A-Z
Guide to Convention, Meeting, and Special Event Planning

The staff of Hyatt Regency O'Hare welcomes you! We look forward to the pleasure of assisting you in coordinating the many details necessary to make your convention, meeting, or special event memorable and successful.

We hope this information will help your planning process and familiarize you with the policies and procedures at Hyatt Regency O'Hare. Please note that all prices are subject to change without notice. We request that you confirm any information with your Catering or Convention Services Manager before printing.

We are delighted that you have selected Hyatt Regency O'Hare and thank you for allowing us to work with you.
The Hyatt Regency O'Hare opened in April 1971 and was designed by John Portman & Associates. Long since then, the Hyatt Regency O'Hare has been dramatically “rejuvenated” with a $64 million transformation and with that the John Portman structure has now added a sophisticated style to our new modernistic appearance. The hotel features a 20,000 square-foot conference center, two new contemporary restaurants, the astounding 1,096 renovated guest rooms/suites to include 37” flat-screen televisions, iHome clock radio, ergonomic workspaces, energy-efficient lighting and the ultra-plush Hyatt Grand Bed.

The hotel demonstrates all the services you have come to expect from Hyatt Hotels & Resorts. Our “Gold Passport” travelers can expect a high level of service upon their many frequent stays. Our “Business Plan” offers upgraded amenities for all of your personal needs.

The Hyatt Regency O'Hare is just minutes away from O'Hare International Airport with a 24 hr complimentary shuttle. The hotel is adjacent to the Donald E. Stephens Convention Center connected via covered skyway. We are a short commute to downtown Chicago with many nearby attractions that include; Allstate Arena, Rosemont Theater, Woodfield Shopping Center, The Art Institute of Chicago, Navy Pier, Wrigley Field, Chicago Botanic Garden and Brookfield Zoo just to name a few!

Our meeting space has been taken to a new level to accommodate any event and to welcome groups of all sizes; there are more than 110,000 square-feet of renovated meeting space and a brand new conference center/grand convention center. Our 30,000 square-foot Grand Ballroom has surpassed all expectations in the size and splendor of events. The hotel also offers a high-tech conference center and a dedicated Meeting Concierge for every event.

Discover for yourself the authentic hospitality and services our staff offers at the Hyatt Regency O'Hare
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<tr>
<th>HOTEL STATISTICS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of rooms:</td>
<td>1096</td>
</tr>
<tr>
<td>Suites:</td>
<td>42</td>
</tr>
<tr>
<td>Non-Smoking Rooms:</td>
<td>1086</td>
</tr>
<tr>
<td>Accessible Rooms:</td>
<td>26 Rooms located throughout the hotel</td>
</tr>
<tr>
<td>Regency Club:</td>
<td>Located on Lobby Level</td>
</tr>
</tbody>
</table>
ACCESS DESTINATION SERVICES

Access Destination Services is a third party partner of the Hyatt Regency O’Hare. Using a combination of the latest technology, cutting edge design and meticulous attention to detail, they provide a wide array of services including:

- Transportation
- Entertainment (live musical & interactive)
- Themed Decor
- Linens
- Floral/ Plant Rental
- Furniture & Rental Equipment
- Temporary Staffing
- Off site event coordination

For further questions, please contact Access directly at (877) 7-ACCESS or visit www.accessdmc.com.

AIRLINE INFORMATION

Hyatt Regency O’Hare provides flight information on our Interactive Reader Boards located throughout the lobby. There is also a television dedicated to airline information located next to our gift shop Perks, on Entry Level. For additional information you may contact the airlines directly at the numbers below:

- American Airlines (800) 433-7300
- Continental (800) 525-0280
- Delta & KLM (800) 225-2525
- U S Air (800) 943-5436
- United (800) 241-6522

For additional travel services, the hotel Concierge will be happy to assist you at extension 51.

Boarding Passes can also be printed at the FastBoard Printers located on the Entry Level of the hotel next to the Main Entrance.
AIRPORTS

Two major airports serve the Chicago Metropolitan area:

O’Hare International Airport
(773) 686-2200

Directions from O’Hare Airport
I-190 east/Chicago to River Road south exit
Turn right onto River Road, hotel will be on left side

Directions to O’Hare Airport
Turn right onto River Road
Just pass the expressway, turn left onto I-190 west/O’Hare

Chicago Midway Airport
(773) 838-0600

Directions from Chicago Midway Airport
Cicero Avenue north
Exit at I55/St. Louis
Take 294 north/Wisconsin (has tolls)
Exit Balmoral Ave and Turn Right
Turn Left onto River Rd, Hotel will be on Right

Directions to Chicago Midway Airport
Turn Left onto River Road
Turn Right on Balmoral Ave
Turn Left to merge onto I-294 South (has tolls)
Exit I-55 North to Chicago
Exit Cicero Avenue south and follow signs to Midway Airport

For information regarding flights, arrival and departure times, and weather updates, please contact your airline directly.
AIRPORT TRANSPORTATION

O’Hare International Airport

The hotel provides a complimentary shuttle bus that runs every 15 minutes from 4:00am to 12:00am and every 30 minutes from 12:00am to 4:00am.

The Hyatt shuttle bus will pick up at the Bus/Shuttle Center at Door 1 and operates every 15 minutes.

Taxicabs are easily accessible outside the hotel. The hotel doorman will be glad to secure a cab for your trip to the airport or downtown.

For additional transportation needs, see Transportation.

Chicago Midway Airport

Taxicabs are easily accessible outside the hotel. The hotel doorman will be glad to secure a cab for your trip to airport. Approximate cost is $75.00 one-way.
Omega Airport Shuttle is an outside shuttle service that runs between O'Hare International Airport and Chicago Midway Airport. Take the Hyatt shuttle to O'Hare and catch Omega Airport Shuttle on the Baggage Claim Level of every terminal at O'Hare. The cost is $25.00 per guest, one way. Omega Airport Shuttle can be contacted directly at (773) 734-6688.

### AMENITIES

All food and beverage amenities are handled through our Room Service Department. The Hyatt Regency O'Hare will be happy to design custom amenities for any occasion. Below is a list of popular amenities with current prices:

<table>
<thead>
<tr>
<th>Locally Inspired Cheese</th>
<th>$40</th>
<th>Nicole Crackers with three unique Cheeses: Manchester Cheese, Four year Cheddar, Ludwig Farms Vermillion River Bleu. Served with Rare Bird Preserves and two bottles of water (or substitute alcohol)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seasonal Fruit Plate</td>
<td>$20</td>
<td>Trio of Seasonal whole fresh fruit, served with two bottled waters or optional Wine/Beer pairing</td>
</tr>
<tr>
<td>Healthy Balance</td>
<td>$30</td>
<td>Stayfit Lettuce Wraps Asian Chicken Salad, Boston Lettuce, and Rice Noodles. Served with garnish and two bottled waters (or substitute alcohol)</td>
</tr>
<tr>
<td>Antipasto Amenity</td>
<td>$55</td>
<td>Marinated portabella mushrooms, artichoke heart, onions, roasted red peppers, klamata olives, Vermillion River Bleu Cheese, sliced salami, mortadella, capicolla, and prosciutto. Served with two bottles of water (or substitute alcohol)</td>
</tr>
<tr>
<td>&quot;Sweet&quot;</td>
<td>$30</td>
<td>Mini Cupcakes - Includes Raspberry Balsamic, Chocolate Fudge, and Key Lime. Served with two bottled waters (or substitute alcohol)</td>
</tr>
<tr>
<td>&quot;Snack&quot;</td>
<td>$30</td>
<td>Two Spreads: Smoked whitefish and Bratwurst spread. Served with Fresh pickle relish and sauerkraut, Spicy whole grain mustard, Marble rye and pretzel bread and two bottled waters (or substitute alcohol)</td>
</tr>
<tr>
<td>&quot;Nourish&quot;</td>
<td>$30</td>
<td>Ciabatta Sliced Bread, Manchester Cheese, Cranberry clementine, Conserve with pumpkin seeds. Served with two bottled waters (or substitute alcohol)</td>
</tr>
<tr>
<td>Deconstructed Reuben</td>
<td>$30</td>
<td>Marble rye &amp; swiss toast, Seared corned beef, Freshly shredded cabbage, and 1000 Island Sauerkraut Dressing. Served with two bottles of water (or substitute alcohol)</td>
</tr>
</tbody>
</table>

**Special Notes:**

Prices are subject to change. The above prices do not include a $3.00 delivery charge, a 17% service charge and applicable taxes.

We ask that you allow at least 30 minutes for delivery to a guest room.

Special requests or large orders must be ordered at least 48 hours before delivery. Once produced, these orders cannot be canceled, and the full charges will be assessed less delivery cost.

Amenities that include alcoholic beverages can only be sent to persons 21 years of age or older.
ASSISTANCE FOR GUEST WITH SPECIAL NEEDS/ADA

Hyatt Regency O’Hare meets and exceeds all the requirements of the Americans with Disabilities Act. Hotel facilities including, but not limited to, meeting space, restrooms, dining areas, other common areas, and guest rooms are reasonably accessible and usable by persons with special needs.

Hyatt Regency O’Hare currently has 26 accessible guest rooms located throughout the hotel. The special features available in those rooms are:

- Grab bar in bathroom/shower
- Wheelchair accessible vanity
- Lowered towel bars
- Lowered peepholes
- Closed Caption television
- Light censored smoke detector
- Raised toilet seats
- Hand held showerheads

The following items are available upon request by contacting the Facility Operations Department at extension 4680:

- Door alerting device
- Vibrating alarm clock
- Amplified telephone headset
- TDD machine
- Alert plus

Restaurant menus are available in Braille and large print. To request the alternative format, dial extension 56 from any house or room phone; or inquire at the Front Desk or Restaurant.

The relief area for service animals is located through the South Entrance on the Entry Level. There is a small grass area to the right.

From guest rooms and house phones, TDD/TTY services are available at the following extensions:

<table>
<thead>
<tr>
<th>Service</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Request</td>
<td>56</td>
</tr>
<tr>
<td>Room Service</td>
<td>54</td>
</tr>
<tr>
<td>Emergency</td>
<td>55</td>
</tr>
</tbody>
</table>

One shuttle van is lift-equipped. To ensure timely access, please dial extension 56, voice or TDD/TTY.

Wheelchair rentals can be arranged by our Concierge staff or by calling extension 56 voice or TDD/TTY.

For access to the International Level by wheelchair, there is an ADA elevator located next to RedBar on Lobby Level and next to Perks on Entry Level.

ATMS

For your convenience there are two Automated Teller Machines (ATM) located in the Hyatt Regency O’Hare. One is on the Lobby Level to the right of the front desk. The second ATM is located on Entry Level next to the Main Entrance.
ATTENDANCE GUARANTEE

In arranging for private functions, the final attendance must be received by the Catering Office no later than 11:00 a.m. three (3) working days prior to the commencement of the function. This number will be considered a guarantee, not subject to reduction, and charges will be made accordingly. Please provide the guarantees on the following days:

<table>
<thead>
<tr>
<th>Day of Function</th>
<th>Guarantee due on the preceding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, Sunday, or Monday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Thursday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Friday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Monday</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

*National Holidays are not considered working days and should be taken into consideration when submitting guarantees.

The Hotel will be prepared to serve 3% more than the guaranteed number of attendees and cannot be responsible for service to more than 3% over the guarantee for groups of up to 1,000 persons. For groups more than 1,000 persons, a maximum of 30 person overset will apply. If the guarantee is raised within the 72 hours, the 3% over set will not apply, and the guarantee then becomes the set.

AUDIO VISUAL

Presentation Services is the preferred on-site vendor for all Audio Visual equipment. Their team can aid you in all elements of your event, whether it is a single day or a week-long conference. Some of our services include:

- Event Design (pre-event, production design, CAD drawings, renderings, on-site support)
- Audio (microphones, line-array systems, full concert production, meeting room sound)
- Video (Hi-End switchers, playback and recording units, HD Production Cameras)
- Computer rental
- Projection (Meeting Room Projectors, Hi-Def Projectors, DLP Projectors)
- Lighting (Custom lighting design, Intelligent Lighting, Conventional Lighting)
- Video Conferencing (we can manage HDVC from 1 person to over 1000 people)
- Audience Response Systems
- Wii Gaming Systems

Labor Brokering (through our union contacts we can manage all of your labor needs)

For additional questions regarding Presentation Services, please call (847) 663-4520
AUTOMOBILE ACCESSIBILITY

Automobiles may be brought into the Grand Ballroom or Rosemont Ballrooms. The following guidelines must be adhered to when bringing automobiles into the hotel:

1. Vehicle cannot have more than one-quarter tank of gas.
2. Vehicle must have a locking gas cap.
3. Vehicle must be driven to entrance and turned off.
4. Battery cable must be unattached.
5. Vehicle must be pushed to its final location within the hotel.
6. Vehicle must not be turned on once it is in the hotel.
7. Vehicle needs to be on plastic.

Please contact your Catering or Convention Services Manager for information regarding the Rosemont IL fire safety regulations associated with this type of event.
BANNERS/SIGNS

All signs must be professionally printed or painted. Hand written signs are not permitted. In the event extra signs, easels or bulletin boards are required please contact your Catering or Convention Services Manager. Your Meeting Concierge will also provide 8½” x 11” signs outside of the meeting rooms with your group posting name, function, and room name.

No pins, tacks, or tape of any kind are permitted on hotel walls or doors. All signs must be displayed on easels or in sign holders. The charge to hang banners and signs is $80.00/hour per man with a one-hour minimum.

Hyatt Regency O’Hare has several Interactive Reader Boards for daily postings of meeting room and registration information spread throughout the public areas of the hotel. Please contact your Convention Services, Catering or Meeting Connection Manager to provide the correct posting of your event.

BANQUETS

All food and beverage arrangements must be made through the hotel. License restrictions require that only Hyatt purchased food and beverage can be served on Hyatt property. The hotel reserves the right to close any and all bars for any infraction of applicable liquor laws, including but not limited to consumption by minors.

No food and beverage of any kind will be permitted to be brought into the hotel by the customer or any of the customers’ guests or invitees.

BANQUET BEVERAGES

Hyatt Regency O’Hare offers two lines of banquet beverages. Additional items are available upon request. Please inquire about our complete wine list when planning your special event.

LIQUORS

<table>
<thead>
<tr>
<th>Vodka</th>
<th>Signature</th>
<th>Signature Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Svedka</td>
<td>Johnnie Walker Red Label</td>
<td></td>
</tr>
<tr>
<td>Absolut</td>
<td>Dewar’s White Label</td>
<td></td>
</tr>
<tr>
<td>Johnnie Walker Red Label</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dewar’s White Label</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jim Beam</td>
<td>Jack Daniels</td>
<td></td>
</tr>
<tr>
<td>Jack Daniels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canadian Club</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crown Royal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beefeater</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tanqueray</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bacardi Superior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cruzan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courvoisier VSOP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hennesssey VS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patron Silver</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sauza</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

BEER

<table>
<thead>
<tr>
<th>DOMESTIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budweiser</td>
</tr>
<tr>
<td>Miller Lite</td>
</tr>
<tr>
<td>Sharps (Non-Alcoholic)</td>
</tr>
<tr>
<td>Corona</td>
</tr>
<tr>
<td>Heineken Light</td>
</tr>
</tbody>
</table>

13
**HOUSE WINES**
Canvas Cabernet
Canvas Merlot
Canvas Chardonnay

**CHAMPAGNE TOASTS**
Pascual Toso

**CORDIALS (On Request)**
(Additional Charge @ $9.00/Drink on Consumption)
Amaretto di Saronno
Grand Marnier
Jameson Irish Whiskey
Bailey’s Irish Crème
Kahlua
Tia Maria
B&B

**BANQUET MENU SELECTIONS**
Hyatt Regency O'Hare requests that all banquet menus, room and meeting requirements, and other details pertinent to your function be submitted to Catering and/or Convention Services thirty (30) days prior to your event. Your catering manager will be happy to custom design menus especially for your group, selecting the proper menu items and program arrangements to ensure a successful event.

**BILLING AND CREDIT**
In order to expedite the billing and payment process, Hyatt Regency O'Hare requires proper credit information to be established prior to your event or conference. This can include: credit card payment, check, or, if approved, direct billing status.

A master account may be established for expected total bills over $10,000.00. For expected bills under $10,000.00, your organization will provide a credit card or prepay the anticipated amount of the bill 72 hours prior to the event.

The credit card will be charged the full amount of the estimate 10 days prior to the event.

In order to establish a master account, your organization will complete an “Application for Credit” form. This form must be submitted at least thirty (30) days prior to the event.

In addition to the application, credit references from hotels that have been used within the last 12 months are requested. These references must equal or exceed the amount of credit being asked for and a deposit will be required. Upon approval, a master account number will be assigned per your organization’s instructions. Final payment of the master account bill is due within thirty (30) days of receipt of the final bill.

**BOX LUNCHES**
Hyatt Regency O'Hare will be happy to coordinate box lunches, snacks to go, and special meals for your group to take with them on special events. Contact your Catering or Convention Services Manager for details. Perks, our gift shop located on the Entry Level of the hotel, offers a wide selection of items to go.
BUSINESS CENTER

The FedEx Office located on the Entry Level of the hotel serves as our business centre. Guests have access to the FedEx Office 24 hours a day using their room key. Anyone can access the FedEx Office during their regular business hours Monday through Friday between 7:00am & 7:00pm and Saturday & Sunday between 10:00am & 6:00pm.

Here is a list of services and prices provided by the FedEx Office:

<table>
<thead>
<tr>
<th>Full Service</th>
<th>Self Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Black &amp; White</strong></td>
<td><strong>Black &amp; White</strong></td>
</tr>
<tr>
<td>B/W Letter &amp; Legal Single Sided</td>
<td>B/W Letter &amp; Legal Single Sided</td>
</tr>
<tr>
<td>$0.18</td>
<td>$0.15</td>
</tr>
<tr>
<td>B/W Letter &amp; Legal Double Sided</td>
<td>B/W Letter &amp; Legal Double Sided</td>
</tr>
<tr>
<td>$0.36</td>
<td>$0.30</td>
</tr>
<tr>
<td>$0.36</td>
<td>$0.30</td>
</tr>
<tr>
<td>$0.72</td>
<td>$0.60</td>
</tr>
<tr>
<td><strong>Color</strong></td>
<td><strong>Color</strong></td>
</tr>
<tr>
<td>Color Letter &amp; Legal Single Sided</td>
<td>Color Letter &amp; Legal Single Sided</td>
</tr>
<tr>
<td>$1.59</td>
<td>$1.49</td>
</tr>
<tr>
<td>Color Letter &amp; Legal Double Sided</td>
<td>Color Letter &amp; Legal Double Sided</td>
</tr>
<tr>
<td>$3.38</td>
<td>$2.98</td>
</tr>
<tr>
<td>$2.98</td>
<td>$2.98</td>
</tr>
<tr>
<td>$5.49</td>
<td>$5.49</td>
</tr>
<tr>
<td>Faxing (Cover Sheet is Free; Only Available During Business Hours)</td>
<td></td>
</tr>
<tr>
<td>Faxing Local</td>
<td>Computer Basic Rental</td>
</tr>
<tr>
<td>$2.00 per page</td>
<td>$0.40 per minute</td>
</tr>
<tr>
<td>Faxing Long Distance</td>
<td>Computer Design Rental</td>
</tr>
<tr>
<td>$3.00 1st page</td>
<td>$0.55 per minute</td>
</tr>
<tr>
<td></td>
<td>$2.00 additional</td>
</tr>
<tr>
<td>International Faxing</td>
<td>Black &amp; White Copies</td>
</tr>
<tr>
<td>$10.00 1st page</td>
<td>$0.55 per page</td>
</tr>
<tr>
<td></td>
<td>$4.00 additional</td>
</tr>
<tr>
<td></td>
<td>Color Copies</td>
</tr>
<tr>
<td></td>
<td>$1.79 per page</td>
</tr>
<tr>
<td>Lamination</td>
<td></td>
</tr>
<tr>
<td>Letter Size Pouch</td>
<td>FedEx Pickup Times</td>
</tr>
<tr>
<td>$2.49</td>
<td><em>Handling fees are added in addition to the shipping cost based on weight</em></td>
</tr>
<tr>
<td>Tabloid Size Pouch</td>
<td>FedEx Express – Monday-Friday – 6:00pm</td>
</tr>
<tr>
<td>$3.99</td>
<td>FedEx Express – Saturday – 4:00pm</td>
</tr>
<tr>
<td></td>
<td>FedEx Express – Monday-Friday – 6:00pm</td>
</tr>
<tr>
<td></td>
<td>*packing services are available starting at $7.99 plus the cost of shipping</td>
</tr>
<tr>
<td>Binding</td>
<td></td>
</tr>
<tr>
<td>Coil Binding</td>
<td></td>
</tr>
<tr>
<td>$5.49</td>
<td></td>
</tr>
<tr>
<td>Comb Binding</td>
<td></td>
</tr>
<tr>
<td>$39.99</td>
<td></td>
</tr>
<tr>
<td>Poster Packages</td>
<td></td>
</tr>
<tr>
<td>18”X24” Color Print Package</td>
<td></td>
</tr>
<tr>
<td>$99.99</td>
<td></td>
</tr>
<tr>
<td>22”X28” Color Print Package</td>
<td></td>
</tr>
<tr>
<td>$139.99</td>
<td></td>
</tr>
<tr>
<td>24”X36” Color Print Package</td>
<td></td>
</tr>
<tr>
<td>$99.99</td>
<td></td>
</tr>
<tr>
<td>36”X48” Color Print Package</td>
<td></td>
</tr>
<tr>
<td>$139.99</td>
<td></td>
</tr>
</tbody>
</table>

***All prices do NOT include tax. For any inquiries regarding projects, please contact the FedEx Office during normal business hours at (847) 663-4625***
BUSINESS PLAN

For our business travelers, the Business Plan is especially equipped to handle your personal business needs. For an additional $25.00 per night, the Business Plan allows you the following upgraded amenities:

- One shirt/blouse pressed per day
- Complimentary Internet Access
- One bottle of water per day
- Newspaper
- Long distance calls to US, Canada, & Hawaii
- Full breakfast (one person)
-C-

CASH PAYING GUESTS

In the event a hotel guest does not have a major credit card to secure his /her room, the Hyatt Regency O'Hare will require full payment in advance for room and tax, along with a $50.00 per night refundable deposit for incidentals. Off property telephone access will be restricted, as will all room charges for food, beverage, and movie charges.

CHARTERED BUS COMPANIES

If your group needs transportation for an outside event, please contact your Catering or Convention Services Manager and they will arrange the buses and pick up.

CHECK CASHING

Check cashing is a convenience extended to Hyatt Regency O'Hare guests only. The guest can cash up to $50.00 per room per stay with proper established credit. Gold Passport Diamond members can cash checks up to $100.00.

CHECK IN/CHECK OUT

Check in time is 3:00 p.m. Room assignments prior to that time are based upon availability. Luggage storage is available at the Bell Stand. Upon check in, all guests will be asked to confirm his/her check out date.

Check out time is 12:00 noon. Any guest who departs earlier than the departure date confirmed at check in will be assessed an early departure fee of one night's room & tax. This fee will be automatically posted to the guest folio, on or after departure. Emergency and special circumstance situations will be reviewed on a case-by-case basis.

Late check-out* charges are assessed as follows:

- Before 1pm, with notification: Complimentary (based on availability)
- 1pm-3pm: $50
- 3pm-6pm: $75
- After 6pm: Full Day Rate

*Depending on the occupancy of the hotel, late check-out may not be available. Please call the Front Desk at extension 50 for availability.

For your convenience, video check out is available from all guest rooms. Guests simply push the green "Menu” button in the center of the remote control and follow the instructions.
CHURCHES
See Worship Services.

CONCIERGE
Hyatt Regency O’Hare Concierge staff serves as a liaison between guests and the hotel. The Concierge provides internal public relations and overall guest service. Making reservations for dinner, providing referrals for child care services, arranging rental car reservations, placing local or long distance floral orders, and providing directions to and information on local attractions are only a few of the services the Concierge offers.

Based on hotel occupancy, the Concierge is located on the Lobby Level next to the Front Desk. To arrange services in advance of your arrival, please call the Hyatt Regency O’Hare at (847) 696-1234, extension 51 or while on property at extension 51.

The Hyatt Regency O’Hare is proud to offer your meeting the Meeting Concierge program. Designed to provide the same personal service a hotel concierge offers our guests, they are focused on providing one-on-one service for your meeting. They can help with meeting room set-ups, shipping and receiving, restaurant reservations, transportation, or any other need that arise during a convention. The Meeting Concierge staff is always available by house phone at their extensions, which connects to their Nextel phones.

CREDIT CARDS
The following credit cards are accepted at Hyatt Regency O’Hare:
- American Express
- Carte Blanc/Diner’s Club
- Discover
- En Route
- JCB

CURRENCY EXCHANGE
The Front Desk will be happy to assist guests with currency exchange transactions. Please note we are unable to exchange coins.

For any more information regarding currency exchanges, please contact the Front Desk at extension 50.
DANCE FLOORS

Hyatt Regency O'Hare has portable dance floors with 4’x4’ attachable squares. These floors can be placed in most locations. For more details, contact your Catering or Convention Services Manager.

DAY USE ROOMS

Guests who wish to use the hotel guest rooms for the day or for a short period of time will be charged the full day rate.

Guests wanting to secure a room for an early arrival will need to book the room for the day before. Please see your Catering or Convention Service Manager for more information.

DECORATIONS

For events requiring special decorations, Hyatt Regency O'Hare has an assortment of theme party props, buffet props, and interactive event personnel available through our Catering Managers.

Your Catering or Convention Services Manager must approve all decorations or displays brought into the hotel. No items may be attached to any permanent hotel structure or furnishings with nails, staples, tape, or any other adhesive material.

For more extensive decorations, please contact your Catering or Convention Services Manager for a list of preferred vendors.

DELIVERIES

Deliveries to guest rooms are a service coordinated directly through your Convention Services Manager. The Bellstand will make guest room deliveries for all non-food and beverage items, i.e. flyers, magazines, newspapers etc. For information on the delivery of food and beverage amenities, see AMENITIES. All group deliveries must receive prior approval.

The typical charges for room deliveries are:

- A $2.00 per trip for deliveries made outside of the guest room or an item slipped underneath the guest room door.
- A $3.00 per trip for deliveries made inside of the guest room.

Porterage fees for groups are $3.00 per person in and $3.00 per person out. Included in this gratuity is gratuity for the Doormen. The above gratuity does not include the shuttle bus drivers.

All charges for guest room deliveries may be billed to your group’s master account or an individual’s guest room folio.

Also, see SHIPPING AND RECEIVING.
DIRECTIONS TO HOTEL

Directions from I-294 North
I-294 south to I-190 west, O'Hare
Proceed through the toll plaza and exit at Mannheim South
At the top of the exit ramp, follow signs on right for I-190 east, Chicago
Follow I-190 to the River Road South exit
Turn right onto River Road, hotel will be on left side

Directions from I-294 South
I-294 north to I-190 O'Hare, River Road
Exit Balmoral Ave and Turn Right
Turn Left onto River Rd, hotel will be on right side

Directions from I-90 Northwest Tollway
I-90 east to I-190 west, O'Hare
Proceed through the toll plaza and exit at Mannheim South
At the top of the exit ramp, follow signs on right for I-190 east, Chicago
Follow I-190 to the River Road South exit
Turn right onto River Road, hotel will be on left side

Directions from Downtown Chicago
I-90/94 west to I-190 west, O'Hare
Exit at River Road South
Turn right onto River Road, hotel will be on left side

Directions from O'Hare Airport
I-190 east, Chicago to River Road South exit
Turn right onto River Road, hotel will be on left side
-E-

**EARLY DEPARTURE FEE**

Upon making a reservation, receiving a confirmation, and checking into Hyatt Regency O’Hare, you will be asked to confirm your day of departure. At this time, you may change your departure date. Any changes after check in, including early departure, are subject to a one-night room and tax administrative fee.

**ELECTRICIAN SERVICES**

Electrician request forms can be obtained from your Catering or Convention Services Manager. Services should be requested at least fifteen (15) days prior to the event. Please review all electrical needs with your Catering or Convention Services Manager prior to finalizing your details, to determine the Hotel’s electrical capabilities. Please be advised, there are additional labor charges for electrical services. The following is a list of some of the equipment that can be rented:

<table>
<thead>
<tr>
<th>Equipment Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Strip</td>
<td>$35.00</td>
</tr>
<tr>
<td>4-Way Cord</td>
<td>$35.00</td>
</tr>
<tr>
<td>Double Outlet</td>
<td>$150.00</td>
</tr>
<tr>
<td>Quad Box</td>
<td>$175.00</td>
</tr>
<tr>
<td>30amp 3 Phase 120-128 VOLT</td>
<td>$700.00</td>
</tr>
<tr>
<td>100amp Single Phase 120-208 VOLT</td>
<td>$1000.00</td>
</tr>
<tr>
<td>100amp 3 Phase 120-208 VOLT</td>
<td>$1200.00</td>
</tr>
<tr>
<td>200amp 3 Phase 120-208 VOLT</td>
<td>$1400.00</td>
</tr>
<tr>
<td>300amp 3 Phase 120-208 VOLT</td>
<td>$1600.00</td>
</tr>
<tr>
<td>400amp 3 Phase 120-208 VOLT</td>
<td>$1800.00</td>
</tr>
</tbody>
</table>

***Note prices do not include cost of labor or overtime fees***

**EMERGENCY**

The staff and management of the hotel are trained in handling emergency situations including using a defibrillator located behind the Front Office if the situation calls. In the case of an emergency, please dial **55** from any hotel house phone and explain the details. In the event that someone dials 911 from their cell phone, the hotel also requests that you dial 55 from a house phone because there are procedures for the staff in place in the event of an emergency.
ENGINEERING SERVICES
The Facility Operations Department is available to provide assistance with all your mechanical and electrical needs. Meeting room keys, room temperature, and lighting requests are also handled through the Facility Operations Department. For information on obtaining keys for your meeting space, please refer to LOCKOUTS FOR MEETING ROOMS. For information on hanging banners and signs, please see the Banners and Signs section.

Please advise your Catering or Convention Services Manager of all your engineering needs at least fifteen (15) days in advance. They will be happy to review costs associated with the different services.

EQUIPMENT AND RENTAL COSTS
Equipment not in the hotel’s existing inventory must be rented, at the group’s expense, from an outside source. Please review your needs with your Convention Service Manager for a current equipment inventory.

EXPOSITION/DRAYAGE SERVICES
There are many exposition companies in the Chicago area that can assist you with all your exhibit and decorating needs. The following is a list of the most often used companies:

<table>
<thead>
<tr>
<th>Rosemont Exposition Services</th>
<th>Global Experience Specialists (GES)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9291 W Bryn Mawr Ave</td>
<td>5248 South Cicero</td>
</tr>
<tr>
<td>Rosemont IL 60018</td>
<td>Chicago IL</td>
</tr>
<tr>
<td>(847) 696-2208</td>
<td>(773) 767-2237</td>
</tr>
<tr>
<td><a href="mailto:bkester@rosemontexpo.com">bkester@rosemontexpo.com</a></td>
<td></td>
</tr>
</tbody>
</table>

Freeman Decorating
5040 West Roosevelt
Chicago IL
(773) 379-5040

The Rosemont and Grand Ballrooms have roll up doors near the function space. In the Rosemont Ballroom, located near Rosemont C is a roll up door, 14’x12’. In the Grand Ballroom, located outside Grand Ballroom F, is a roll up door 14’x12’.

When using the Grand Ballroom roll up door, you will be using Parking Lot Z (Valet Parking Lot) for access. Please note that this lot is to be used only for loading and unloading. All trucks must be removed immediately after unloading.

Please note that if you utilize the roll up doors, Security will be hired for your load in and load out. The charge for this Security is $35.00 per hour, with a four-hour minimum. A 48 hour notice is required. Please contact your Catering or Convention Services Manager for further information and set up of security if needed.
FILM DEVELOPING
The following photo stores offer a wide variety of services. For specifics, the following stores can be contacted directly:

Mariano's
1900 S Cumberland
Park Ridge IL
(847) 696-2360
Turn right onto River Road; right onto Higgins. The pharmacy is on your left side on the corner of Higgins and Cumberland.

Walgreen’s
9800 W Irving Park Rd
Schiller Park IL
(847) 233-0573
Turn left onto River Road; turn right onto Irving Park Rd (approx 2 miles). The pharmacy is on the right side on the corner of Irving Park and 25th.

FIRE CODES/REGULATIONS
General fire regulations fall under local Village of Rosemont Department of Public Safety. These codes should be considered when planning and coordinating space or decorations in any of the meeting and convention space.

Every required exit or exit access shall be continuously maintained free of all obstructions or impediments for instant use in case of fire or other emergencies. Furniture, decorations, or other objects must not obstruct exits, access there to, access there from, or visibility of exits.

In order to report a fire, please dial the hotel emergency extension 55, from the nearest house phone.

Fire Watches must be ordered 48 hours in advance. There is a $40.00/per hour, with a minimum of four hours. Also, there will be a $800.00 charge from Hyatt Regency O'Hare when asked to shut down the fire system to accommodate for Fire Watches.

If Fire Watches are ordered with 24-hour notice or less, the rate will be charged at time and a half.

FLAGS
The Hyatt Regency O'Hare has the US Flag and the Illinois State Flag available for use during your meetings or special events. For special flag needs, please contact your Catering or Convention Services Manager, or contact one of the following companies:

Folgers Flag & Decorating, Inc.
2403 West Vermont
Blue Island IL 60406
(800) 344-7230

Freedom Flag Company
PO Box 1185
Crystal Lake IL 60039-1185
(815) 455-4404
FLORISTS
The Hyatt Regency O’Hare works with several florists that can create custom floral works of art for any occasion. Here is a list of some of our preferred vendors

Yanni Design Studio  Design de Flores
Telephone: (847) 419-9999  Telephone (773) 396-7134
www.yannidesignstudio.com  www.designdeflores.com

Bill’s Grove Florist
Telephone: (847) 705-5555
www.love-flower.com

FURNITURE RENTAL
Desks, filing cabinets, sofas, and chairs may be rented for your convention offices. Contact your Catering or Convention Services Manager for assistance.
GIFT CARDS

Hyatt Gift Cards may be purchased for any of the hotel outlets from our Front Desk. Gift Certificates may be purchased with cash, credit cards, or traveler’s checks.

GIFT SHOP

Hyatt Regency O’Hare has a gift shop located on the Entry Level of the hotel. Perks Gift Shop offers everything from Starbucks coffee to toiletries for your shopping convenience. They also carry great Chicago souvenirs such as key chains, tee shirts, and other paraphernalia. The Chicago Tribune, USA Today, and Wall Street Journal are also available, as well as all of your favorite magazines.

Please feel free to stop by the Perks Gift Shop for your shopping pleasures. If you have any questions, please contact the gift shop directly at (847) 663-6300.

Open daily from 4:00am to 2:00am.

GOLF COURSES

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cog Hill</td>
<td>12294 South Archer, Lemont IL</td>
<td>(630) 257-5872</td>
</tr>
<tr>
<td>Kemper Lakes</td>
<td>Old McHenry Road, Long Grove IL</td>
<td>(847) 320-3450</td>
</tr>
<tr>
<td>Four 18 hole golf courses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indian Lakes Resort</td>
<td>250 West Schick Road, Bloomingdale IL</td>
<td>(630) 894-3800</td>
</tr>
<tr>
<td>Mt. Prospect Golf Club</td>
<td>600 Seegwun, Mt. Prospect IL</td>
<td>(847) 632-9300</td>
</tr>
<tr>
<td>18 hole golf course where a cart is mandatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indian Boundary</td>
<td>8600 West Belmont, Chicago IL</td>
<td>(773) 625-9630</td>
</tr>
<tr>
<td>White Pines Golf Course</td>
<td>500 West Jefferson, Bensenville IL</td>
<td>(630) 766-0304</td>
</tr>
<tr>
<td>Two 18 hole golf courses</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For any further information on golf courses, please contact the Concierge at extension 51.
GROUP BUS COSTS
Hyatt shuttle busses can hold up to 28 guests and may be rented for private use at $250.00/round trip based on availability. Contact your Catering or Convention Services Manager for availability and details.

GROUP POSTINGS
Hyatt Regency O'Hare has several Interactive Reader Boards that are located throughout the public areas of the hotel. These Interactive Reader Boards are touch screen and list all daily meetings and events and their locations and times. There is also a three-dimensional map of the hotel meeting space to assist you find your way with ease.

If your convention should have any special posting requirements, please advise your Catering or Convention Services Manager.

GUEST ROOMS
Hyatt Regency O' Hare offers 1096 luxurious guest rooms, including 42 suites. Guests will find that our guest rooms are spacious and very comfortable. Each room is equipped with a telephone with voice mail service, and a large credenza/dresser. Guest rooms also include iHomes, remote control HDTV with the option for Pay Per View movies.

Each room has a smoke detector, sprinkler system, security latch, peephole, deadbolt lock, and individually controlled heating and air conditioning systems.

Room amenities include shampoo, conditioner, lotion, soaps, shower cap, safes, ice bucket, ironing board and iron. Safety deposit boxes are available through the front desk to all guests, at no charge.

If your group has any questions regarding guest rooms, please contact your Convention Services Manager. See Suites for additional information.

GUEST ROOM LOCKS
Hyatt Regency O'Hare uses the RFID card electronic locking system on all guest room doors. The lock system requires the use of a 1K card key that is recoded each time a guest checks out. Should you need additional keys, please stop by the Front Desk and they will gladly supply additional keys.
HEALTH CLUB

Stay Fit at Hyatt serves as our health club and is located on the Lobby Level of the main building next to the Bell Stand. It is complimentary to all hotel guests and is open 24 hours.

Some of the features of the Health Club include free weights, lifting equipment, treadmills, cycles, and elliptical machines.

For more information regarding the Health Club, contact your Catering or Convention Services Manager.

HIGH SPEED INTERNET FOR MEETING ROOMS

Presentation Services is the Hi-Speed provider for the Hyatt O’Hare. With a dedicated 100Mb/s internet line the PSAV team can handle any internet needs your event may require. Some of our services include:

- Hi-Speed Wired Access
- Hi-Speed Wireless Access
- Dedicated bandwidth services
- Private VLAN’s
- Static IP’s
- Custom event management

For additional questions regarding Presentation Services, please call (847) 663-4520.

HOSPITALS

Hyatt Regency O’Hare is near a variety of hospitals and health centers, including University of Illinois at Chicago Medical Center and Northwestern Memorial. Many offer a large variety of field specialties. The closest hospitals to our location are:

Resurrection Medical Center
4900 North Cumberland Ave.
Norridge IL
(773) 792-5030
*The closest immediate care center for minor injuries and illnesses.

Lutheran General
1775 West Dempster Avenue
Park Ridge IL
(847) 723-2210

Resurrection Hospital
7435 W Talcott
Chicago IL
(773) 774-8000
*The closest hospital

Holy Family Hospital
100 North River Road
Des Plaines IL
(847) 297-1800
HOSPITALITY SERVICES

Hyatt Regency O’Hare is fortunate to have a large number of specialty suites assigned for hospitality entertaining. If you have plans to entertain or would like more information on menus, please contact your Catering or Convention Services Manager.

To maintain consistency throughout the hotel, the posting of hospitality suites will be through our Interactive Reader Boards. If necessary, a separate sign can be provided, listing all hospitality rooms for your group.

HOURS OF OPERATION
FedEx Office
- Monday through Friday: 7am-7pm hours
- Saturday and Sunday: 10:00am-6:00pm
- Self-Service available 24 hours

In-Room Dining
- Monday through Sunday: 4:30am-12:00am

Laundry
- Monday through Sunday: Same Day Pressing until 6pm

Restaurants
- O’H American Grill: Monday through Sunday: 6:00am-10:00pm
- Red Bar: Monday through Sunday: 4:00pm-1:00am
- Perks Gift Shop: Monday through Sunday: 4:00am-2:00am

****Note: Hours may vary depending upon the occupancy in the hotel. ****

HOUSEKEEPING

The following items are available from the housekeeping Department upon request:

- Extra pillows, blankets, and towels
- Razors and shaving cream
- Combs
- Deodorant
- Toothbrush and toothpaste
- Cribs
- Pure – Hypo-Allergenic Room: $20.00 charge per night; limited availability
- Refrigerators: $25.00 charge per stay; limited availability
- Rollaway beds: $25.00 charge per stay; limited availability

Suggested housekeeping gratuity is $2.00 per room per night.

Should you require a specific time a guest room should be serviced, for a VIP convention attendee or due to hospitality events scheduled in a suite, please arrange all details with your Convention Services Manager.
IN-COMJUNCTION-WITH EVENTS (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. All final details should be given to the Catering or Convention Services Manager handling the hosting convention.

Groups meeting in-conjunction with a conference, but not part of the official convention program, and requiring meeting space are required to set up separate billing and obtain credit approval.

Convention groups are required to provide a listing of all ICW’s at least 90 days prior to the actual event so that they can be individually contacted to set up room, food, beverage and billing requirements.

INTERNET ACCESS

Internet throughout the hotel is provided by Presentation Services and is separated between the guestrooms and the meeting rooms.

The guestroom Internet service provides two options for guests. The basic option provides a standard speed wireless Internet connection that is suitable for checking email and basic Internet searches at $9.95 for a period of 24 hours. There is also a premium package available, which provides a much higher Internet speed for more intense searches, downloading, and uploading at $14.95 for a period of 24 hours. Should a guest encounter any challenges, there is customer service available 24/7.

Please contact a PSAV representative for costs of Internet in the meeting rooms at (847) 663-4250.

INTERPRETERS

Although Hyatt Regency O’Hare does not have staff interpreters, we are proud of our international bilingual staff. Please advise your Catering or Conventions Services Manager or the Front Office if these services are needed.
JOGGING

If you enjoy jogging, Hyatt Regency O'Hare offers an indoor area. The walkway on the 3rd floor is specially padded for runners. Nine laps equals one mile.

Please stop by our Concierge Desk and they will provide you with information on an outdoor jogging area near the hotel.
KEYS FOR MEETING ROOMS

Please refer to Lockouts for Meeting Rooms section.

KOSHER

Should an attendee require a kosher meal for a particular event, we will be happy to accommodate the request. Although we do not have a kosher kitchen on property, we can arrange delivery of meals from local kosher restaurants, or offer pre-packaged meals. A minimum of 24 hours’ notice is requested. For special kosher needs, please contact your Catering or Convention Services Manager.
LAUNDRY

Hyatt Regency O'Hare has full service laundry available to all guests. A laundry bag and price list of all services offered can be found in every guest room closet. Laundry and Valet calls by 9am will be completed and returned to the guest room the same evening. Dry cleaning and laundry services are available in "Press Only" and "Clean and Press" options. The following is the procedure for service:

1. Dial extension "56" for morning pick up.
2. Leave dry cleaning in the room, or deliver to the Front Desk before 9am.
3. Enclose all copies of the completed form in bag with clothing.
4. Please indicate any item(s) needing to be stain treated.

Special Notes

Laundry and Valet is open 7 days a week

Same day pressing is available until 4pm

Prices

Laundry:
1. Blouse $8
2. Brassiere  $4
3. Dress  $9
4. Handkerchief $1.75
5. Jacket $10
6. Jeans $8
7. Panties  $4
8. Polo Shirt $7
9. Shirt $8
10. Shirt, Tuxedo $9
11. Shorts, dress $7
12. Shorts, gym $6
13. Skirt $7
14. Socks/Pantyhose $4
15. Trouser/Slacks $8
16. T-shirt  $6
17. Undershirt $4
18. Undershorts $4

Dry Cleaning:
1. Blouse $10
2. Blouse, silk $12
3. Dress $14
4. Gown/Cocktail Dress $20
5. Jacket/Sport Coat $10
6. Jeans $10
7. Scarf $7
8. Shirt $10
9. Shirt, Silk $12
10. Shorts $10
11. Skirt $10
12. Skirt, Pleated $12
13. Suit, 2 pc. $14
14. Sweater $10
15. Tie $5
16. Top Coat/Rain Coat $20
17. Trousers/Slacks $10
18. Tuxedo $16

Please call extension “6576” with any questions.

LEADERSHIP COMMITTEE MEMBERS

The Hyatt Regency O'Hare Leadership Committee Members are as follows:

David Jacobs ...................... General Manager
Chris Finelli .................... Director of Sales & Marketing
Todd Byrns ....................... Director of Rooms
Tony Fiore ......................... Director of Facility Operations
Kelly Toboja ..................... Director of Catering and Convention Services
Marco Kennedy .................. Director of Human Resources
Ravi Madhosingh ............... Controller
Louis Pignotti .................... Executive Chef
Carlos Molina ................... Director of Food and Beverage
LECTERNS/STANDING PODIUM

Our standard lecterns are 48 inches tall, 26 inches wide and 24.5 inches deep.

LIFE SAFETY

All meeting requirements, including registration and special set ups, must meet the guidelines of existing fire codes and ordinances for the City of Rosemont. To facilitate this, we require a copy of all diagrams and floor plans are submitted at least sixty (60) days prior to your meeting or event.

In case of an emergency, please dial extension 55 from any hotel phone to reach the Hyatt Regency O'Hare’s security.

LINEN

Hyatt Regency O'Hare has an assortment of table linens for your events. Currently we use white, ivory and black tablecloths and napkins. Table skirting is available in white, ivory, and black. Stage skirting is available in black. Specialty linens may be coordinated through your Catering or Convention Services Manager or through Access Destination Services.

LIQUOR LAWS

The state of Illinois prohibits the sale, purchase, and distribution of alcoholic beverages to anyone under 21 years of age. In order to prevent sales and/or service of alcoholic beverages to individuals under the age of 21, the licensee, agent, or employee has the right to refuse to sell or serve alcoholic beverages to anyone who is unable to produce adequate written proof of identity and age. Adequate proof of age and identity of an individual in Illinois is a document issued by a federal, state, county, or municipal government, including but not limited to a driver's license, a selective service card, or an Armed Services identification card.

It is unlawful for any person under 21 years of age to show or present false or fraudulent written identification or use identification other than his or her own to order, purchase, attempt to purchase, receive, or serve alcoholic beverages.

It is the policy of Hyatt Regency O'Hare not to allow our servers to accept alcohol as a gratuity. It is a violation of our liquor license for any patron or guest of the Hyatt Regency O'Hare to consume liquor not purchased in our establishments. The Licensee, agent, or employee has the right to refuse to sell or serve alcoholic beverages to anyone who they feel may have already had enough to drink or may be under the influence of another substance.

Hyatt Regency O'Hare does not allow any person or group to bring in liquor for use in banquet rooms or hospitality suites.
LOCKOUTS FOR MEETING ROOMS

Our Convention Services and Security staff can lock any meeting room. However, the room is not secured from hotel staff through this type of lock. If you are requesting locks to be changed specifically for your group, there will be a $95.00 one-time fee per lock with up to (4) keys and we will require a signature on a waiver form. The Engineering staff will be happy to supply and train you on the use of your keys. Any room possessing an air wall as one of the four walls cannot be securely locked out. Please note that when choosing to lock-out a room, your key will become the only key with the capability to enter the room. Thus, our Hotel staff can only refresh or reset the room with the key holder present. For more information, contact your Catering or Convention Services Manager for assistance.

LOGO

Neither the Group nor Hyatt Regency O’Hare will use the name, trademark, logo, or other proprietary designation for the other party in any advertising or promotional materials without the prior written approval of such party. The Group’s requests for any Hyatt Regency O’Hare advertising materials should be directed to your Catering or Convention Services Manager.

If you need additional information please contact our Director of Sales, Chris Finelli at extension 4440.

LOST AND FOUND

Non-Valuable Items

When an item is found in a guestroom or elsewhere in the hotel, it is turned into the Housekeeping Department and kept there for 30 days. If the item is unclaimed after 30 days, it will be returned to the finder.

Valuable Items

Any item that is found in the hotel that is of value must be turned into the Security Department and kept there for 30 days. If the item is unclaimed after 30 days, it will be returned to the finder.

Inquiries can be made regarding lost and found items 24 hours a day. For more information call Hyatt Regency O’Hare’s Housekeeping Department at extension 6576.

LUGGAGE STORAGE

Luggage Storage is available for all guests at our Bell Stand located on the Main Lobby next to the Front Desk. If you prefer, Guest Services can pick your luggage up from your room and store it for you by calling extension 52.

If your group is in need of private luggage storage closer to the meeting room, one can be arranged for $3.00 per person. Please contact your Catering or Convention Services Manager for more details.
MEDICAL FACILITIES

For any medical emergency, please call extension 55 from any house phone. Inform the Hotel Operator of the nature of the emergency and location. A specific response team of hotel managers will immediately respond. In non-emergency situations, the following facilities are recommended:

**Health Care**
Resurrection Immediate Care Center
4900 N. Cumberland Avenue
Norridge IL 60656
(773) 792-5030

**Optician**
Lenscrafters
Harlem Irving Shopping Center
4214 N. Harlem Avenue
Norridge IL 60656
(708) 453-8878

MEETING CONCIERGE

The Hyatt Regency O'Hare is proud to offer your meeting a Meeting Concierge program. Designed to provide the same personal service a hotel concierge offers our guests, they are focused on providing one-on-one service for your meeting. They can help with meeting room set-ups, shipping and receiving, or any other need that arise during a convention. The Meeting Concierge staff is always available by house phone at their extensions, which connects to their Nextel phones.

MEETING FACILITIES

Hyatt Regency O'Hare has over 100,000 square feet of meeting and function space. The Grand Ballroom features a large pre-function area and over 30,000 square feet of meeting space. The Rosemont Ballroom has over 15,000 square feet of space. In addition, there are forty-five meeting rooms, five parlor meeting rooms, and four executive boardrooms.

Following is a listing of our meeting space with seating capacities:
## Entry Level Room Capacities:

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater</th>
<th>School Room</th>
<th>Reception</th>
<th>Banquet</th>
<th>U Shape</th>
<th>Conference</th>
<th>Hollow Square</th>
<th>Sq. ft</th>
<th>Dimensions LxWxH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosemont Complex</td>
<td>1,532</td>
<td>800</td>
<td>2,500</td>
<td>1,000</td>
<td>-</td>
<td>-</td>
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<td>Rosemont A</td>
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<td>-</td>
<td>64</td>
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<tr>
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<td>175</td>
<td>350</td>
<td>200</td>
<td>60</td>
<td>-</td>
<td>70</td>
<td>2,520</td>
<td>63'10&quot;x40'x18'5&quot;</td>
</tr>
<tr>
<td>Rosemont C</td>
<td>250</td>
<td>135</td>
<td>300</td>
<td>150</td>
<td>48</td>
<td>-</td>
<td>58</td>
<td>2,160</td>
<td>47'8&quot;x40'x18'5&quot;</td>
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<td>250</td>
<td>150</td>
<td>40</td>
<td>-</td>
<td>50</td>
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<td>675</td>
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<td>-</td>
<td>5,050</td>
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<td>575</td>
<td>300</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4,330</td>
<td>47'8&quot;x80'11&quot;x18'5&quot;</td>
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<tr>
<td>United AB</td>
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<td>165</td>
<td>400</td>
<td>220</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>3,584</td>
<td>64'56'x9'</td>
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<tr>
<td>United A</td>
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<td>63</td>
<td>180</td>
<td>80</td>
<td>-</td>
<td>-</td>
<td>45</td>
<td>1,664</td>
<td>64'26'x9'</td>
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<td>108</td>
<td>220</td>
<td>110</td>
<td>-</td>
<td>-</td>
<td>52</td>
<td>1,920</td>
<td>64'30'x9'</td>
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<tr>
<td>North Central</td>
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<td>100</td>
<td>40</td>
<td>18</td>
<td>16</td>
<td>24</td>
<td>840</td>
<td>30'28'x9'</td>
</tr>
<tr>
<td>D.F.W. or L.A.X. A or B</td>
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<td>40</td>
<td>75</td>
<td>60</td>
<td>20</td>
<td>16</td>
<td>14</td>
<td>980</td>
<td>31'31'</td>
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<tr>
<td>D.F.W. or L.A.X. or A or B</td>
<td>140</td>
<td>80</td>
<td>150</td>
<td>120</td>
<td>28</td>
<td>24</td>
<td>26</td>
<td>1,960</td>
<td>65'x32'</td>
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</table>

Lambert  
Sky Harbor  
Lindbergh  
SeaTac  
McCarran  
John Wayne  

Lambert A or B  
Sky Harbor A or B  
Lindbergh A or B  
SeaTac A or B  
McCarran A or B  
John Wayne A or B  

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater</th>
<th>School Room</th>
<th>Reception</th>
<th>Banquet</th>
<th>U Shape</th>
<th>Conference</th>
<th>Hollow Square</th>
<th>Sq. ft</th>
<th>Dimensions LxWxH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Ballroom</td>
<td>3,300</td>
<td>1,932</td>
<td>5,300</td>
<td>2,500</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>30,545</td>
<td>227'1&quot;x134'5&quot;x23'</td>
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<tr>
<td>½ Ballroom</td>
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<td>966</td>
<td>2,600</td>
<td>1,290</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>15,213</td>
<td>134'5&quot;x113'11&quot;x23'</td>
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<tr>
<td>Section A,B,C,F,G, or H</td>
<td>336</td>
<td>170</td>
<td>300</td>
<td>200</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2,770</td>
<td>44'9&quot;x61'7&quot;x23'</td>
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<tr>
<td>Section D or E</td>
<td>1,122</td>
<td>630</td>
<td>1,800</td>
<td>850</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>10,222</td>
<td>134'5&quot;x76'x23'</td>
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<tr>
<td>ABC or FGH</td>
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<td>575</td>
<td>1,450</td>
<td>550</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>8,299</td>
<td>134'5&quot;x61'7&quot;x23'</td>
</tr>
<tr>
<td>ABCDE or DEFGH</td>
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<td>1,380</td>
<td>3,650</td>
<td>1,650</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>20,324</td>
<td>151'11&quot;x134'5&quot;x23'</td>
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<tr>
<td>Grand Boardroom</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>10</td>
<td>-</td>
<td>378</td>
<td>21'18'x10'</td>
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</table>
### Lobby Level Map:

![Lobby Level Map]

### Lobby Level Room Capacities:

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater</th>
<th>School Room</th>
<th>Reception</th>
<th>Banquet</th>
<th>U Shape</th>
<th>Conference</th>
<th>Hollow Square</th>
<th>Sq. ft</th>
<th>Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>O'Hare Ballroom</td>
<td>220</td>
<td>80</td>
<td>220</td>
<td>170</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2,250</td>
<td>76'x30'</td>
</tr>
<tr>
<td>A</td>
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<td>40</td>
<td>20</td>
<td>18</td>
<td>24</td>
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<td>100</td>
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<td>28</td>
<td>28</td>
<td>32</td>
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<td>31'x30'</td>
</tr>
<tr>
<td>C</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>50</td>
<td>24</td>
<td>22</td>
<td>28</td>
<td>750</td>
<td>25'x30'</td>
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<td>Midway</td>
<td>120</td>
<td>30</td>
<td>130</td>
<td>80</td>
<td>28</td>
<td>24</td>
<td>32</td>
<td>1,505</td>
<td>52'x29'</td>
</tr>
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<td>Logan</td>
<td>50</td>
<td>12</td>
<td>50</td>
<td>40</td>
<td>16</td>
<td>12</td>
<td>18</td>
<td>642</td>
<td>23'x27'10&quot;</td>
</tr>
<tr>
<td>J.F.K</td>
<td>60</td>
<td>18</td>
<td>60</td>
<td>50</td>
<td>16</td>
<td>14</td>
<td>18</td>
<td>781</td>
<td>28'x27'8&quot;</td>
</tr>
<tr>
<td>LaGuardia</td>
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<td>18</td>
<td>60</td>
<td>50</td>
<td>16</td>
<td>14</td>
<td>18</td>
<td>771</td>
<td>28'x27'8&quot;</td>
</tr>
<tr>
<td>Liberty</td>
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<td>18</td>
<td>60</td>
<td>50</td>
<td>16</td>
<td>14</td>
<td>18</td>
<td>781</td>
<td>28'x27'8&quot;</td>
</tr>
<tr>
<td>Ronald Reagan</td>
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<td>60</td>
<td>50</td>
<td>16</td>
<td>14</td>
<td>18</td>
<td>781</td>
<td>28'x27'</td>
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<tr>
<td>Dulles</td>
<td>50</td>
<td>12</td>
<td>50</td>
<td>40</td>
<td>16</td>
<td>12</td>
<td>18</td>
<td>642</td>
<td>23'x27&quot;</td>
</tr>
<tr>
<td>Hartsfield</td>
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<td>30</td>
<td>130</td>
<td>80</td>
<td>28</td>
<td>24</td>
<td>32</td>
<td>1,505</td>
<td>52'x29'</td>
</tr>
</tbody>
</table>
## International Level Room Capacities:

<table>
<thead>
<tr>
<th>Room Name</th>
<th>Theater</th>
<th>School Room</th>
<th>Reception</th>
<th>Banquet</th>
<th>U Shape</th>
<th>Conference</th>
<th>Hollow Square</th>
<th>Sq. ft</th>
<th>Dimensions LxWxH</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Ballroom</td>
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<td>1,200</td>
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<td>-</td>
<td>-</td>
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<td>Section A</td>
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<td>150</td>
<td>100</td>
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<td>20</td>
<td>46</td>
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<td>100</td>
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<td>784</td>
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<td>100</td>
<td>100</td>
<td>44</td>
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<td>58/40</td>
<td>1,596</td>
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<td>50</td>
<td>50</td>
<td>18</td>
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<td>28/24</td>
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<td>Da Vinci AB</td>
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<td>84</td>
<td>100</td>
<td>100</td>
<td>44</td>
<td>-</td>
<td>58/40</td>
<td>1,596</td>
<td>57’x28’</td>
</tr>
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<td>Da Vinci A or B</td>
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<td>50</td>
<td>18</td>
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<td>28/24</td>
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<td>100</td>
<td>100</td>
<td>44</td>
<td>-</td>
<td>58/40</td>
<td>1,596</td>
<td>57’x28’</td>
</tr>
<tr>
<td>Narita A or B</td>
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<td>40</td>
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<td>40</td>
<td>18</td>
<td>16</td>
<td>28</td>
<td>672</td>
<td>28’x24’</td>
</tr>
<tr>
<td>Barajas</td>
<td>60</td>
<td>28</td>
<td>40</td>
<td>40</td>
<td>18</td>
<td>16</td>
<td>28</td>
<td>672</td>
<td>28’x24’</td>
</tr>
<tr>
<td>Gatwick</td>
<td>66</td>
<td>30</td>
<td>50</td>
<td>40</td>
<td>22</td>
<td>18</td>
<td>28</td>
<td>780</td>
<td>26’x30’</td>
</tr>
<tr>
<td>Malpensa</td>
<td>100</td>
<td>60</td>
<td>80</td>
<td>60</td>
<td>30</td>
<td>-</td>
<td>40</td>
<td>1,176</td>
<td>42’x28’</td>
</tr>
<tr>
<td>Tegel</td>
<td>60</td>
<td>28</td>
<td>40</td>
<td>40</td>
<td>18</td>
<td>16</td>
<td>28</td>
<td>667</td>
<td>29’x23’</td>
</tr>
<tr>
<td>Charles de Gaulle</td>
<td>60</td>
<td>28</td>
<td>40</td>
<td>40</td>
<td>18</td>
<td>16</td>
<td>28</td>
<td>696</td>
<td>29’x24’</td>
</tr>
</tbody>
</table>
## MOVIE THEATERS

<table>
<thead>
<tr>
<th>Theater</th>
<th>Address</th>
<th>City</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muvico</td>
<td>9701 W Bryn Mawr Ave</td>
<td>Rosemont IL</td>
<td>(847) 447-1030</td>
</tr>
<tr>
<td>Pickwick Theater</td>
<td>5 South Prospect Avenue</td>
<td>Park Ridge IL</td>
<td>(847) 825-5800</td>
</tr>
<tr>
<td>Norridge Theater</td>
<td>4520 North Harlem</td>
<td>Norridge IL</td>
<td>(888) 262-4386</td>
</tr>
</tbody>
</table>

## MUSEUMS

The city of Chicago boasts one of the most comprehensive museum packages in the world.

<table>
<thead>
<tr>
<th>Museum</th>
<th>Address</th>
<th>City</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adler Planetarium</td>
<td>1300 S. Lake Shore Drive</td>
<td>Chicago IL</td>
<td>(312) 322-0300</td>
</tr>
<tr>
<td>John G. Shedd Aquarium</td>
<td>1200 South Lake Shore Drive</td>
<td>Chicago IL</td>
<td>(312) 939-2438</td>
</tr>
<tr>
<td>The Art Institute of Chicago</td>
<td>111 South Michigan Avenue</td>
<td>Chicago IL</td>
<td>(312) 443-3600</td>
</tr>
<tr>
<td>The Field Museum of Natural History</td>
<td>East Roosevelt Road &amp; Lake Shore Drive</td>
<td>Chicago IL</td>
<td>(312) 922-9410</td>
</tr>
<tr>
<td>Museum of Science and Industry</td>
<td>57th Street and Lake Shore Drive</td>
<td>Chicago IL</td>
<td>(773) 684-1414</td>
</tr>
</tbody>
</table>

For additional information on attractions in the immediate area, contact the Concierge at extension 51.
NEWSPAPER PUBLICATION AND DELIVERY

Chicago Tribune, Chicago Sun Times, USA Today, The Daily Herald and The Wall Street Journal newspapers may be purchased in our gift shop located on the Entry Level of the hotel.


NOTARY PUBLIC

The hotel has a notary on staff 8:00am-4:30pm, Monday-Friday at the Executive Offices.
OFFICE FURNITURE

Desks, filing cabinets, and sofas may be rented from the Convention Services offices. Contact the following merchant for more information, or contact your Convention Services Manager for assistance.

Access Destination Services  Regency Exposition Services
(877) 7-ACCESS  (847)696-2208
Contact: Jennifer Kurland  Contact: Brian Kester

OFFICE SUPPLIES

Office supplies may be secured through the FedEx Office located on the Entry Level or through your Meeting Concierge. Please call extension 4625 or your Meeting Concierge for further information.

In addition to our Business Centre, there are several office supply stores near the Hyatt Regency O’Hare. Contact the following merchants for more information:

FedEx Office  Office Depot
9510 W Higgins Rd  7100 N Mannheim Rd
Rosemont IL  Rosemont IL
(847) 696-9547  (847) 759-1088

OLIVEAIRE ARTISAN EVENTS AND MEETINGS

Oliveaire Artisan Events and Meetings is a full service event production and event management company. Oliveaire’s multi-faceted company consists of:

- Corporate Division: Serves Fortune 500 companies and associations with meeting solutions tailored to event agenda, goals and ROI
- Planning Division: Event Consultants and Event Architects to assist you with planning, designing or simply coordinating your meeting, special event or wedding.
- Design Studio: Spectacular décor designed for drama, floral designs that can express your stylish sophistication, fabric innovation that transform the space, lighting elements to accentuate and event furnishings that impress, transforming your imagination to reality in front of your eyes.
- Linen Division: Events transformed with sophistication from a linen collection infused with rich colors, textures and patterns.
- Ethnic Hospitality Consultants: Providing the hotel a channel to explore the ethnic event market targeted towards Asian, Russian, Middle Eastern, Indian, Pakistani and Kosher events.

For further questions, contact Oliveaire directly at 847-885-3200 or visit www.oliveaire.com
PARKING

The Hyatt Regency O'Hare offers over 1,105 parking spaces. Along with self-parking, the hotel offers valet parking as well. The following rates apply (rates are subject to change without notice):

**Self-Parking Rates**

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-10 hours (Non-Guest)</td>
<td>$22.00</td>
</tr>
<tr>
<td>10-24hrs (Non-Guest)</td>
<td>$29.00</td>
</tr>
<tr>
<td>Overnight Guests (in/out privileges)</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

**Valet Parking Rates**

<table>
<thead>
<tr>
<th>Category</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitors (Daily)</td>
<td>$32.00</td>
</tr>
<tr>
<td>Overnights (in/out privileges)</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

**Self-parking is a self-service facility where no attendant is on duty. Overnight guests must get their entry parking ticket validated at the Front Desk for in/out and final exit.**

**Methods of Payment**

- Cash
- If you are a registered guest of Hyatt Regency O'Hare, you can pay using the following credit cards: American Express, Diner’s Club, Discover, Master Card or Visa
- Charges can be placed on guestroom folios.
- Arrangements can be made to have charges applied to a group’s master account.

Please contact your Catering or Convention Services Manager for details.

**Entering and Exiting Procedures**

- Upon entering into the garage you will receive a ticket that you will need to keep in your possession at all times.
- If you are an overnight guest, you will receive in and out privileges for your stay. Your guestroom key will replace the parking ticket be used to get in and out of the parking lot. At the end of your stay, please drop the key in the box located at the gate. Any applicable fees will be applied to your guest room.
- For any special parking rates that may apply for daily drive-ins, a validation box will be available at the meeting room for your convenience. Insert the ticket into the box and proceed to one of our pay machines.

**Additional Notes**

- All parking is first come, first serve, based on availability.
- The garage is open 24 hours.
- No vehicle higher than 10 feet will fit inside the garage.
- At the end of your stay, please drop your guest room key in the drop off box next to the gate.
PHARMACY
Walgreen’s
4820 N. Cumberland
Norridge IL
(708) 583-1936

Turn Left onto N. River Rd. Turn Left onto Lawrence Ave. Walgreens will be on the left.

For further information, please contact the Concierge at extension 51.

PHOTOGRAPHY
If your group or convention is in need of photography services we recommend:

   Eved Services
   Telephone: (773) 764-7000
   www.eved.com

   Edward Fox Studios   Fred Fox
   Telephone: (773) 736-0200   Telephone: (847) 562-8735
   www.edwardfox.com   www.fredfox.com

Feel free to contact your Catering or Convention Services Manager for more details.

PIANOS
Hyatt Regency O’Hare has a black Baby Grand Piano. It is a Yamaha, Model GH1. There is a charge of $200.00 fee for the rental of the piano which includes the cost of tuning, which will be arranged by your Catering or Convention Services Manager. Please reserve the piano with your Catering or Convention Services Manager as this piano is on a first come first serve basis.

PODIUMS
Please refer to LECTERNS.
PRE-CONVENTION & POST-CONVENTION MEETINGS

In order to introduce our clients to key personnel in the hotel, we would like to arrange for a Pre-Convention Meeting a day or two prior to your main group arrival. Please advise your Convention Services Manager as to whom you would like to attend from your organization and a convenient time for this brief meeting (time ranges from 30 minutes to 1 hour). We will focus on your group’s profile and how we can help you achieve your meeting’s objectives.

As a means to gain feedback to better serve our clients, we also ask for a brief Post-Convention Meeting. This meeting allows your Convention Services and Catering contacts, as well as the General Manager to receive comments directly from the key contacts of your organization.

PRESIDENTIAL VISITS

Please inform your Catering or Convention Services Manager whenever there is the possibility that the President of the United States or Vice President will be invited to the hotel. The Secret Service requires a number of security measures to safeguard these individuals.

PRINTING SERVICES

If your group is in need of printing services please contact the FedEx Office at extension 4625 for your needs. In addition to our Business Centre, the following merchants are near the hotel:

<table>
<thead>
<tr>
<th>Merchant</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RES Signs</td>
<td>9291 West Bryn Mawr Avenue</td>
<td>(847) 696-1049</td>
</tr>
<tr>
<td>FedEx Office</td>
<td>9510 W Higgins</td>
<td>(847) 696-9547</td>
</tr>
<tr>
<td>Rosemont IL</td>
<td>Rosemont IL</td>
<td></td>
</tr>
</tbody>
</table>

The FedEx Office located on the Entry Level of the hotel as well as these facilities offers fax service, computer usage, laser jet printing, typing, and copy service.

PUBLIC TRANSPORTATION

Airport Shuttle

The complimentary Hyatt shuttle departs the hotel every 15 minutes between 4:00am & 12:00am and every 30 minutes between 12:00am and 4:00am. This shuttle only goes to O’Hare International Airport.

Elevated Train (EL)

Hyatt Regency O’Hare is located approximately 1/4 mile from Chicago’s El system. This system provides an affordable and easy way to get to downtown Chicago.

The Blue Line portion of the El is open 24 hours a day and operates seven days a week. Tickets and transfers must be purchased at the EL station using cash (no credit cards accepted at nearest station). For more information, visit [http://www.transitchicago.com/](http://www.transitchicago.com/)

Pace Bus 606

This transportation is available when traveling to Woodfield Shopping Mall. Pickup for the bus is approximately 2 blocks away at the Rosemont Train/Bus Terminal north on River Road.
REGENCY CLUB

The 29th floor will be designated as the Regency Club floor with the Club Lounge located on the Lobby Level next to the Front Desk. The upgrade price to be on Regency Club and enjoy the added amenities in the guest room and of the Lounge will be $50.00.

To gain access to the Lounge, guest room keys will be programmed to open the Regency Club Lounge.

Regency Club Lounge hours are:
- 6:30 am - 9:30 am - AM Service, Monday-Friday (staffed)
- 6:30 am - 10:30 am – AM Service, Saturday-Sunday (staffed)
- 9:30 am - 6:30 pm – Mid-Day Service (not staffed)
- 5:30 pm - 8:30 pm - Evening Cocktail Hour (staffed)
- 8:30 pm - 9:30 pm – Clean up and Closing (No Service)
- 9:30 pm - 6:30 am – Club Closed

***Note: Hours may vary depending upon occupancy.

Regency Club Features are:
- 42” Wide-Screen Plasma Television
- Welcome Card from the Concierge upon Registration
- Assortment of Magazines and Newspapers
- Full Concierge Services

AM Menu
- Cereals - Minimum of 3 kinds available
- Assortment of Fruits
- Assortment of Yogurt
- Breakfast Pastries: croissants, bagels and Danish
- English Fruit Muffins
- Coffee Machine with coffee, hot chocolate, latte, mocha, & expresso
- Hot tea selection
- Milk – skim, 2% and whole
- Selection of Juices
- Breads - white and wheat
- Assorted marmalades or jams
- Butter and margarine

Mid-Day Menu
- Fruit, nuts, & cookies
- Bottled water and soda

Evening Service Menu
- Dry snack mix, mixed nuts, dried fruits and berries
- Four Cheeses, 2 soft and 2 hard
- Vegetable crudite with dip - seasonal harvest vegetables
- One Hot/Cold Item
- Assorted crackers
- Beverage service to include coffee, bottled water and soda
**Beverage Standards**
- Top Shelf - $8.00
- Premium - $6.00
- Wine - $7.00
- House Wine - $5.00
- Domestic Beer - $4.00
- Imported Beer - $5.00

**House Wine:**
- Canvas Merlot & Pinot Grigio

**Beer:**
- Imported = Heineken
- Domestic = Miller and Budweiser
- Non-Alcoholic = Sharps

**REGISTRATION ASSISTANCE**
Access Destination Services can provide temporary staffing. Please see ACCESS DESTINATION SERVICES for the contact information.

**RENTALS**
If your group or convention is in need of party rental services, please contact Eved Services (see EVED SERVICES for contact information).

**RESERVATIONS**
If reservation requests are made on the group’s own form, a sample of the reservation form must be submitted to us for approval prior to printing.

For additional information, contact Hyatt Reservations at (847) 696-1234 or fax to (847) 663-4649.

**RESPIRE BY HYATT**
Respire by Hyatt rooms are treated with a cutting edge process that cleans the air and surfaces providing the ultimate comfort level for those sensitive to airborne particles. While all of the rooms at the Hyatt Regency O’Hare follow a strict protocol for cleanliness, PURE takes it one step further for those with heightened sensitivities. Currently, the hotel has 44 total Respire by Hyatt rooms (34 allergy sensitive rooms and 10 smoking sensitive rooms. For more information on PURE Rooms, please contact the Front Desk at extension 50.
RESTAURANTS

O’H American Grill
Exciting Lobby Level, three meal restaurant featuring an open-air exhibition kitchen
American grill serving cuisine from across the nation
6am-10pm Daily

Perks
Located on Entry Level, a gourmet coffee house featuring coffees, homemade baked goods, fruits, sandwiches and snacks.
4am-2am Daily

Red Bar
Lobby Level bar with large windows that bring in an abundance of natural light and with high tech projection screens for a unique, multi sensory experience
4pm-12am Daily

Note: Restaurant hours may vary depending upon the occupancy in the hotel.

RIVERS CASINO
Rivers Casino is Chicaoland’s newest casino and entertainment destination. Located just a mile North of the Hyatt Regency O’Hare, the casino is home to nearly 1,050 slot machines, 48 table games, seven bars and restaurants, and weekly live entertainment.
Hotel guests will also receive at $10.00 “comp” upon presentation of their reservation number at the check-in desk at the Casino.
Rivers Casino also has a complimentary shuttle that runs from 4:00pm-2:00am about every 30 minutes to the area hotels. Costs of a round trip ticket are:
- Internet Reservation - $10.00 (credit card only)
- Walk-Up Reservation - $10.00 (cash or credit card to be taken by shuttle driver)
- Telephone Reservation - $11.25 (credit card only)
For more information on Rivers Casino, visit http://playrivers.com/ or call (888) 307-0777.

ROLLAWAY POLICY
Please be aware it is the policy of the hotel to limit the placement of rollaway beds into guestrooms. These policies are as follows:
- (1) Rollaway bed in rooms with king size beds
- (2) Rollaway beds in parlors
- Rollaway beds are not allowed in rooms with 2 double beds.
- $25.00 charge per night

Guest requests for rollaways exceeding the above guidelines will be declined. The sizes of the rooms do not allow space for additional beds without creating a safety hazard to both the guests and employees servicing the room.
ROPE AND STANCHIONS

Hyatt Regency O'Hare has a limited supply of ropes and stanchions available for your convention needs. Please note that ropes and stanchions are on a first come, first serve basis and must be used in accordance with fire codes. Contact your Convention Services Manager for more information.

ROSEMONT CONVENTION CENTER/DONALD E STEPHENS CONVENTION CENTER

Located directly south of the Hyatt and connected via an enclosed skywalk. For more information, contact Donald E. Stephens Convention Center directly at (847) 692-2220.

ROSEMONT ENTERTAINMENT DISTRICT (MB FINANCIAL PARK AT ROSEMONT)

Conveniently located about a half mile from the hotel, the Rosemont Entertainment District (also known as the MB Financial Park at Rosemont) features lively bars and restaurants with live music, casual dining, bowling, and outdoor patios. A seasonal courtyard is in the center of it all- perfect for farmers markets, movies under the stars, music festivals & ice skating.

A complimentary shuttle is available to the Entertainment District Monday-Saturday. You can pick up the shuttle at the Donald E Stephens Convention Center Main Entrance every 7-8 minutes.

For more information, visit http://www.rosemont.com/the_park_at_rosemont.php
SAFETY DEPOSIT BOXES
There is no charge for use of our safety deposit boxes. They are recommended for the storage of valuables and guests have access 24 hours a day. Use may be arranged at the front desk. There is a $250.00 fee if the safe deposit box key is lost.

SECURITY
For all emergencies, dial 55. Hyatt Regency O'Hare has a full time security staff. All guestrooms contain emergency procedures that all guest are encouraged to read at their convenience.

The Security Department is responsible for all areas of the hotel; however, they do not monitor meeting rooms. It is the sole responsibility of the group to safeguard their property. All meeting rooms are lockable, but not securable and Hyatt Regency O'Hare is not responsible for any losses.

Protection Safety Services, Inc. and Capital Security & Investigations are our preferred vendors for outside security service. The charge for a security officer is $35.00 an hour, with a minimum of four hours. A 48 hour notice is required. Please contact your Catering or Convention Services Manager for further information and set up of security if needed.

SHIPPING AND RECEIVING
Hyatt Regency O'Hare provides a wide selection of shipping and receiving services. They can be reached at (847) 696-1234, extension 4420. Hours of operation are as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Friday</td>
<td>6:30am-6:30pm</td>
</tr>
<tr>
<td>Saturday-Sunday</td>
<td>9am-5pm</td>
</tr>
</tbody>
</table>

Special arrangements must be made for receiving of electronic equipment, goods, displays or other materials which will be sent, delivered or brought into the hotel. This excludes delivery of any food or beverage items sold or furnished by the hotel. The hotel will not accept delivery of such items. Failure to do this may result in deliveries being refused or materials being unavailable when required. All materials being sent to the hotel must be marked as follows:

1. Complete return address
2. Number of Boxes (i.e. 1 of 2 and 2 of 2)
3. Hold for arrival - Attention: Guest Name, Organization Name
4. Hyatt Contact/Manager’s Name
5. Address packages to hotel as follows:

   Hyatt Regency O'Hare
   9300 West Bryn Mawr Avenue
   Rosemont IL  60018
The hotel does not accept any liability for equipment, goods, displays or other materials that arrive unmarked or fail to arrive at the hotel. The Group is responsible for insuring its property for loss or damage.

Handling charges for packages are as follows:

<table>
<thead>
<tr>
<th>Weight/pounds</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
<td>Complimentary</td>
</tr>
<tr>
<td>0-49lbs</td>
<td>$5.00 per box</td>
</tr>
<tr>
<td>50-99lbs</td>
<td>$0.30 per pound</td>
</tr>
<tr>
<td>100lbs and over</td>
<td>$0.40 per pound</td>
</tr>
<tr>
<td>Skids without weight</td>
<td>$200.00 per skid</td>
</tr>
<tr>
<td>Skids with weight</td>
<td>$0.40 per pound</td>
</tr>
</tbody>
</table>

***Note: We do NOT accept COD packages unless previously arranged without payment***

SHOPPING

Hyatt Regency O’Hare is located just thirty minutes away from beautiful downtown Chicago and a myriad of shopping venues. Visit Michigan Avenue, otherwise known as The Magnificent Mile, or Chicago’s famous State Street. A few of the large retailers located on the Magnificent Mile are Bloomingdale’s, Lord & Taylor, Marshall Fields and Saks Fifth Avenue.

Shopping is also available at the world’s largest shopping mall, Woodfield Shopping Mall. Woodfield offers three levels of specialty shops, boutiques, and stores with all the latest styles in women’s, men’s and children’s apparel.

See our Concierge for transportation needs.

SHUTTLE

The Hyatt Regency O’Hare offers a complimentary shuttle to the airport 24 hours a day. The shuttle departs from the Main Entrance of the hotel every 15 minutes between 4:00am & 12:00am and every 30 minutes between 12:00am & 4:00am.

For pricing and availability for renting a Shuttle, please contact your Catering or Convention Services Manager.

SIGN POLICIES

All signs must be professionally printed or painted. Hand written signs are not permitted. Your Meeting Concierge will provide 8½” x 11” signs outside of the meeting rooms with your group posting name, function, and room name as well as direction signs in the Lobby to assist your attendees. If additional signs are needed, please contact your Meeting Concierge or your Catering or Convention Services Manager.
SMOKING POLICIES

There is no smoking allowed in the public areas of the hotel. Designated smoking areas are located outside of the Grand Entrance and outside of the South Entrance. In addition, there are 10 smoking guestrooms available on the 4th floor for an additional fee of $20.00 per night.

SPORTS TICKET INFORMATION

TicketMaster provides ticketing for the major Chicago Sports teams. To obtain tickets for the following sports clubs, TicketMaster can be reached at (866) 448-7849.

<table>
<thead>
<tr>
<th>Chicago Bears</th>
<th>Chicago Cubs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soldier Field</td>
<td>Wrigley Field</td>
</tr>
<tr>
<td>425 East McFettridge Drive</td>
<td>1060 West Addison</td>
</tr>
<tr>
<td>Chicago IL</td>
<td>Chicago IL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chicago Blackhawks</th>
<th>Chicago White Sox</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Center</td>
<td>U.S. Cellular Field</td>
</tr>
<tr>
<td>1901 West Madison Street</td>
<td>333 West 35th</td>
</tr>
<tr>
<td>Chicago IL</td>
<td>Chicago IL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chicago Bulls</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Center</td>
</tr>
<tr>
<td>1901 West Madison Street</td>
</tr>
<tr>
<td>Chicago IL</td>
</tr>
</tbody>
</table>

STAGING/PLATFORMS

The Hyatt Regency O’Hare has portable risers for use in all meeting rooms when needed. All risers are 6’ x 8’ panels that come in 8”, 16”, 24” and 32” heights. All risers are carpeted.

Custom staging is also available through Presentation Services. For information on custom staging, please call (847) 663-4520.
SUITES
Listed below are our current suite types. Attached you will also find illustrations detailing the floor plans and dimensions of each specific suite type.

1. Plaza Suite
2. Regency Suite
3. Panorama Suite
4. Deluxe Suite
5. Presidential Suite
6. Executive Suite
* All rates are subject to 13% tax
PLAZA SUITE
$495.00
9 Suites

- Approximately 480 square feet
- Located in the Executive Wing
- Room numbers end in \(-28\)
- 1 unit
- Room contains a table for four and a sofa bed
- Room in an “L” shape – no door separates the sleeping / living quarters
- All rooms have connecting double /double rooms (room numbers ending in \(-30\)
REGENCY SUITES
$595.00
9 Suites

- Approximately 672 square feet
- Located in the Executive Wing
- Room numbers end in –06
- 1 unit
- Room contains a table for four and a sofa bed
- Room in a square shape – no door separates the sleeping / living quarters
- Special Information:
  - All rooms have connecting double / double rooms (room numbers ending in –08)
PANAMORA SUITES

$695.00

8 Suites

- Approximately 792 square feet
- Located in the Main Building
- Rooms on floors 10 and 11
  - Parlors (495 square feet) are on the 10th Floor
  - King Sized Bedrooms (297 square feet) are on the 11th Floor
- 2 units
- Parlor Room Contains a table for four
- Special Information:
  - The two rooms are connected by a spiral staircase
  - Each room can be sold separately – a door at the top of the staircase divides the two rooms
  - Access to rooms from both the 10th and 11th floors
  - Pie-shaped rooms
DELUXE SUITES
$795.00
4 Suites

- Approximately 1,131 square feet
- Located in the Main Building
- Rooms on floors 9 and 10
  - Parlors (841 square feet) are on the 9th Floor
  - King Sized Bedrooms (290 square feet) are on the 10th Floor
- 1 unit
- Parlor Room Contains a table for six and a sitting area
- Special Information:
  - The two rooms are connected by a spiral staircase
  - Each room has a bathroom but cannot be sold separately
  - Access to rooms from both the 9th and 10th floors

All Deluxe Suites have 2 balconies – one in the living room and one in the dining room
VIP SUITES
$1,495.00
11 Suites

- Approximately 1,660 square feet (Parlor Room and King Bedroom)
- Located in the Executive Wing
- Parlor Room numbers end in –40 and are attached to:
  - King Bedroom numbers end in –42
  - Double / Double Bedroom numbers ending –38
- 2 – 3 Units
- Parlor Room Contains a table for eight people and a sitting area with a separate bathroom that has both a shower and tub
- King Bedroom Contains one separate bathrooms –
  - One bathroom has a standing shower
PRESIDENTIAL SUITE

$1,495.00

1 Suite

- Approximately 1,134 square feet (total)
- Located on the Executive Wing
- 2 – 3 Units
- Parlor Room (756 square feet) Contains a table for four people and a sitting area
- King Bedroom (378 square feet) Contains a sofa bed
EXECUTIVE SUITE
$795.00

1 Suite
- Room number 953
- Only room of its type
- Sitting area for 7 people
- Includes two Queen rooms on either side of Parlor room
TAXES

Sales taxes for the Village of Rosemont are:

- Sleeping Room Tax: 13%
- Meeting Room Rental Tax: 10.25%
- Food and Beverage Sales Tax: 10.25%
- Gratuity on Banquets: 23%
- Service Charge: 2.6211%
- General Sales Tax: 10.25%
- State: 9.25%
- Village Tax: 1%

TAX EXEMPT STATUS

To signify your group as tax exempt, you will need to provide a tax-exempt status form from the State of Illinois. This would exempt your group from 9.25% state sales tax on food and beverage items only. The remaining 1% Rosemont Village tax would still be applicable.

In the state of Illinois, a 501(K) certificate is not valid from the Federal Department of Revenue. An Active Exemption Identification Number Certificate is required.

TAXI CABS

Cabs are available from the front entrance of the hotel. For further information call:

- Horizon Cab: (847) 678-1300
- Rosemont Taxi: (847) 827-0110

TELEPHONES

House phones are located throughout the hotel and meeting space. In addition, private or DID phone lines can be added to any location. See your Convention Services manager for additional phone lines.

TRANSPORTATION

Our Transportation Department is responsible for the management of our parking facilities along with our airport transportation. Our fleet of airport shuttle vans and courteous staff look forward to being of service. To contact the Transportation Department directly, dial extension 53.
VOICEMAIL

All hotel room telephones have voice mail capability. You can check it simply by dialing 4747 from your room. If you have any questions, please call the hotel operator.
-W-

**WESTERN UNION**

1555 Lee St  
Des Plaines, IL 60018  
(847) 299-5550

**WHEEL CHAIR AVAILABILITY**

Hyatt Regency O'Hare in-house wheel chair is for medical emergency situations. Wheelchairs will not be available for guests to use for any length of time. If a guest is in need of a wheel chair while they are here, the Concierge can make arrangements for rental from an outside supplier. Please contact the Concierge at extension 51.

**WORSHIP SERVICES**

**Baptist**  
First Baptist Church  
1266 N. Northwest Highway  
Park Ridge, IL  
(847) 692-6101  
Right on River Road, right on Devon, left on Dee, left on Northwest Highway, church is on left

**Catholic**  
Our Lady of Hope  
9711 West Devon Avenue  
Rosemont, IL  
(847) 825-4673  
Right on River Road, left on Devon, church is on the left.

**Christian Service**  
First Church of Christ Scientist  
330 W Touhy Avenue  
Park Ridge, IL  
(847) 823-3329  
Right on River Road, right on Touhy, located on the right side.

**Episcopal**  
St. Martins  
1095 Thacker Street  
Des Plaines, IL  
(847) 824-2043  
Right on River Road, left on Thacker, located on right at Margaret Street.
**Jewish**  
Lubavitch Chabad & F.R.E.E. of Niles  
9401 Margail Street  
Des Plaines, IL  
(847) 296-1770  
Right on River Road, right on Devon, left on Dee, left on Northwest Highway, right on Potter, right on Emerson, synagogue will be on left

**Lutheran**  
St. Lukes Evangelical Lutheran Church  
205 North Prospect Avenue  
Park Ridge, IL  
(847) 825-6659  
Right on River Road, right on Touhy, left on Prospect, church is on the left side.

**Presbyterian**  
First Presbyterian Church  
1755 Howard Ave  
Des Plaines, IL  
(847) 299-4215  
Right on River Road, left on Howard, church on the left side.

**United Methodist**  
First United Methodist Church  
418 Touhy Avenue  
Park Ridge, IL  
(847) 825-3144  
Right on River Road, right on Touhy, located on the right side.