RRZRU2 | Penthouse                                    |

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

Safety Deposit Boxes are located at the Front Desk.

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### **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.

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## **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 <your name>  
Palmer House Hilton  
17 E. Monroe Street  
Chicago, IL 60603  
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).

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## **SHOE SHINE**

The closes shoe shine is located 1 block East on Monroe

**Ace She Repair Clinic**  
55 E. Monroe St.  
Chicago, IL 60603  
312-782-7487

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## **SHOPPING**

Coming fall 2007

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## **SIGNAGE/BANNERS**

The Palmer House Hilton 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 **\$50-\$150** each.

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

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## **SITE INSPECTION/PRE-PLANNING**

Please contact Sales or your Event Service manager to coordinate your site inspection and property tour.

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## **SMOKING**

Our Facilities are Non-Smoking

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## **SOUND SYSTEM**

Some hotel meeting rooms and all 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.

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## **SPA**

Coming fall of 2007

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## **SPECIAL MEAL REQUESTS**

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

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## **STORAGE**

Storage for your advance boxes and convention supplies is quite limited at the UPS store. 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

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## **SUITES**

We have 70 suites that range from junior suites to our penthouse suites.

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## **TAXES**

The current Illinois State Hotel Tax is 15.4% (includes state tax). Additional Taxes may apply for certain events.

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

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## **TAXICABS**

For the city of Chicago there are numerous taxi companies available to our guests. They are readily available outside of the hotel and in the downtown area. It is easiest to hail taxis outside, but The Palmer House Hilton also recommends **Yellow Cab** at **312-829-4222**.

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## **TEAM MEMBER RECOGNITION**

Our Be Hospitable Award recognizes team members throughout the hotel.

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## **TELEPHONES/TELECOMMUNICATIONS**

The following types of telephones are available for guests, meeting and convention service and administrative staff. Please advise your Telecommunications Department or appropriate team members, 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 \$90.00 plus tax per day.

### **DID Lines**

The installation fee is \$150.00 plus tax plus price of all calls. DID lines can be used for Long Distance, minimal PC and fax can work as well.

**Types of Speaker Phones available:**

- Polycum Speaker Phone @ \$350.00 per day. ( Wired or wireless)
- Multiline Digital Speaker Phone @ \$270.00( Programmable to desired specifications)
- Two Line Speaker Phone @ \$200.00 per day. (Direct in and out calls)

**Internet Access**

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

DSL (Call for price quote)

Devices - The set-up fee is \$500.00 for the first personal computer and \$150.00 each for each additional personal computer.

**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. 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

### **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 except the Boardroom and Board Dining room (Inquire).

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### **THEME PARTIES**

The Palmer House Hilton is proud to present a complete package of signature theme parties. Please discuss themes with your Catering/Event Manager and ask for a copy of our latest and most popular menus and productions.

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### **TOURS/SIGHTSEEING**

Grey Line Tours has a satellite office in the Feelings Gift Shop of the Street Level of the Palmer House Hilton. Grey Line Tours offers numerous options for tour destinations that leave directly from the Palmer House Hilton. If interested in the tours available during your stay, please contact Grey Line Tours at 888-589-5900 or visit [www.grayline.com/chicago](http://www.grayline.com/chicago)

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### **TRASH REMOVAL**

Conference Services will coordinate cleaning of your meeting space at the conclusion of your daily events.

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### **TUXEDOS/FORMAL WEAR**

The following companies offer tuxedo rentals:

After Hours Tuxedo and Formal Wear

151 S. Wabash  
Chicago, IL 60603  
312-263-7071  
[www.afterhours.com](http://www.afterhours.com)

Men's Warehouse

112 S. State Street  
Chicago, IL 60603  
312-781-0817  
[www.menswarehouse.com](http://www.menswarehouse.com)

Mon.-Fri. 9a.m. - 7p.m.  
Sat. 9a.m.-6p.m.  
Sun. 11a.m.-2p.m.

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### **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.

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### **WEATHER**

Please check Chicago’s current weather conditions at [Chicago Weather](#)

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### **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 *Palmer House Hilton*

Howard Medical Company  
690 N. Elston  
Chicago, IL 60622  
1-800-443-1444  
[sales@howardmedical.com](mailto:sales@howardmedical.com)  
[www.howardmedical.com](http://www.howardmedical.com)

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## **WIRED PAYMENT**

If you would like to have payment wired, please notify your Catering/Event Manager and ask for the Wire Transfer instructions.

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## **WORSHIP SERVICES**

The following is a list of nearby locations.

### **Baptist (Gospel)**

Union Missionary Baptist  
840 N. Orleans  
Chicago, IL  
312-642-5696  
Sunday Service: 10:45am

### **Buddhist**

Midwest Buddhist Temple  
435 W. Menomenee  
Chicago, IL (2.5 Miles n. of the Palmer House Hilton, in the heart of Old Town)  
943-7801  
Call ahead for prayer services

### **Roman Catholic**

St. Peter's  
110 W. Madison  
Chicago, IL  
312-372-5111  
Saturday Service: 5p.m.  
Sunday Service: 9, 11a.m., 12:30a.m. and 6p.m.

### **New Christian**

Willowcreek Loop  
50 E. Congress  
Chicago, IL (4 blocks from Palmer House)  
312-436-9000  
Sunday Service: 10:00a.m.

### **Episcopal**

St. James  
65 E. Huron  
Chicago, IL (approx. 14 blocks/5 min cab ride)  
312-787-7360  
Sunday Service: 8:00a.m.

### **Jewish Synagogues**

Chicago Loop Synagogue

16 S. Clark  
Chicago, IL (approx. 5min walk)  
312-346-7370

**Lutheran**

First St. Paul's  
1301 N. LaSalle  
Chicago, IL (approx.23 blocks/5min cab ride)  
312-787-7360  
Sunday Service: 8:00a.m.

**Methodist**

First Methodist  
77 W. Washington  
Chicago, IL (approx.5min walk)  
312-236-4548  
Sunday Service: 8:30am & 11am  
Saturday Service: 5:00pm

**Presbyterian**

Fourth Presbyterian Church  
126 E. Chestnut  
Chicago, IL (approx.18 block/5min. cab ride)  
312-787-4570  
Sunday Services: 8am,9:30am,11am and 6pm

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**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 3333 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.

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## **FORMS**

- AV Form (For Exhibitors)
- Credit Application
- Credit Card Authorization
- Electrical Form
- Internet Order Form
- Palmer House Function Brochure
- Phone Form
- Planning Checklist
- Rooming List Template
- Shipping Form
- Wire Transfer

Contact your event manager for any of the above forms.