

SERVICE INFORMATION

BOOTH EQUIPMENT

Each exhibitor area includes a kiosk (with your logo on the front and back panel, produced by Freeman) a 42" monitor, electricity and access to wireless internet. Due to space constraints, other furnishings and pull-ups or other types of graphics are not permitted.

EXHIBITOR FURNISHINGS & HALL CARPET

Due to limited spacing no additional furniture or carpet orders will be permitted. The expo will be carpeted with existing hotel carpet.

SHOW HOURS

Setup	Monday, February 24, 2020	3:00 pm - 5:00 pm
Exhibit Hours	Tuesday, February 25, 2020	8:00 am - 4:30 pm
	Wednesday, February 26, 2020	8:00 am - 3:00 pm
Dismantle	Wednesday, February 26, 2020	3:00 pm - 5:00 pm

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by **Wednesday, February 26, 2020 at 5:00 pm**.

SHIPPING/RECEIVING

Shipping and receiving is handled by FedEx in partnership with the venue. Please see the attached form for shipping details.

HANDLING

Handling is handled by FedEx in partnership with the venue. Please see the attached form for rates.

SHIP TO:

FedEx Office Business Center
Chicago Hilton
720 South Michigan Ave
Chicago, IL 60605

QUICKFACTS PROVIDED BY ESRI

This document was designed and published by Esri.



Chicago Hilton Shipping Instructions

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, unless the items are specifically for their use (e.g., hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **312.663.1149**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

(Guest Name) (Guest Cell Number)
c/o FedEx Office at Chicago Hilton
720 South Michigan Ave
Chicago, IL, 60605
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center
Chicago Hilton
720 South Michigan Ave
Chicago, IL 60605
Phone: 312.663.1149
Fax: 312.922.5240
Email: usa5052@fedex.com

Operating Hours
Mon – Fri: 7:00am - 7:00pm
Saturday: 8:00am - 5:00pm
Sunday: 8:00am - 5:00pm

SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office in advance of shipping their items to Chicago Hilton with any specific questions. If you have any special needs (e.g., refrigeration requirements, after hours delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

ON-SITE PACKAGE DELIVERY

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Chicago Hilton, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting /event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES / MEETING ROOMS

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at Chicago Hilton, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



Chicago Hilton Shipping Instructions

UPON YOUR ARRIVAL

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **312.663.1149**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office, indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Envelopes up to 1.0 lb.	\$2.00	\$10.00
0.0 – 1.0 lb.	\$2.00	\$10.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$25.00
20.1 – 30.0 lbs.	\$20.00	\$35.00
30.1 – 40.0 lbs.	\$25.00	\$55.00
40.1 – 50.0 lbs.	\$25.00	\$55.00
50.1 – 60.0 lbs.	\$35.00	\$55.00
60.1 – 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$250.00 or \$0.75/lb. > 333 lbs.	\$250.00 or \$0.75/lb. > 333 lbs.

Package weights will be rounded up to the nearest pound.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$250.00 or \$0.75/lb. > 333 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

ADDITIONAL SERVICES

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.



Electrical, Internet and AV Equipment Online Ordering Provided by Hilton Chicago

The Hilton Chicago is now working with **Boomer Commerce**, which is an online ordering system. The Hilton Chicago no longer accepts paper order forms, so please use this system to place all orders.

The Boomer Commerce online system simplifies the way exhibitors order hotel services, so please follow steps below and place your order.

**The online ordering for the ESRI EXPO will open on
Monday, January 13, 2020**

- Click on the link below or copy URL and paste into browser to register your company. Please select the event you're coming with. If you have used Boomer Commerce for other shows please use your current log-in information.

<https://hiltonchicago.boomerecommerce.com/>

Jacqueline Washington-Gavin, Hilton Sr. Events and Tradeshow Manager

Phone: 1-312-663-6529

Email: jacqueline.washington@hilton.com and yvette.green@hilton.com

For assistance with internet and av equipment please contact PSAV

Phone: 312 663 6524

Drazen Collier dcollier@PSAV.COM and HiltonExhibits@psav.com

• EXHIBITOR INFORMATION • EXHIBITOR INFORMATION •

Welcome Exhibitors,

We are excited to welcome you to our city and to the Hilton Chicago!

In an effort to keep everyone safe and to be in compliance with the directives of the *Chicago Fire Prevention Bureau*, please be aware that equipment, products, materials and containers of any kind may not – be stored under any table, behind any drape and/or behind any booth displays. You are permitted to keep one day's supply of your product and/or materials on display in the open area of your booth space. Any overflow materials may be stored by (**PERFERRED CONTRACTOR**) and will be accessible at a daily cost.

Any items stored behind a booth display or drape will be subject to removal and placed in an off-site storage facility. These items will be returned to you at the close of the show. Storage fees will apply.

Vehicles must have a lock on the gas tank and have no more than an eight of gasoline. The battery must be un-hooked a Hilton Chicago Electrician and the keys given to a representative from the Hilton Chicago Security Department.

All tents must be fire retardant and porous.

The City of Chicago Fire Prevention Bureau reserves the rights to close and/or discontinue any booth, vehicle display and/or tent usage that is not in compliance with the above Information. Any exhibitors not in compliance will still be responsible for any services rendered.

Thank you for your cooperation.

